

27/06/19/10 (CE11899-1) Theory

Parts Technician

**Interprovincial
Qualification**

COUNSELLING INFORMATION

120 TOTAL QUESTIONS

Number of Questions

SECTION 1 COMMON OCCUPATIONAL SKILLS	16
Task 1 Performs safety-related functions.	3
Task 2 Uses tools and equipment.	3
Task 3 Organizes work.	5
Task 4 Communicates with others.	5
SECTION 2 CUSTOMER SERVICE	32
Task 5 Provides services to retail customers.	7
Task 6 Provides services to wholesale customers.	7
Task 7 Provides services to internal customers.	9
Task 8 Provides general customer service and support.	9
SECTION 3 PARTS ACQUISITION	31
Task 9 Identifies parts.	17
Task 10 Sources parts.	14
SECTION 4 WAREHOUSING AND INVENTORY	24
Task 11 Handles parts and materials.	8
Task 12 Performs inventory control.	8
Task 13 Performs shipping and receiving duties.	8

SECTION 5 BUSINESS PRACTICES	17
Task 14 Promotes products and services.	7
Task 15 Implements pricing formula.	5
Task 16 Processes financial transactions.	5

TIME ALLOWED 4 HOURS
PASS MARK 70%

- This is a multiple choice type examination.
- This information is to be used for candidate counselling purposes only.