

# PREPARATION KIT



## HEAVY VEHICLE PARTS CLERK JOURNEYMAN



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 a heavy vehicle 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 safety.

# SUGGESTED ROUTE TOWARDS QUALIFICATION



## Training



**Link:** [www.cpcpa.ca/qualification-et-formation/formations](http://www.cpcpa.ca/qualification-et-formation/formations)

**Description:** Training is available depending on the skills to be developed. 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 - Heavy Vehicle End of apprenticeship

**Location:** CPA in your region

**Card:** Journeyman (Class C)

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



# THE THEORETICAL COMPONENT



CPA in your area



150 minutes

**Number of questions:** 115 from a bank (random)

**Distribution of questions:**

- knowledge
- understanding
- diagnosis

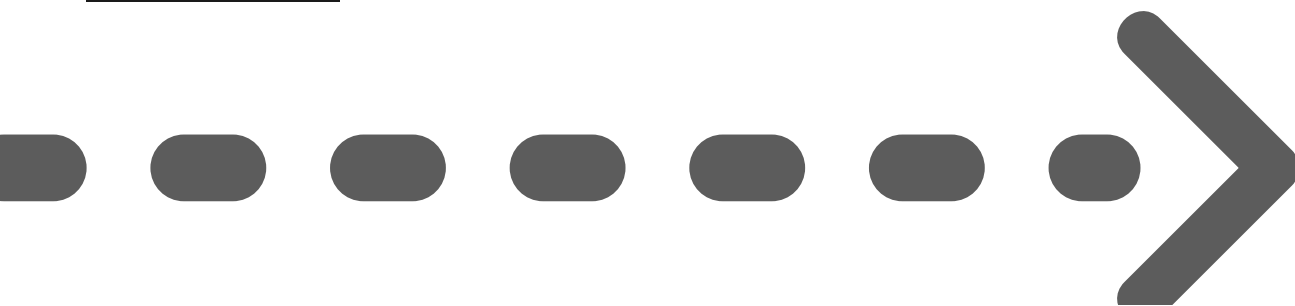
**Passing mark:** 70%

**Success:** Obtaining the journeyman card (Class C)

**Right to retake exam:** 3 months

*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 for conducting 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 use 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
- Receipt
- 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

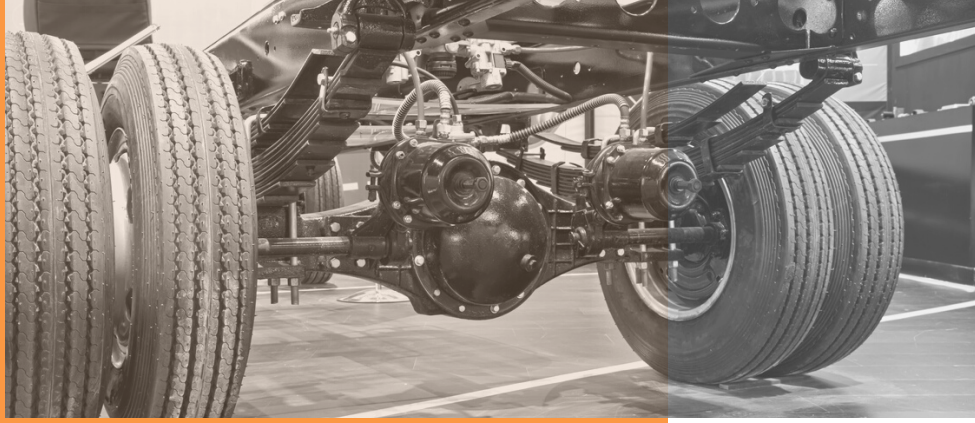


## COMMON CORE / Information technology

Computer science



# SKILLS



## HEAVY VEHICLE / Steering and suspension

- Power steering
- Steering
- Tires
- Suspension



## HEAVY VEHICLE / Body

- Body

Know and recognize  
roles and functions

Understand how it  
works

Diagnose and  
understand problems

# SKILLS



Know and recognize  
roles and functions

Understand how it  
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Diagnose and  
understand problems



