

PREPARATION KIT



AUTOMOTIVE PARTS CLERK JOURNEYMAN/ADVANCED



23
24

VERSION 11-2023

qualifying exam

WHY THE QUALIFICATION?

The professional qualification exam is an assessment tool that aims to certify that your knowledge and skills meet the standards qualifying an automobile parts clerk.

The exam is identical throughout Quebec. The qualification certificate obtained following successful completion is recognized.



→ **For the clerk**

it is the recognition of their skills and the improvement of their working conditions.

→ **For the employer**

it is the certification of the qualification of its staff.

→ **For the public**

it is a guarantee of confidence and security.

SUGGESTED ROUTE TOWARDS QUALIFICATION



Training



Link: www.cpcpa.ca/qualification-et-formation/formations

Description: Training is available depending on the skills to be worked on. With the help of the CPA training advisor in your region, it is possible to establish a training plan adapted to the needs of each candidate.



Qualifying exam

Exam: Parts clerk - automotive end of apprenticeship and advanced

Location: CPA of your region

Card: Journeyman (Class C), Class B, Class B/A and Class A (depending on region)

Description: The qualification consists of a single component. The **theoretical exam** must be passed to obtain a class.



EXAMINATION: THEORETICAL



CPA in your area



150 minutes

Number of questions: 115 from a bank (random)

Distribution of questions:

- knowledge
- understanding
- diagnosis

Passing grade :

- 70% → Class C
- 80% → Class B
- 85% → Class A/B (*depending on region*)
- 90% → Class A

Right to retake exam: 3 months

Deadline Higher class: Obtaining a higher class cannot be done during the first attempt. The minimum period for attempting to obtain a higher class is 12 months following obtaining the journeyman card (Class C).

Questions similar to the ones found in the exam can be found here:

[CLICK HERE](#)





Process

- ➔ A computer is assigned to each candidate upon arrival.
- ➔ The supervisor will remind you of the rules to follow while doing the exam.
- ➔ It is possible to raise your hand to ask questions relating to the use of the software or the computer only.
- ➔ The software allows you to navigate between questions, allowing for revision at the end.
- ➔ Cell phones, lighters, and other computer devices must be given to the supervisor upon arrival.
- ➔ You have the right to your personal headphones if you wish (the software allows automated reading of questions).

SKILLS



COMMON CORE / Workshop equipment and tools

Tools



Unit of measure



COMMON CORE / Customer service

Clerk



Supplies



Basic mechanical knowledge



Know and recognize
roles and functions

Understand how it
works

Diagnose and
understand problems

SKILLS



Know and recognize
roles and functions

Understand how it
works

Diagnose and
understand problems



COMMON CORE / Billing and payment

Discounts

Payment

Profit margin



COMMON CORE / Communication and second language

Translation

Terminology



SKILLS



COMMON CORE / Handling and inventory

- Locations
- Suppliers
- Information
- Receiving
- Shipping



*Know and recognize
roles and functions*

*Understand how it
works*

*Diagnose and
understand problems*

SKILLS



Know and recognize
roles and functions

Understand how it
works

Diagnose and
understand problems



COMMON CORE / Hardware and fixing

Hardware



Screws and nuts



COMMON CORE / Occupational health, safety, and environmental protection

Occupational health and safety



Environment



COMMON CORE / Information technology

Computer science



SKILLS



AUTOMOBILE / Steering and suspension

Power steering



Steering



Specialized tools



Tires



Suspension



AUTOMOTIVE / Body

Body

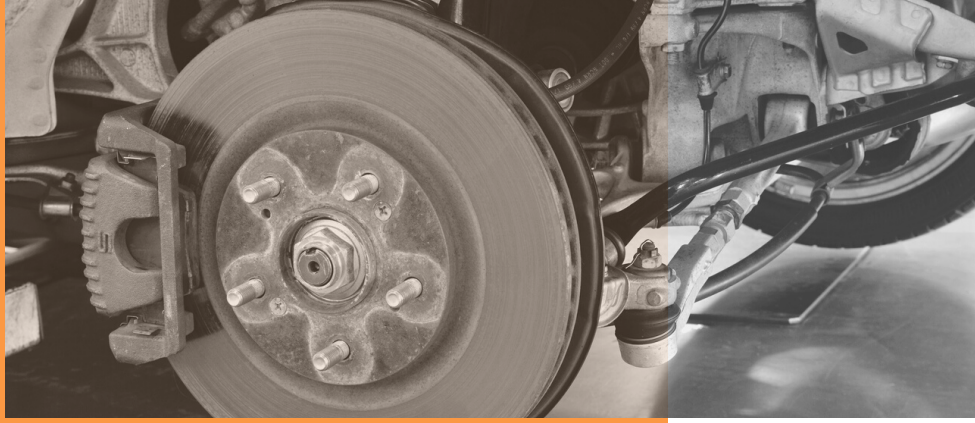


Know and recognize
roles and functions

Understand how it
works

Diagnose and
understand problems

SKILLS



AUTOMOTIVE / Brakes

- ABS
- Disc brakes
- Drum brakes
- Hydraulic system
- Brake booster
- Specialized tools



