APPRENTICESHIP & CERTIFICATION

Study Guide Auto Body and Collision Technician formerly Motor Vehicle Body Repairer (Metal and Paint)

Newfoundland Labrådor

APPRENTICESHIP



Newfoundland Labrador

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Department of Immigration, Population Growth and Skills

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Apprenticeship and Certification Study Guide

Auto Body and Collision Technician

Formerly Motor Vehicle Body Repairer (Metal and Paint) (Based on Red Seal Occupational Standard – RSOS 2019)

Government of Newfoundland and Labrador Department of Immigration, Population Growth & Skills

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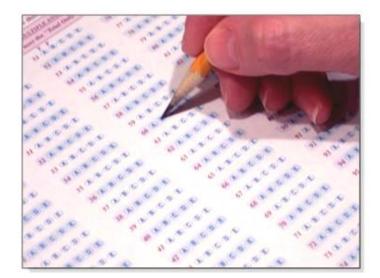
Introduction

This Study Guide has been developed by the Newfoundland and Labrador Department of Immigration, Population Growth and Skills, 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 Immigration, Population Growth and Skills 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.



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

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

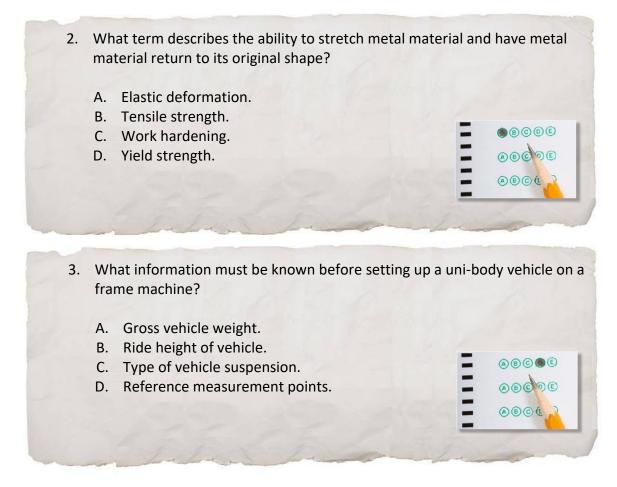
Questions at this level test your ability to interpret data, solve problems and arrive at valid conclusions.

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

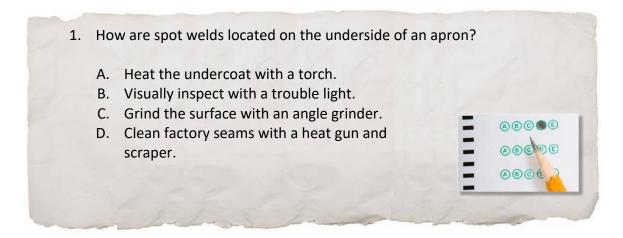
Level 1 Examples:

- 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.

ABCOC



Level 2 Examples:



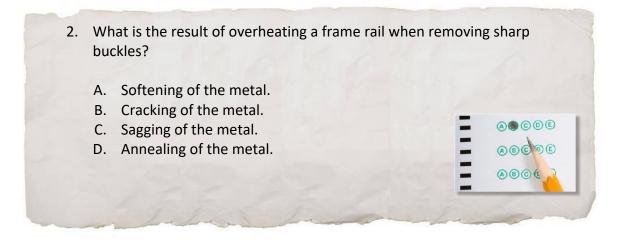
- 2. What is done when a high strength steel rocker panel is severely buckled or torn?
 - A. The entire panel is replaced.
 - B. The damaged area is replaced.
 - C. The damaged area is repaired without heat.
 - D. The damaged area is hammered and MIG welded.
- 00000 00000

ABCL .

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:

Which type of damage is caused by loose objects as they move about during a collision?
 A. Mass.
 B. Primary.
 C. Centrifugal.
 D. Secondary.



- 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

ABCOC

ABCL

Exam Content

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.

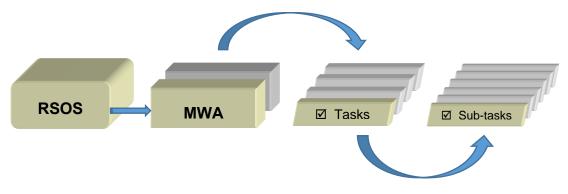
The RSOS was introduced in 2015 and is now taking the place of the NOA. Each RSOS or NOA sets the standard for a Red Seal trade. The Red Seal Examination is based on the Red Seal Standard.

