

# Apprenticeship and Certification Study Guide



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## Introduction

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This Study Guide has been developed by the Newfoundland and Labrador Department of Education and Early Childhood Development, Apprenticeship and Trades Certification Division, to assist apprentices and trade qualifiers as they prepare to write the Red Seal Exam. Red Seal Exams are available for all Red Seal trades. For a list of Red Seal trades please refer to the Department of Education and Early Childhood Development website:

<https://www.gov.nl.ca/atcd/designated-trades/list-of-designated-trades/>

### Some of the specific goals of this guide are:

- ⇒ to help you understand the skills and knowledge that might be covered on the exam
- ⇒ to help you identify your strengths and weaknesses
- ⇒ to provide organization and structure for a course of study
- ⇒ to provide a list of resources to help you with your study plan
- ⇒ to support and supplement the teaching and learning process

This study guide outlines the theoretical portion of the program. The intent is not to replace technical training provided under the guidance of instructors. Rather, it is a tool to be used in conjunction with formal training.



## Exam Process

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### Before the Exam

You must contact the nearest Apprenticeship and Trades Certification Divisional office to make request to write the Red Seal exam (*See Appendix A for a list of regional offices*). Upon approval, the Apprenticeship Program Officer (APO) will notify you of your eligibility to write the exam, and provide you with scheduling information. If you require special accommodations due to a disability or language barrier, please contact your regional office for information on applying for this service.

### During the Exam

**You must bring:**

- personal identification such as a photo or signature ID or valid Newfoundland and Labrador driver's license
- your notification letter

**The following will be provided:**

- a calculator (*see Appendix B for calculator information*)
- all other items required such as pencils, scrap paper, etc.

**Important Note:**

Personal cell phones, calculators, or other electronic equipment are NOT allowed into the exam room. If you do bring them, they will be stored away and returned to you when you have completed the exam.

### After the Exam

Results will be mailed to you approximately seven to ten days after completion of the exam. All necessary instructions and information will be provided in the results letter.

The percentage mark you obtained will be provided. You will also be given a section by section breakdown, showing how many questions were in each section, as well as the number of questions in each section you completed successfully.

If you are successful in obtaining a 70% or more on your exam, you will be issued a Newfoundland and Labrador Certificate of Qualification with a Red Seal endorsement.

## Exam Format

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All Red Seal exams are written in multiple-choice format. Each exam has between 100 and 150 questions. A multiple choice question consists of a stem (a complete question) followed by four options (A, B, C, D). The stem contains all the information necessary to answer the question. The options consist of the one correct answer and three “distracters.” Distracters are incorrect. (See Appendix C for a sample answer sheet).

Red Seal exams contain three types of questions:

### Level 1 Knowledge and Recall

Questions at this level test your ability to recall and understand definitions, facts, and principles.

### Level 2 Procedural and Application

Questions at this level test your ability to apply your knowledge of procedures to a new situation.

### Level 3 Critical Thinking

Questions at this level test your ability to interpret data, solve problems and arrive at valid conclusions.

On the following pages, examples of each of the three types of questions are provided.

#### Level 1 Examples:

1. Which component is aligned first when repairing a vehicle with severe side or rear collision damage?
  - A. Front door.
  - B. Rear door.
  - C. Front door window.
  - D. Rear door window.



2. What term describes the ability to stretch metal material and have metal material return to its original shape?

- A. Elastic deformation.
- B. Tensile strength.
- C. Work hardening.
- D. Yield strength.



3. What information must be known before setting up a uni-body vehicle on a frame machine?

- A. Gross vehicle weight.
- B. Ride height of vehicle.
- C. Type of vehicle suspension.
- D. Reference measurement points.



**Level 2 Examples:**

1. How are spot welds located on the underside of an apron?

- A. Heat the undercoat with a torch.
- B. Visually inspect with a trouble light.
- C. Grind the surface with an angle grinder.
- D. Clean factory seams with a heat gun and scraper.



2. What is done when a high strength steel rocker panel is severely buckled or torn?

- A. The entire panel is replaced.
- B. The damaged area is replaced.
- C. The damaged area is repaired without heat.
- D. The damaged area is hammered and MIG welded.



3. Why is fiberglass body filler used over areas where welding has been performed?

- A. It enhances the structural integrity of the vehicle.
- B. It does not absorb moisture.
- C. It is easier to sand than body filler.
- D. It hides poorly welded joints and plugs.



