

27/06/11/10 (CEU-1) Theory

Parts Technician

**Interprovincial
Qualification**

COUNSELLING INFORMATION

120 TOTAL QUESTIONS

Number of Questions

SECTION 1 OCCUPATIONAL SKILLS	20
Task 1 Uses tools and equipment.	7
Task 2 Organizes work.	5
Task 3 Communicates with others.	8
SECTION 2 CUSTOMER SERVICE	28
Task 4 Services retail customers.	8
Task 5 Services wholesale customers.	6
Task 6 Services internal customers/technicians.	6
Task 7 Provides general customer service and support.	8
SECTION 3 PARTS ACQUISITION	30
Task 8 Identifies parts.	13
Task 9 Searches inventory for parts.	8
Task 10 Sources parts.	9
SECTION 4 WAREHOUSING AND INVENTORY	26
Task 11 Handles parts and materials.	8
Task 12 Manages inventory.	10
Task 13 Performs shipping/receiving duties.	8

SECTION 5 BUSINESS PRACTICES	16
Task 14 Promotes products and services.	8
Task 15 Prices products.	4
Task 16 Processes financial transactions.	4

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.