Know and recognize roles and functions

Understand how it works

Diagnose and understand problems

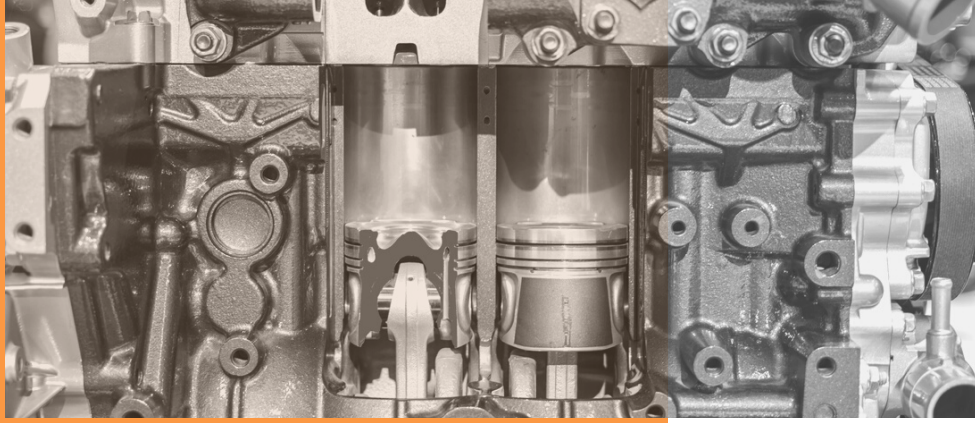


AUTOMOTIVE / Electricity

- Electricity



SKILLS



AUTOMOTIVE / Engine

- Air conditioning
- Heating
- Engine
- Cooling
- Ignition
- Power supply
- Lubrication
- Exhaust
- Emission control
- Specialized tools

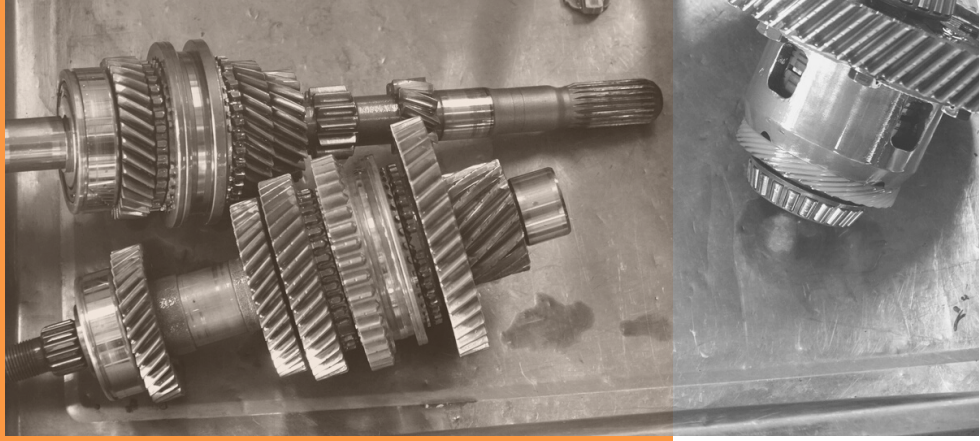
*Know and recognize
roles and functions*

*Understand how it
works*

*Diagnose and
understand problems*



SKILLS



AUTOMOBILE / Transmission

- Automatic transmission
- Manual transmission
- Differential
- Drive wheel
- Specialized tools

Know and recognize
roles and functions

Understand how it
works

Diagnose and
understand problems



AUTOMOTIVE / Finding Parts and Information

- Catalog Types
- Terminology
- General



TRAINING

Cette formation a été développée par votre



Équipement et outillage d'un atelier

COMMIS AUX PIÈCES

COMMON CORE / Equipment and tools



Description

This training is aimed at Parts Clerks in the automobile or heavy vehicle sector wishing to update their knowledge or to prepare for the qualification exam to obtain the competency card.

Course Objectives

- Be familiar with compressed air circuits, lifting and handling devices.
- Be familiar with tools, instruments, and measuring devices.
- Be familiar with hardware and fasteners.