### Level 3 Examples:

1. Which type of damage is caused by loose objects as they move about during a collision?

- A. Mass.
- B. Primary.
- C. Centrifugal.
- D. Secondary.



2. What is the result of overheating a frame rail when removing sharp buckles?

- A. Softening of the metal.
- B. Cracking of the metal.
- C. Sagging of the metal.
- D. Annealing of the metal.



3. How is strength increased without adding weight to a body panel?

- A. Stressing the metal.
- B. Crowning and ridging.
- C. Using inner panel construction.
- D. Using aluminum reinforcements.



**Source of questions:**

[www.red-seal.ca/s.1mpl.2.2x.1mQ.5.2st.3.4ns-eng.html?tid=149](http://www.red-seal.ca/s.1mpl.2.2x.1mQ.5.2st.3.4ns-eng.html?tid=149)

# Exam Content

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## Understanding the *Red Seal Occupational Standard (RSOS)*

The Red Seal model has historically been based on the development of the National Occupational Analysis (NOA) which supports the development of multiple-choice format examinations.

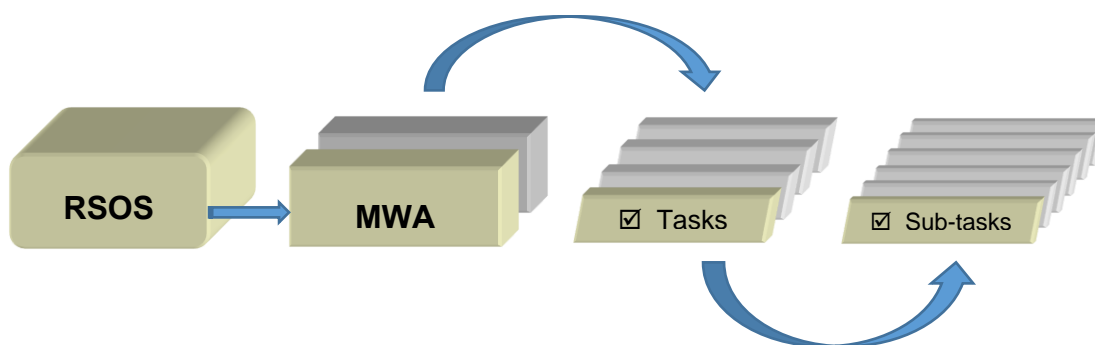
The RSOS was introduced in 2015 and is now taking the place of the NOA. Each RSOS or NOA sets the standard for a Red Seal trade. The Red Seal Examination is based on the Red Seal Standard.

The new standards provide greater consistency in learning resources and allow for increased industry involvement in the development of these standards. This new model places increases emphasis on apprenticeship training and assessing skills with industry learning objectives, outcomes and performance criteria.

The RSOS for each trade describes the tasks and sub-tasks; skills and knowledge requirements; summary of essential skills; safety information; trends affecting the trade; technical terms; names of tools and equipment; acronyms; learning objectives and outcomes; industry expected performance and essential skills related to each sub-task.

The RSOS is an excellent tool to use as you study for the Red Seal exam. RSOSs can be found at <http://www.red-seal.ca/resources/n.4.1-eng.html>

RSOS material is organized into the following categories: **MWA (Major Working Activity)**. The MWAs are further broken down into **TASKS** (*describes activities within an MWA*) and **SUB-TASKS** (*describe activities within a task – This is what the exam is based on*).