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

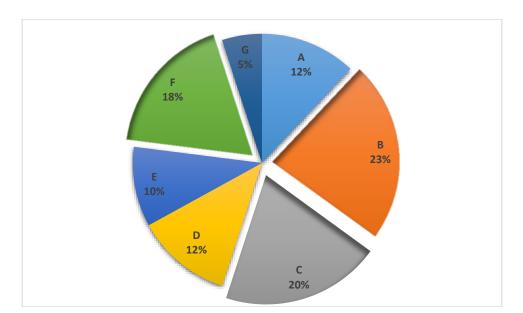
RSOS material is organized into the following categories: **MWA** (*Major Working Activity*). The MWAs are further broken down into **TASKS** (*describes activities within an MWA*) and **SUB-TASKS** (*describe activities within a task* – *This is what the exam is based on*).



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				
MWA A	WA A Performs Common Occupational Skills		Repairs Interior Components and Services Restraint Systems	
MWA B	Repairs Frame and Structural Components	MWA F	Performs Refinishing Procedures	
MWA C	WA C Repairs Non-Structural Outer Body Panels and Related Components		Performs Detailing and Cleaning	
MWA D	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).

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

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 (\checkmark) 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

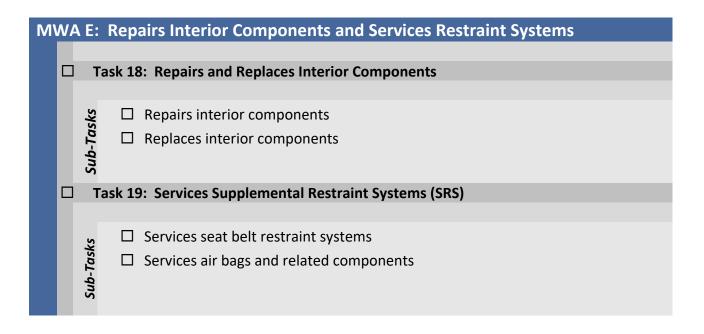
M١	NA	A :	Performs Common Occ	upational Skills
		Tas	1: Performs Safety Relate	d Functions
		isks	□ Maintains safe work e	nvironment
		Sub-Tasks	Uses personal protect	ve equipment (PPE) and safety equipment
		Tas	2: Uses and Maintains To	ols and Equipment
			Maintains hand and p	ower tools
		S	Maintains frame and	inibody repair and measuring equipment
		Task	Uses lifting equipmen	:
		Sub-Tasks	Uses diagnostic equip	nent
		•,	□ Maintains refinishing	ools and equipment
		Та	sk 3: Uses and Maintains V	/elding Equipment
		sks	Uses welding equipment	nt
		Sub-Tasks	Maintains welding equipation	lipment
		Sub		
		Tas	4: Organizes Work and U	ses Documentation
			Prepares estimates ar	d supplements
		sks	Prepares repair plan	
		-Ta	Organizes parts, mate	rials and work area
		Sub-Tasks	Uses documentation	
		-		

M)	NA	AA: (Dccupational Skills (Cont'd)
		Task	5: Uses Communication and Mentoring Techniques
			Uses communication techniques
		Sub-Tasks	Uses mentoring techniques
		Task	6: Removes and Installs Trim and Hardware
			Removes trim and hardware
		isks	Installs trim and hardware
		Sub-Tasks	
		Task	7: Performs Final Inspections
			Performs final operational check
		Sub-Tasks	Performs final quality control inspection
		ıb-T	
		Sı	
		Task	8: Applies Corrosion Protection and Sound Deadening Materials
		TUSK	o. Applies convision inforcetion and sound Deddening Materials
			Applies corrosion inhibitors and undercoats
		isks	Applies seam sealers and sound deadeners
		Sub-Tasks	
		Sul	

M\	MWA B: Repairs Frame and Structural Components				
		٦	Task 9:	Prepares for Repair and Replacement of Structural Components	
		ks		Identifies extent of damage	
		Tas		Removes components for access	
		Sub-Tasks		Performs vehicle setup	
		Т	ask 10	: Repairs, Removes and Installs Structural Components	
		ks		Repairs structural components	
		Tas		Removes structural components	
		Sub-Tasks		Installs structural components	
		٦	Task 11	L: Removes, Installs and Repairs Structural and Laminated Glass	
		ks		Removes structural glass	
		Tas		Installs structural glass	
		Sub-Tasks		Repairs laminated glass	