En partenariat avec :
CEM/ÉCQ
Centre d'élaboration
des moyens d'enseignement
du Québec

Avec l'aide financière de la :
Commission
des services de travail
du Québec
Québec

training duration

In person **15 hours**

COMMON CORE / Handling of goods



Cette formation a été développée par votre



COMMIS AUX PIÈCES

Manipulation et gestion de la marchandise

Description

This training is aimed at Parts Clerks in the automobile or heavy vehicle sector wishing to update their knowledge or to prepare for the qualification exam to obtain the competency card.

Course Objectives

- Plan and organize your work in a way that is safe for yourself and others while respecting the environment.
- Prevent risks linked to handling and dangerous products.
- Perform supply/organization tasks of goods.



En partenariat avec :
CEM/ÉCQ
Centre d'élaboration
des moyens d'enseignement
du Québec

Avec l'aide financière de la :
Commission
des services de travail
du Québec
Québec

training duration

In person **18 hours**

TRAINING

Cette formation a été développée par votre



Service à la clientèle, facturation
et perception de paiements

COMMIS AUX PIÈCES



En partenariat avec : **CEPEQ** Centre d'élaboration des normes d'enseignement du Québec

Avec l'aide financière de la : **Commission des partenaires du marché du travail Québec**

training duration

In person **21 hours**

COMMON CORE / Customer service, billing and payment collection



Description

This training is aimed at Parts Clerks in the automobile or heavy vehicle sector wishing to update their knowledge or to prepare for the qualification exam to obtain the competency card.

Course Objectives

- Understand the importance of good communication with customers, suppliers and co-workers, at the counter and on the telephone, while respecting the company's mission and its organizational culture.
- Be familiar with the different customer styles.
- Be familiar with a client's needs in order to advise them well.
- Perform invoice and order estimates.
- Use a cash register system and payment terminal.
- Finalize transactions (recovery and delivery of parts, return and refund policies, etc.).
- Provide professional after-sales service to facilitate customer loyalty.

TRAINING

COMMON CORE / Information Technology, Parts Finding and Second Language Communication



Description

This training is aimed at Parts Clerks in the automobile or heavy vehicle sector wishing to update their knowledge or to prepare for the qualification exam to obtain the competency card.

Course Objectives

To use a computer :

- To be familiar with the main components
- To be familiar with the widespread softwares used (word processing, spreadsheet, messaging, browser)
- Be familiar with different computer file types (files, directories, backups, etc)
- To be familiar with ergonomic ways of working

Carry out research for parts, accessories, products and equipment:

- Be familiar with manufacturing characteristics
- Be familiar with meaning of the letters and numbers used in a vehicle identification number (VIN)
- Be familiar with vehicle brands and models
- Be familiar with the main systems of a vehicle
- Develop effective research methods (categories, groups, subgroups).

Communicate in English:

- Be familiar with translation tools
- Be familiar with basic sentence structures for customer service (numbers, dates, times, etc)
- Answer the phone in English.

Cette formation a été développée par votre

cpa

COMMIS AUX PIÈCES

Technologie de l'information, recherche de pièces
et communication en langue seconde



training duration

In person **18 hours**

TRAINING

Cette formation a été développée par votre

cpa

COMMIS AUX PIÈCES

« Reconnaissance de pièces automobiles et leur fonctionnement »

VOLUME 1

Systèmes de tenue de route, de freinage et d'échappement



training duration

In person **15 hours**

AUTOMOTIVE / V2 Drivetrain, engine and engine support systems

Description

This training is aimed at Parts Clerks in the automotive sector wishing to update their knowledge or prepare for the qualification exam to obtain the competency card.

Course Objectives

- Understand the basic operation of different automotive systems.
- Recognize the parts that make them up.



Cette formation a été développée par votre

cpa

COMMIS AUX PIÈCES

« Reconnaissance de pièces automobiles et leur fonctionnement »

VOLUME 2

Organes de transmission, moteur et systèmes de support du moteur



training duration

In person **15 hours**

AUTOMOTIVE / V1 Handling, braking and exhaust system



Description

This training is aimed at Parts Clerks in the automotive sector wishing to update their knowledge or prepare for the qualification exam to obtain the competency card.

Course Objectives

- Understand the basic operation of different automotive systems.
- Recognize the parts that make them up.

TRAINING

Cette formation a été développée par votre

cpa

« Reconnaissance de pièces automobiles et leur fonctionnement »

VOLUME 3

Systèmes électriques, électroniques, de contrôle du confort et carrosserie

COMMIS AUX PIÈCES

AUTOMOTIVE / V3 Electrical, electronic, comfort control and body systems



Description

This training is aimed at Parts Clerks in the automotive sector wishing to update their knowledge or prepare for the qualification exam to obtain the competency card.

Course Objectives

- Understand the basic operation of different automotive systems.
- Recognize the parts that make them up.

training duration

In person **15 hours**

AUTO PARTS CLERK COMPANION/ADVANCED