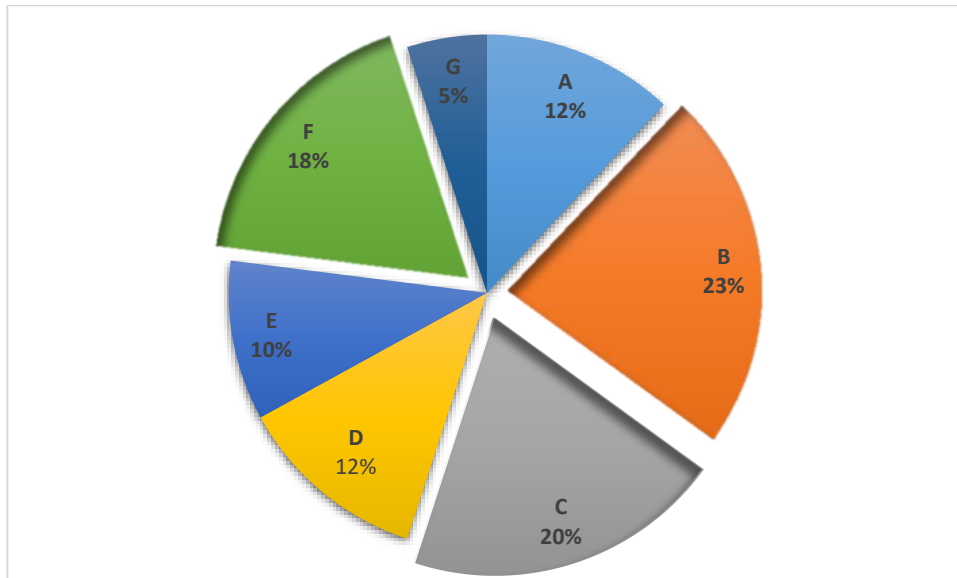


The NOA will continue to be used as the occupational standard for trades that do not yet have an RSOS developed.

## RSOS Pie Chart

The RSOS Pie Chart presents the MWA percentages in the form of a pie chart which tells you the approximate number of questions from each MWA. For example, 12% of the questions on the **ABCT** Exam will be based on **MWA A**.

**Auto Body and Collision Technician**



MWA TITLES			
<b>MWA A</b>	Performs Common Occupational Skills	<b>MWA E</b>	Repairs Interior Components and Services Restraint Systems
<b>MWA B</b>	Repairs Frame and Structural Components	<b>MWA F</b>	Performs Refinishing Procedures
<b>MWA C</b>	Repairs Non-Structural Outer Body Panels and Related Components	<b>MWA G</b>	Performs Detailing and Cleaning
<b>MWA D</b>	Repairs Mechanical, Electrical and Alternative-Fuel System Components		

## Exam Breakdown

The **Auto Body and Collision Technician** Red Seal Exam has 120 questions. The following table shows a breakdown of the approximate number of questions that come from each RSOS MWA. It is important to note that the number of questions can change at any time. When you are ready to write your exam, you may contact your regional office to verify the number of questions (see Appendix A).

		# of Questions
<b>MWA A</b>	<b>Performs Common Occupational Skills</b>	<b>15</b>
<b>Task 1</b>	Performs safety related functions	
<b>Task 2</b>	Uses and maintains tools and equipment	
<b>Task 3</b>	Uses and maintains welding equipment	
<b>Task 4</b>	Organizes work and uses documentation	
<b>Task 5</b>	Uses communication and mentoring techniques	
<b>Task 6</b>	Removes and installs trim and hardware	
<b>Task 7</b>	Performs final inspection	
<b>Task 8</b>	Applies corrosion protection and sound deadening materials	
<b>MWA B</b>	<b>Repairs Frame and Structural Components</b>	<b>28</b>
<b>Task 9</b>	Prepares for repair and replacement of structural components	
<b>Task 10</b>	Repairs, removes and installs structural components	
<b>Task 11</b>	Removes, installs and repairs structural and laminated glass	
<b>MWA C</b>	<b>Repairs Non-Structural Outer Body Panels and Related Components</b>	<b>24</b>
<b>Task 12</b>	Removes, repairs and installs metal panels and components	
<b>Task 13</b>	Removes, repairs and installs plastic and composite panels and components	
<b>Task 14</b>	Removes and installs non-structural glass	
<b>MWA D</b>	<b>Repairs Mechanical, Electrical and Alternative-Fuel System Components</b>	<b>13</b>
<b>Task 15</b>	Deactivates and reactivates alternative-fuel systems	
<b>Task 16</b>	Removes and installs mechanical components	
<b>Task 17</b>	Removes, repairs and installs electrical and electronic components	
<b>MWA E</b>	<b>Repairs Interior Components and Services Restraint Systems</b>	<b>12</b>
<b>Task 18</b>	Repairs and replaces interior components	
<b>Task 19</b>	Services supplemental restraint systems (SRS)	
<b>MWA F</b>	<b>Performs Refinishing Procedures</b>	<b>22</b>
<b>Task 20</b>	Prepares surface	
<b>Task 21</b>	Uses repair materials	
<b>Task 22</b>	Prepares refinishing equipment	
<b>Task 23</b>	Prepares refinishing materials	
<b>Task 24</b>	Applies refinishing materials	
<b>Task 25</b>	Performs post-refinishing functions	
<b>MWA G</b>	<b>Performs Detailing and Cleaning</b>	<b>6</b>
<b>Task 26</b>	Details exterior	
<b>Task 27</b>	Cleans vehicle	
	<b>Total</b>	<b>120</b>

## RSOS Sub-tasks

The following *RSOS Task Profile Checklist* outlines the MWAs, tasks and sub-tasks for your trade. The Red Seal exam is written to test your knowledge and abilities regarding the sub-tasks in the RSOS. This chart can be used to review your current knowledge. You can review by placing a check mark (✓) next to those you understand fully.