## HEAVY VEHICLE / Brakes

ABS



Disc brakes



Drum brakes



Air brakes



Specialized tools

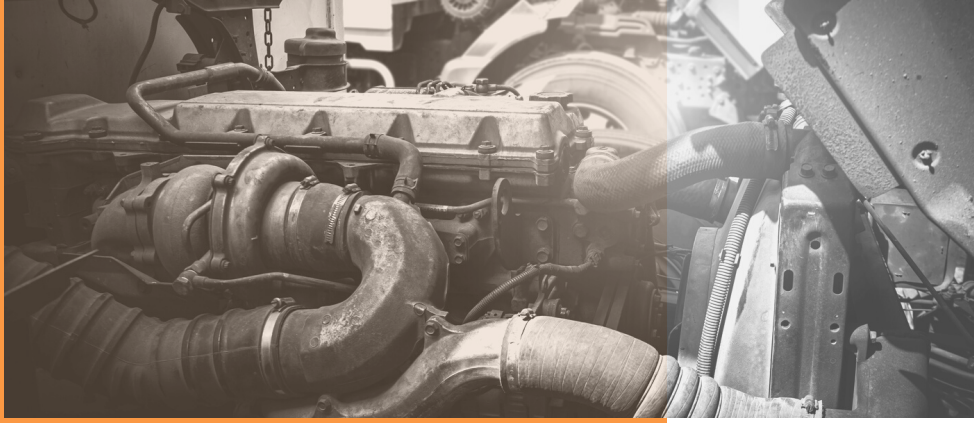


## HEAVY VEHICLE / Electricity

Electricity



# SKILLS



## HEAVY VEHICLE / Engine

- Air conditioning
- Heating
- Engine operation
- Related engine systems
- Cooling
- Lubrication
- Emission control
- Specialized tools

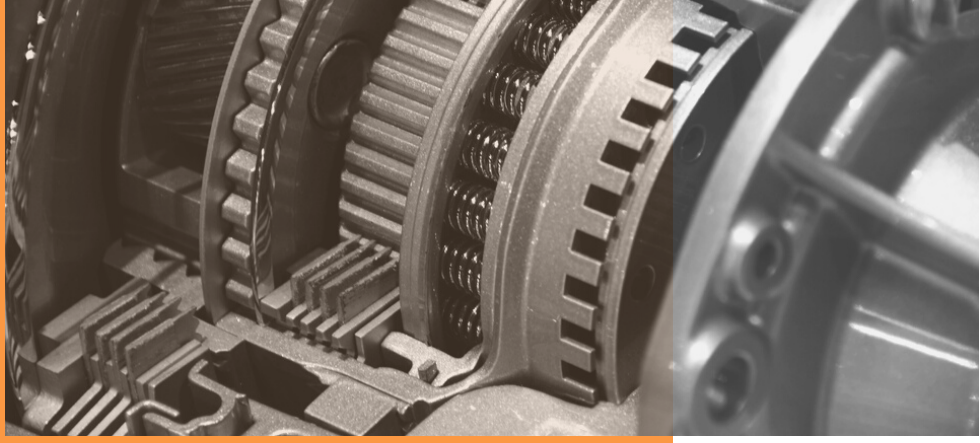
*Know and recognize  
roles and functions*

*Understand how it  
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*Diagnose and  
understand problems*



# SKILLS



## HEAVY VEHICLE / Transmission

Automatic transmission



Manual transmission



Differential



## HEAVY VEHICLE / Finding Parts and Information

Catalog Types



Terminology



General



Know and recognize  
roles and functions

Understand how it  
works

Diagnose and  
understand problems



# TRAINING

Cette formation a été développée par votre



**COMMIS AUX PIÈCES**

Équipement et outillage d'un atelier

MAE-216  
EN  
PRIMEUR  
2016



En partenariat avec :  
CEMEQ  
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

### Description

This training is aimed at Parts Clerks in the automobile or heavy vehicle sector wishing to update their knowledge or 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.
- Carry out procurement and management of goods.



