



RED SEAL EXAM

SELF-ASSESSMENT GUIDE

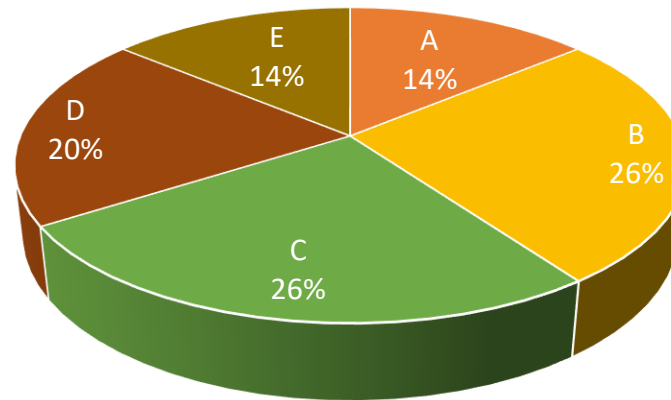
PARTS TECHNICIAN



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 Block and the number of questions assigned to each Block and Task.

The Red Seal Exam for this trade has 120 questions.



	Block / Exam Section	Percentage of Questions	Number of Questions out of 120
A	Common Occupational Skills	14%	16
B	Customer Service	26%	32
C	Parts Acquisition	26%	31
D	Warehousing and Inventory	20%	24
E	Business Practices	14%	17

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.




	 LOW Understanding / Experience	 MEDIUM Understanding / Experience	 HIGH 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?
A – Common Occupational Skills					
1. Performs safety-related functions. 1.01 Maintains safe work environment. 1.02 Uses personal protective equipment (PPE) and safety equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	




	 LOW Understanding / Experience	 MEDIUM Understanding / Experience	 HIGH 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	<input type="text"/>
4. Communicates with others. 4.01 Communicates in person. 4.02 Communicates in writing and through illustrations. 4.03 Communicates by telephone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	<input type="text"/>
Total number of questions for this section:				16	SUM OF YOUR EXPECTED CORRECT ANSWERS <input type="text"/>




	 LOW Understanding / Experience	 MEDIUM Understanding / Experience	 HIGH 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 - Customer Service					
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"/>	7	<input type="text"/>
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"/>	7	<input type="text"/>
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"/>	9	<input type="text"/>




	 LOW Understanding / Experience	 MEDIUM Understanding / Experience	 HIGH 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:				32	SUM OF YOUR EXPECTED CORRECT ANSWERS <div style="background-color: #cccccc; height: 20px; width: 100%;"></div>

	 LOW Understanding / Experience	 MEDIUM Understanding / Experience	 HIGH 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?
C - Parts Acquisition					
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"/>	17	<input type="text"/>
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"/>	14	<input type="text"/>
Total number of questions for this section:				31	SUM OF YOUR EXPECTED CORRECT ANSWERS <input type="text"/>

	 LOW Understanding / Experience	 MEDIUM Understanding / Experience	 HIGH 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?
D - Warehousing and Inventory					
11. Handles parts and materials. 11.01 Maintains storage design layout. 11.02 Handles sensitive products. 11.03 Rotates stock. 11.04 Places inventory in designated location.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8	
12. Performs Inventory control. 12.01 Manages core and warranty inventory. 12.02 Handles recalls. 12.03 Maintains stock levels. 12.04 Participates in periodic physical inventory count.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8	

	 LOW Understanding / Experience	 MEDIUM Understanding / Experience	 HIGH 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 incoming shipment. 13.02 Verifies estimated time of arrival (ETA). 13.03 Resolves order discrepancies. 13.04 Prepares for shipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8	<input type="text"/>
Total number of questions for this section:				24	SUM OF YOUR EXPECTED CORRECT ANSWERS <input type="text"/>

	 LOW Understanding / Experience	 MEDIUM Understanding / Experience	 HIGH 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?
E -Business Practices					
14. Promotes products and services. 14.01 Displays products and literature. 14.02 Recommends products to customer. 14.03 Recommends services to customer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7	
15. Implements pricing formula. 15.01 Calculates additional costs. 15.02 Overrides price.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	

	 LOW Understanding / Experience	 MEDIUM Understanding / Experience	 HIGH 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"/>	5	<input type="text"/>
Total number of questions for this section:				17	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.