Place your focus on those you do not understand and study them until you are comfortable with the material. Think of possible questions in that particular content area.

The RSOS also contains a list of “supporting knowledge and abilities” for each sub-task. They are the skills and knowledge you must have to perform a sub-task. The supporting knowledge and abilities identified under each sub-task will be very helpful as you review. The list can be found in the RSOS for your trade.

**Task Profile Checklist  
Based on 2019 RSOS  
Auto Body and Collision Technician**

**MWA A: Performs Common Occupational Skills**

**Task 1: Performs Safety Related Functions**

*Sub-Tasks*

- Maintains safe work environment
- Uses personal protective equipment (PPE) and safety equipment

**Task 2: Uses and Maintains Tools and Equipment**

*Sub-Tasks*

- Maintains hand and power tools
- Maintains frame and unibody repair and measuring equipment
- Uses lifting equipment
- Uses diagnostic equipment
- Maintains refinishing tools and equipment

**Task 3: Uses and Maintains Welding Equipment**

*Sub-Tasks*

- Uses welding equipment
- Maintains welding equipment

**Task 4: Organizes Work and Uses Documentation**

*Sub-Tasks*

- Prepares estimates and supplements
- Prepares repair plan
- Organizes parts, materials and work area
- Uses documentation

## MWA A: Occupational Skills (Cont'd)

### Task 5: Uses Communication and Mentoring Techniques

*Sub-Tasks*

- Uses communication techniques
- Uses mentoring techniques

### Task 6: Removes and Installs Trim and Hardware

*Sub-Tasks*

- Removes trim and hardware
- Installs trim and hardware

### Task 7: Performs Final Inspections

*Sub-Tasks*

- Performs final operational check
- Performs final quality control inspection

### Task 8: Applies Corrosion Protection and Sound Deadening Materials

*Sub-Tasks*

- Applies corrosion inhibitors and undercoats
- Applies seam sealers and sound deadeners

## MWA B: Repairs Frame and Structural Components

### Task 9: Prepares for Repair and Replacement of Structural Components

- Sub-Tasks*
- Identifies extent of damage
  - Removes components for access
  - Performs vehicle setup

### Task 10: Repairs, Removes and Installs Structural Components

- Sub-Tasks*
- Repairs structural components
  - Removes structural components
  - Installs structural components

### Task 11: Removes, Installs and Repairs Structural and Laminated Glass

- Sub-Tasks*
- Removes structural glass
  - Installs structural glass
  - Repairs laminated glass

## MWA C: Repairs Non-Structural Outer Body Panels and Related Components

### Task 12: Removes, Repairs and Installs Metal Panels and Components

- Sub-Tasks*
- Prepares metal panels and components for repair
  - Removes metal panels and components
  - Repairs metal panels and components
  - Installs metal panels and components

### Task 13: Removes, Repairs and Installs Plastic and Composite Panels and Components

- Sub-Tasks*
- Prepares plastic and composite panels and components for repair
  - Removes plastic and composite panels and components
  - Repairs plastic and composite panels and components
  - Installs plastic and composite panels and components

### Task 14: Removes and Installs Non-Structural Glass

- Sub-Tasks*
- Removes non-structural glass
  - Installs non-structural glass

## MWA D: Repairs Mechanical, Electrical and Alternative-Fuel System Components

### Task 15: Deactivates and Reactivates Alternative-Fuel Systems

#### Sub-Tasks

- Deactivates alternative-fuel systems
- Reactivates alternative-fuel systems

### Task 16: Removes and Installs Mechanical Components

#### Sub-Tasks

- Removes mechanical components
- Installs mechanical components

### Task 17: Removes, Repairs and Installs Electrical and Electronic Components

#### Sub-Tasks

- Removes electrical components
- Repairs damaged wires and protective coverings
- Installs electrical components
- Services advanced electronic components