M١	WA	\ C :	Repairs Non-Structural Outer Body Panels and Related Components
		Т	ask 12: Removes, Repairs and Installs Metal Panels and Components
		Ś	Prepares metal panels and components for repair
		ask	Removes metal panels and components
		Sub-Tasks	Repairs metal panels and components
		Sı	Installs metal panels and components
		T	ask 13: Removes, Repairs and Installs Plastic and Composite Panels and
			Components
			Prepares plastic and composite panels and components for repair
		isks	Removes plastic and composite panels and components
		Sub-Tasks	Repairs plastic and composite panels and components
		Sul	Installs plastic and composite panels and components
		Т	ask 14: Removes and Installs Non-Structural Glass
		ş	Removes non-structural glass
		Tasi	Installs non-structural glass
		Sub-Tasks	
		Š	

MV	VA	D:	Repairs Mechanical, Electrical and Alternative-Fuel System Components
		T	ask 15: Deactivates and Reactivates Alternative-Fuel Systems
		Sub-Tasks	 Deactivates alternative-fuel systems Reactivates alternative-fuel systems
		Ta	ask 16: Removes and Installs Mechanical Components
		Sub-Tasks	 Removes mechanical components Installs mechanical components
		Т	ask 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



M١	NA	۹F:	Performs Refinishing Procedures
		Т	k 20: Prepares Surface
		Sub-Tasks	 Performs initial preparation Masks surface Strips surface Sands surface
		Т	k 21: Uses Repair Materials
		Sub-Tasks	 Mixes repair materials Applies repair materials
		Т	k 22: Prepares Refinishing Equipment
		sks	Prepares spray booth
		Sub-Tasks	Performs spray gun setup
		Т	k 23: Prepares Refinishing Materials
		sks	Mixes refinishing materials
		Sub-Tasks	Performs color adjustments
		Т	k 24: Applies Refinishing Materials
		S	Applies sealers
		Sub-Tasks	Applies base coat
		-qn	Applies single-stage paint
		S	Applies clear coat
		Т	k 25: Performs Post-Refinishing Functions
		sks	Removes masking materials
		Sub-Tasks	Corrects surface imperfections
		Su	

M۱	MWA G: Performs Detailing and Cleaning					
		Tas	sk 26: Details Exterior			
		S	Removes minor imperfections			
		rask	Polishes vehicle			
		Sub-Tasks	Touches up stone chips			
		Š				
		Tas	sk 27: Cleans Vehicle			
		ks	Cleans exterior			
		Tası	Cleans interior			
		Sub-Tasks				
		S				

Create a Study Plan

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 subtask 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.						
Mad						
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

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/apprentices-youth/self-study/study-guides/

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

Glossary of Terms

The Red Seal website lists a Glossary of Terms which will be helpful in preparing for your Red Seal exam: https://www.red-seal.ca/eng/trades/mvbrmetalpaint/2019rs.4s_.1ppc_gl.4ss.1ry.shtml

Acronyms

The Red Seal website also lists Acronyms which will be helpful in preparing for your Red Seal exam: https://www.red-seal.ca/eng/trades/mvbrmetalpaint/2019rs.4s_.1pp.1_.1cr.4nym.shtml

List of Tools and Equipment

The Red Seal website shows a list of Tools and Equipment that can be helpful in preparing for your Red Seal exam: https://www.red-seal.ca/eng/trades/mvbrmetalpaint/2019rs.4s_.1ppb_t.4.4ls.shtml

Resources – Book List

The books listed below are sorted according to RSOS MWAs as referenced throughout this study guide. You can use this list to 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.

Book	MWA A	MWA B	MWA C	MWA D	MWA E	MWA F	MWA G	MWA H
Auto Body Repair Technology, 5 th edition	~	~	~	~	~	✓	~	~
<i>I-Car Professional Automotive</i> <i>Collision Repair,</i> 2 nd edition	✓	✓	✓	✓	✓	✓	~	✓
<i>Estimating for Collision Repair,</i> 1 st edition	\checkmark	✓	✓	\checkmark	✓		~	
<i>Today's Technician:</i> <i>Automotive Electricity and</i> <i>Electronics,</i> 2 nd edition					✓	✓		
<i>Welding for Collision Repair,</i> 1 st edition	✓	~	~					
Painting for Collision Repair, 1 st edition							\checkmark	\checkmark

