



# **RED SEAL EXAM**

# **SELF-ASSESSMENT GUIDE**

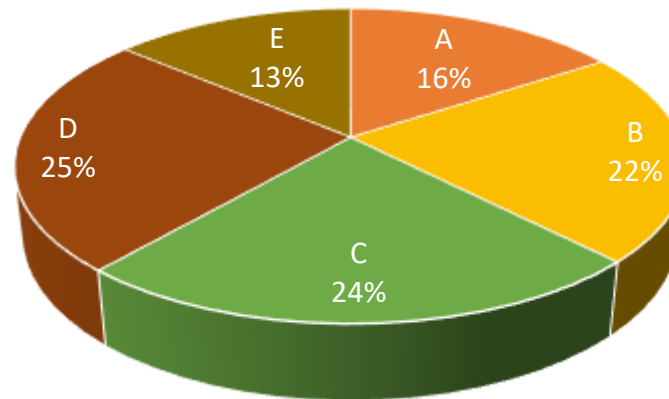
## **PARTS TECHNICIAN**



## Red Seal Exam Weighting

This pie chart represents the distribution of questions on the Red Seal Exam. The self-assessment on the next pages shows the Tasks and Sub-tasks within each Major Work Activity and the number of questions assigned to each Major Work Activity and Task.




The Red Seal Exam for this trade has 120 questions.



	MWA / Exam Section	Percentage of Questions	Number of Questions out of 120
A	Performs common occupational skills	16%	19
B	Performs customer service	22%	26
C	Performs parts acquisition	24%	29
D	Performs warehousing and inventory	25%	30
E	Applies business practices	13%	16

## Breakdown of Red Seal Exam Questions and Self-Assessment

Rate your own understanding and experience with each task. Look at the activities that make up each task and consider your experience with them of them when rating yourself. Be honest!

-  **LOW** I have **no or very little understanding or experience** in this activity
-  **MEDIUM** I **understand** this activity and have **some experience** doing it in **limited** situations
-  **HIGH** I have a **very good understanding** of this activity and am **fully competent** in doing it in **many** situations

This is not intended to accurately predict how you will actually do on the exam – there may be areas where you are over-confident or under-confident. But it should give you an idea of your strengths and weaknesses.










After you rate your own knowledge and experience as **LOW**, **MEDIUM** or **HIGH**, check how many questions there are and write down how many you think you will get correct.




**LOW**, you may not get many of those questions right.




**MEDIUM**, you might get some right.




**HIGH**, you expect to be able to get most of those questions right.




Comparing your scores with the number of questions on the exam will help you identify which areas you need to prepare the most. Add up your scores from each section to get an idea of your overall readiness for the exam.

	 <b>LOW</b> Understanding / Experience	 <b>MEDIUM</b> Understanding / Experience	 <b>HIGH</b> Understanding / Experience	Number of questions on the Red Seal exam	Based on your self-rating, how many of the questions do you think you will get correct?
<b>A – Performs common occupational skills</b>					
1. Performs safety-related functions 1.01 Maintains safe work environment 1.02 Uses personal protective equipment (PPE) and safety equipment				4	
2. Uses tools and equipment 2.01 Uses catalogues and price lists 2.02 Uses hand tools 2.03 Operates power tools 2.04 Operates warehouse tools and equipment 2.05 Uses measuring and testing tools and equipment 2.06 Operates business machines 2.07 Uses computers and digital devices				6	




	 <b>LOW</b> Understanding / Experience	 <b>MEDIUM</b> Understanding / Experience	 <b>HIGH</b> Understanding / Experience	Number of questions on the Red Seal exam	Based on your self-rating, how many of the questions do you think you will get correct?
3. Organizes work 3.01 Uses work related documents 3.02 Prioritizes tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	
4. Communicates with others 4.01 Uses communication techniques 4.02 Uses mentoring techniques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4	
Total number of questions for this section:				19	SUM OF YOUR EXPECTED CORRECT ANSWERS <input type="text"/>




	 <b>LOW</b> Understanding / Experience	 <b>MEDIUM</b> Understanding / Experience	 <b>HIGH</b> Understanding / Experience	Number of questions on the Red Seal exam	Based on your self-rating, how many of the questions do you think you will get correct?
<b>B - Performs customer service</b>					
5. Provides services to retail customers 5.01. Identifies retail customers' needs 5.02 Provides technical information to retail customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6	
6. Provides services to wholesale customers 6.01 Identifies wholesale customers' needs 6.02. Provides training opportunities and technical information to wholesale customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6	
7. Provides services to internal customers 7.01 Identifies internal customers' needs 7.02 Maintains inventory and records for internal customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	