## MWA E: Repairs Interior Components and Services Restraint Systems

### Task 18: Repairs and Replaces Interior Components

#### Sub-Tasks

- Repairs interior components
- Replaces interior components

### Task 19: Services Supplemental Restraint Systems (SRS)

#### Sub-Tasks

- Services seat belt restraint systems
- Services air bags and related components

## MWA F: Performs Refinishing Procedures

### Task 20: Prepares Surface

#### Sub-Tasks

- Performs initial preparation
- Masks surface
- Strips surface
- Sands surface

### Task 21: Uses Repair Materials

#### Sub-Tasks

- Mixes repair materials
- Applies repair materials

### Task 22: Prepares Refinishing Equipment

#### Sub-Tasks

- Prepares spray booth
- Performs spray gun setup

### Task 23: Prepares Refinishing Materials

#### Sub-Tasks

- Mixes refinishing materials
- Performs color adjustments

### Task 24: Applies Refinishing Materials

#### Sub-Tasks

- Applies sealers
- Applies base coat
- Applies single-stage paint
- Applies clear coat

### Task 25: Performs Post-Refinishing Functions

#### Sub-Tasks

- Removes masking materials
- Corrects surface imperfections

## MWA G: Performs Detailing and Cleaning

### Task 26: Details Exterior

*Sub-Tasks*

- Removes minor imperfections
- Polishes vehicle
- Touches up stone chips

### Task 27: Cleans Vehicle

*Sub-Tasks*

- Cleans exterior
- Cleans interior

## Create a Study Plan

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As you prepare for your exam, it is important to plan a schedule. The following two tables will help you stay on track.

The first table is a **“Weekly Study Plan.”** In this table list the areas you will focus your study for each day. You should include items you need to review as well as items you need to study. Remember, more time will be needed for study in areas you find difficult, whereas you may only require review in areas you are more familiar with. As you work through the RSOS sub-task list you can start to fill in this table.

The second table is a **“Study Time Table.”** It is important to create a study schedule where you determine the best days of the week and times of day for you to study.

Print several copies of these tables and fill out for each week of study. It is important to stick to your study schedule.

**Weekly Study Plan for Week of:** \_\_\_\_\_

	Area of Study 1	Area of Study 2	Area of Study 3	Area of Study 4	Area of Study 5	Area of Study 6
Mon.						
Tues.						
Wed.						
Thu.						
Fri.						
Sat.						
Sun						

**Study Time Table for Week of:** \_\_\_\_\_

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:00 AM - 9:00 AM							
9:00 AM - 10:00 AM							
10:00 AM - 11:00 AM							
11:00 AM - 12:00 Noon							
12:00 Noon - 1:00 PM							
1:00 PM - 2:00 PM							
2:00 PM - 3:00 PM							
3:00 PM - 4:00 PM							
4:00 PM - 5:00 PM							
5:00 PM - 6:00 PM							
6:00 PM - 7:00 PM							
7:00 PM - 8:00 PM							

## Resources - Websites

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Study information can be drawn from a variety of sources. A sample list of study materials (websites and books) is provided below. These and other helpful resources may be found in a local college bookstore, on the Internet, or at your place of employment. You may also be able to borrow them from an apprentice or journey person in your trade.

### Study Strategies and Exam Preparation Guide

The *Study Strategies & Exam Preparation Guide* is meant to be used in conjunction with this study guide. It provides direction and information on such areas as study habits, test preparation and test taking techniques.

<https://www.gov.nl.ca/atcd/files/Study-Strategies-and-Exam-Prep-Guide-October-2023.pdf>

### Plan of Training (POT)

A *Provincial Plan of Training* details the full scope of learning for a particular occupation, including both technical training competencies and industry experiences necessary to write a Red Seal exam (and complete the requirements for Red Seal Certification), or to write a provincial examination. The Plan of Training is based on the RSOS.

<https://www.gov.nl.ca/atcd/designated-trades/pots-aacs/plans-of-training-pot/>

### Red Seal Website

**Red Seal** is a program that sets common standards to evaluate the skills of tradespeople across Canada. It is a partnership between the Federal Government and the provinces/territories.

The Red Seal model has been based on the National Occupational Analyses (NOA) which supports the development of multiple-choice examinations. A new Red Seal Occupational Standard (RSOS) was introduced in 2015 and is taking the place of the NOA.