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

- □ Auto Body Repair Technology, 5th edition, Delmar Cengage Learning, 2003, Duffy, J.E., ISBN 1-4180-7353-9
- □ *I-Car Professional Automotive Collision Repair*, 2nd edition, Delmar Cengage Learning, 2000, Duffy, J.E., ISBN 978-0766813984
- Estimating for Collision Repair, 1st edition, Delmar Cengage Learning, 1998, Crandell, M., ISBN 978-0766808911
- Today's Technician: Automotive Electricity and Electronics, 2nd edition, Delmar Publishers, 1997, Erjavec, J., and Hollembeak, B., ISBN 978-0827376359
- Welding for Collision Repair, 1st edition, Delmar Cengage Learning, 1998, Jeffus, L., ISBN 978-0766809666
- 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 Immigration, Population Growth and Skills, 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 Immigration, Population Growth and Skills has no control over the content of external textbooks and websites listed, and no responsibility is assumed for the accuracy of the material.

Conclusion

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

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

Department of Immigration, Population Growth and Skills Apprenticeship and Trades Certification Division Toll Free: 1-877-771-3737 https://www.gov.nl.ca/atcd/contact-us/staff-listing-and-office-locations

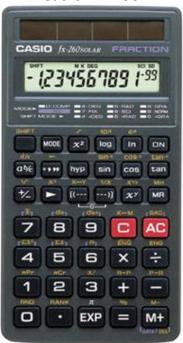
Corner Brook	Grand Falls-Windsor			
1-3 Union Street Aylward Building, 2 nd Floor Corner Brook, NL A2H 5M7	42 Hardy Avenue Grand Falls-Windsor, NL A2A 2J9			
Telephone: (709) 637-2366 Facsimile: (709) 637-2519	Telephone:(709) 292-4215Facsimile:(709) 292-4502			
Clarenville	St. John's			
45 Tilley's Road Clarenville, NL A5A 1Z4	P.O. Box 8700 1170 Topsail Road Mount Pearl, NL A1B 4J6			
Telephone: (709) 466-3982 Facsimile: (709) 466-3987	Telephone:(709) 729-2729Facsimile:(709) 729-5878			

Happy Valley – Goose Bay

163 Hamilton River Road Bursey Building Happy Valley – Goose Bay, NL AOP 1EO Telephone: (709) 896-6348

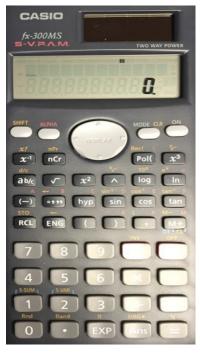
relephone:	(709) 896-6348	
Facsimile:	(709) 896-3733	

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.

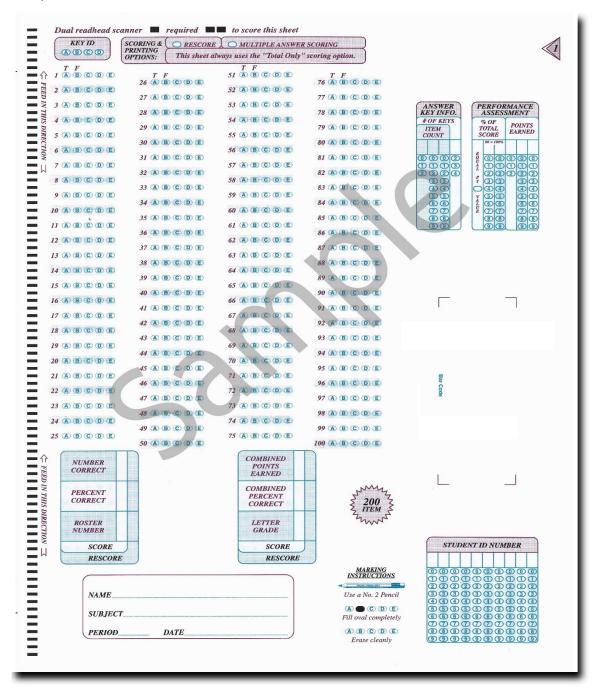


Casio FX-260

Casio FX-300 MS



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.



Study Guide_Auto-Body-Collision-Technician_2024

Feedback Form Study Guide – Auto Body and Collision Technician

Please answer the following:

(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:								

Additional Comments:

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

Department of Immigration, Population Growth and Skills Apprenticeship and Trades Certification Division Standards and Curriculum Unit 45 Tilley's Road, Clarenville, NL A5A 1Z4 Fax: (709) 466-3987

Newfoundland Labrador