	 <b>LOW</b> Understanding / Experience	 <b>MEDIUM</b> Understanding / Experience	 <b>HIGH</b> Understanding / Experience	Number of questions on the Red Seal exam	Based on your self-rating, how many of the questions do you think you will get correct?
8. Provides general customer service and support 8.01 Prepares customer quotes 8.02 Provides no-fee value-added services and information 8.03 Records customer information 8.04 Implements product improvement programs (PIP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9	
Total number of questions for this section:				26	SUM OF YOUR EXPECTED CORRECT ANSWERS




	 <b>LOW</b> Understanding / Experience	 <b>MEDIUM</b> Understanding / Experience	 <b>HIGH</b> Understanding / Experience	Number of questions on the Red Seal exam	Based on your self-rating, how many of the questions do you think you will get correct?
<b>C – Performs parts acquisition</b>					
9. Identifies parts 9.01 Identifies parts function 9.02 Identifies parts application 9.03 Identifies parts number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	16	
10. Sources parts 10.01 Searches inventory for parts 10.02 Identifies suppliers 10.03 Purchases parts 10.04 Arranges shipment of special orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13	
Total number of questions for this section:				<b>29</b>	SUM OF YOUR EXPECTED CORRECT ANSWERS <input type="text"/>



	 <b>LOW</b> Understanding / Experience	 <b>MEDIUM</b> Understanding / Experience	 <b>HIGH</b> Understanding / Experience	Number of questions on the Red Seal exam	Based on your self-rating, how many of the questions do you think you will get correct?
<b>D – Performs warehousing and inventory</b>					
11. Handles parts and materials 11.01 Maintains storage design layout 11.02 Handles sensitive products 11.03 Rotates inventory 11.04 Places inventory in designated location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12	
12. Performs Inventory control 12.01 Manages core and warranty inventory 12.02 Handles parts inventory recalls 12.03 Maintains inventory levels 12.04 Participates in periodic physical inventory count	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10	

	 <b>LOW</b> Understanding / Experience	 <b>MEDIUM</b> Understanding / Experience	 <b>HIGH</b> Understanding / Experience	Number of questions on the Red Seal exam	Based on your self-rating, how many of the questions do you think you will get correct?
13. Performs shipping and receiving duties 13.01 Verifies estimated time of arrival (ETA) 13.02 Receives incoming shipment 13.03 Resolves order discrepancies 13.04 Prepares for shipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8	
Total number of questions for this section:				30	SUM OF YOUR EXPECTED CORRECT ANSWERS

	 <b>LOW</b> Understanding / Experience	 <b>MEDIUM</b> Understanding / Experience	 <b>HIGH</b> Understanding / Experience	Number of questions on the Red Seal exam	Based on your self-rating, how many of the questions do you think you will get correct?
<b>E – Applies business practices</b>					
14. Promotes products and services 14.01 Displays products and literature 14.02 Uses digital marketing 14.03 Recommends parts and products to customer 14.04 Recommends services to customer				4	
15. Implements pricing formula 15.01 Calculates additional costs 15.02 Overrides price				5	

	 <b>LOW</b> Understanding / Experience	 <b>MEDIUM</b> Understanding / Experience	 <b>HIGH</b> Understanding / Experience	Number of questions on the Red Seal exam	Based on your self-rating, how many of the questions do you think you will get correct?
16. Processes financial transactions 16.01 Generates invoices 16.02 Accepts payments 16.03 Processes customer returns 16.04 Processes day-end reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7	<input type="text"/>
Total number of questions for this section:	16				SUM OF YOUR EXPECTED CORRECT ANSWERS <input type="text"/>
Now, add up the totals you gave yourself for each section.	TOTAL NUMBER OF QUESTIONS 120				MY EXPECTED TOTAL <input type="text"/>

## **Interpreting your Self-Assessment**

What score did you give yourself?

Divide it by the number of questions to get a percentage.

The passing mark for the Red Seal exam is 70%. If you rated yourself higher than that overall, you feel pretty confident that your experience and knowledge in the trade are good enough for a pass. However, remember that this self-assessment is just a guide. We still encourage you to develop a study plan and to consider the areas where you rated yourself as less confident.

If your overall score is less than 70%, you might have more work to do. Look more closely at your scores section by section. What are the areas where you have the most to gain?

Look over the Red Seal Exam Preparation Guide for more advice.