<http://www.red-seal.ca/>

### Auto Body and Collision Technician Red Seal PRACTICE Exam

This is **NOT** a Red Seal exam. This is a practice exam provided by the Red Seal Standards program. It was developed using similar question types to that of a Red Seal exam. The exam is intended to be used for self-assessment in preparation for writing a Red Seal Exam.

<https://www.red-seal.ca/eng/s.1mpl.2.2x.1mQ.5.2st.3.4ns.shtml?tid=149>

### Red Seal Exam Self-Assessment Guide

Use this self-assessment tool to rate your own understanding and experience with the tasks of the trade that are on the Red Seal examination:

<https://www.red-seal.ca/eng/resources/selfexamspace.shtml?tid=149>

### Acronyms

The Red Seal website lists Acronyms which will be helpful in preparing for your Red Seal exam:

<https://www.red-seal.ca/eng/trades/auto-body-col-tech/app-a.shtml>

### Tools and Equipment

The Red Seal website also lists Tools and Equipment which will be helpful in preparing for your Red Seal exam:

<https://www.red-seal.ca/eng/trades/auto-body-col-tech/app-b.shtml>

### Glossary

The Red Seal website shows a list of Terms that can be helpful in preparing for your Red Seal exam:

<https://www.red-seal.ca/eng/trades/auto-body-col-tech/app-c.shtml>

## Resources – Book List

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The books listed below may help you obtain information on specific topics. It is not necessary to use these books specifically, as you may find others that will be equally beneficial.

**If you wish to obtain any of the resources listed above, here is the reference information:**

- Auto Body Repair Technology*, 5<sup>th</sup> edition, Delmar Cengage Learning, 2003, Duffy, J.E., ISBN 1-4180-7353-9
- I-Car Professional Automotive Collision Repair*, 2<sup>nd</sup> edition, Delmar Cengage Learning, 2000, Duffy, J.E., ISBN 978-0766813984
- Estimating for Collision Repair*, 1<sup>st</sup> edition, Delmar Cengage Learning, 1998, Crandell, M., ISBN 978-0766808911
- Today's Technician: Automotive Electricity and Electronics*, 2<sup>nd</sup> edition, Delmar Publishers, 1997, Erjavec, J., and Hollembeak, B., ISBN 978-0827376359
- Welding for Collision Repair*, 1<sup>st</sup> edition, Delmar Cengage Learning, 1998, Jeffus, L., ISBN 978-0766809666
- Painting for Collision Repair*, Delmar, 1999, Crandell, M., ISBN 0-7668-0905-6

## Disclaimer

Various external resources (websites, textbooks) have been listed in this study guide to assist an individual in preparing to write a Red Seal Exam. This does not mean the Department of Education and Early Childhood Development, Newfoundland and Labrador endorses the material or that these are recommended as the best resources. There may be other resources of equal or greater value to an individual preparing for a Red Seal exam. The Department of Education and Early Childhood Development has no control over the content of external textbooks and websites listed, and no responsibility is assumed for the accuracy of the material.

## Conclusion

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We hope this guide has provided you with some useful tools as you prepare for your Red Seal exam. If you have any questions regarding your Red Seal exam please contact your regional office (*see Appendix A for a list of regional offices*).

We appreciate your comments and feedback regarding the usefulness of this study guide. If you have any comments or suggestions, we welcome your feedback. The feedback form at the end of this guide can be used for this purpose.

## Appendix A: Regional Offices

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If you have any questions regarding your Red Seal exam, please contact one of the following regional offices:

Department of Education and Early Childhood Development  
Apprenticeship and Trades Certification Division

Toll Free: 1-877-771-3737

<https://www.gov.nl.ca/atcd/contact-us/staff-listing-and-office-locations>

### Corner Brook

1-3 Union Street  
Aylward Building, 2<sup>nd</sup> Floor  
Corner Brook, NL A2H 5M7