Cette formation a été développée par votre



**COMMIS AUX PIÈCES**

Manipulation et gestion de la marchandise

MAE-216  
EN  
PRIMEUR  
2016



En partenariat avec :  
CEMEQ  
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



**COMMIS AUX PIÈCES**

Service à la clientèle, facturation  
et perception de paiements

MAE-215  
FRANÇAIS  
2016



En partenariat avec :  Avec l'aide financière de la :   
Centre d'élaboration  
des normes d'enseignement  
du 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 prepare for the qualification exam to obtain the competency card.

### Course Objectives

- Understand the importance of good communication with customers, suppliers and work colleagues, at the counter and on the telephone, while respecting the company's mission and its organizational culture.
- Know the different customer styles.
- Know how to identify the 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 prepare for the qualification exam to obtain the competency card.

### Course Objectives

To use a computer :

Know the main components.

Know the usual software (word processing, spreadsheet, messaging, browser).

Know the classification of computer files (files, directories, backups, etc.).

Know the ergonomic ways of working at your position.  
Carry out research for parts, accessories, products and equipment:

Know the manufacturing characteristics.

Know the meaning of the letters and numbers of an identification number.

Know the vehicle brands and their models.

Recognize the main systems of a vehicle.

Develop effective research methods (categories, groups, subgroups).

Communicate in English:

Know translation tools.

Know the basic concepts related to: the construction of standard sentences for customer service, numbers, dates, times.

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**

**VOLUME 1**

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

**COMMIS AUX PIÈCES**

« Reconnaissance de pièces de véhicules lourds  
et leur fonctionnement »



## Training duration

In person **15 hours**

## HEAVY VEHICLE / V1 Handling, braking and exhaust system



### Description

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

### Course Objectives

- Understand the basic operation of the suspension system.
- Understand the basic operation of the steering system.
- Understand the basic operation of the brake system.
- Recognize the parts that compose them and the links between each of them.
- Know the different characteristics of bearings.
- Know the different characteristics of tires.
- Understand how the exhaust system works.
- Recognize the exhaust parts and the links between each of them.
- Know related products.

# TRAINING

## HEAVY VEHICLE / V2 Drivetrain, engine and engine support systems



### Description

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

### Course Objectives

Understand the basic operation of the:

- Clutch system;
- Manual transmission;
- Automatic transmission;
- Transfer case;
- Transmission shaft;
- Differential;
- Hydraulic system;
- Diesel engine;
- Lubrication system;
- Cooling system;
- Air supply and fuel supply system.

Know the components of each system as well as the engine components and make the connections between each.

Cette formation a été développée par votre

**cpa**

**VOLUME 2**

Organes de transmission, hydraulique, moteur et systèmes de support du moteur

**COMMIS AUX PIÈCES**

« Reconnaissance de pièces de véhicules lourds et leur fonctionnement »



### Training duration

In person **15 hours**

# TRAINING

Cette formation a été développée par votre

**cpa**

**VOLUME 3**

Systèmes électriques, électroniques, de contrôle du confort et carrosserie

**COMMIS AUX PIÈCES**

« Reconnaissance de pièces de véhicules lourds  
et leur fonctionnement »

## HEAVY VEHICLE / V3 Electrical, electronic, comfort control and body systems



### Training duration

In person **15 hours**

### Description

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

### Course Objectives

- Understand the basic operation of electrical, electronic, heating and air conditioning systems.
- Recognize the parts that compose them and the links between each of them.
- Recognize the components of the body, passenger compartment and accessories.
- Know related products (paints, maintenance products, etc.).

## HEAVY VEHICLE PARTS CLERK JOURNEYMAN