Telephone: (709) 637-2366

Facsimile: (709) 637-2519

### Grand Falls-Windsor

42 Hardy Avenue  
Grand Falls-Windsor, NL  
A2A 2J9

Telephone: (709) 292-4215

Facsimile: (709) 292-4502

### Clarenville

45 Tilley's Road  
Clarenville, NL  
A5A 1Z4

Telephone: (709) 466-3982

Facsimile: (709) 466-3987

### St. John's

P.O. Box 8700  
1170 Topsail Road  
Mount Pearl, NL A1B 4J6

Telephone: (709) 729-2729

Facsimile: (709) 729-5878

### Happy Valley-Goose Bay

163 Hamilton River Road  
Burse Building  
Happy Valley-Goose Bay, NL  
A0P 1E0

Telephone: (709) 896-6348

Facsimile: (709) 896-3733

### Wabush

1D Grenfell Drive  
P.O. Box 160  
Wabush, NL  
A0R 1B0

Telephone: (879) 382-1920

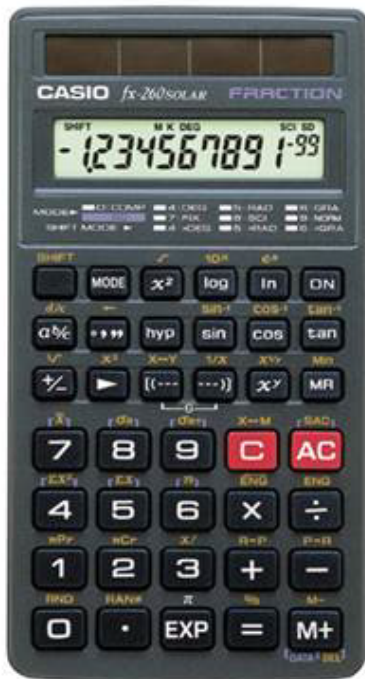
Facsimile: (709) 282-3007

## Appendix B: Calculator Use

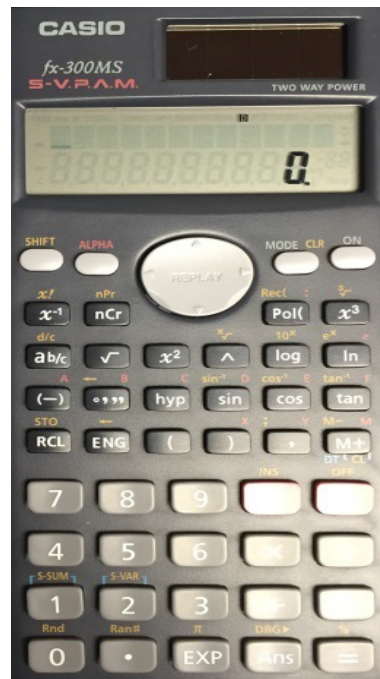
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The picture below shows a calculator with the same functions as the one you will be provided with during your exam. It is advisable to borrow or purchase one with similar functions so that you can familiarize yourself with it before you write your exam.

**Casio FX-260**



**Casio FX-300 MS**



# Appendix C: Answer Sheet Example

With your exam you will be given an answer sheet like the one below. When answering multiple choice questions be sure to fill the circle completely and fill the circle that corresponds to the question on the exam.

Dual readhead scanner  required  to score this sheet

KEY ID  
 A  B  C  D

SCORING & PRINTING OPTIONS:  
 RESCORE  MULTIPLE ANSWER SCORING  
 This sheet always uses the "Total Only" scoring option.

1 T F 26 T F 51 T F 76 T F  
 A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 2  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 3  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 4  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 5  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 6  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 7  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 8  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 9  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 10  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 11  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 12  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 13  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
 14  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D  
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 100  A  B  C  D  A  B  C  D  A  B  C  D  A  B  C  D

ANSWER KEY INFO.  
 # OF KEYS  
 ITEM COUNT

1	0	0	0	2
1	1	1	3	
2	2	2	4	
3	3	3		
4	4	4		

**Feedback Form**  
**Study Guide – Auto Body and Collision Technician**

Please answer the following:

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- (1) This Study Guide is a useful tool for exam preparation.  
 strongly agree     agree     disagree     strongly disagree
  
- (2) The topics contained in the guide are arranged in a logical order.  
 strongly agree     agree     disagree     strongly disagree
  
- (3) The design and format of the guide caught my attention.  
 strongly agree     agree     disagree     strongly disagree
  
- (4) The instructions throughout the guide are clear and to the point.  
 strongly agree     agree     disagree     strongly disagree
  
- (5) The resources listed in this guide are suitable and valuable.  
 strongly agree     agree     disagree     strongly disagree
  
- (6) The guide should contain more information.  
 strongly agree     agree     disagree     strongly disagree

Suggested information/resources to include:

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Additional Comments:

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**Please complete this form and return via fax or mail to the following:**

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