CUSTOMS INSPECTOR TEST



Information Booklet

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PRODUCED BY:

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NOTE:

The publication of this Information Booklet does not oblige the Canada Border Services Agency (CBSA) or the test administrator to distribute it. The appropriateness of test conditions is not affected by whether or not a candidate receives this booklet before taking the Customs Inspector Test.

This booklet may be reproduced locally.

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PART I - EMPLOYMENT AS A CUSTOMS INSPECTOR

TYPE OF EMPLOYMENT

Customs Inspectors, who are also designated as immigration officials, are the first Canadians travellers meet when they arrive in Canada. In this capacity, they have to be goodwill ambassadors while ensuring that travellers and importers of commercial goods comply with all legislative and other related requirements.

Over 100 million travellers enter Canada every year, and there are over eight million commercial importations on which several billion dollars worth of duties and taxes are collected.

The role of Customs Inspectors as protectors of Canadian society, the environment, and industry, is of paramount importance. They are Canada's first line of defence against international terrorism, and are responsible for the prevention of the illegal importation of such items as non-prescription drugs, guns, pornography, hate literature, etc. They also guard against the introduction of human, animal, and plant diseases into our country.

In addition to the *Customs Act*, the Customs Inspector must be aware of, and able to administer, wholly or in part, over sixty pieces of legislation on behalf of other government departments pertaining to the international movement of travellers, conveyances, and goods.

Many customs offices operate seven days a week on a 24-hour basis, making it necessary for some Customs Inspectors to work in shifts. There are varying physical requirements, depending on the nature of the tasks to be performed.

CBSA has offices in a variety of locations, including highway border crossings, airports, seaports, and inland facilities. Some are situated in major centers while others are in more isolated locations.

QUALIFICATIONS

The range of required qualifications includes graduation from a university, community college, CEGEP, technical institute, or high school with suitable work experience. Suitable work experience includes experience in dealing with the public in an information-giving or investigative role, experience in law enforcement, or experience in the management of a commercial enterprise.

Applicants must pass a written test to demonstrate that they possess the necessary job-related abilities (see Part II of this document for more information). Technical knowledge of customs activities and legislation is not required for this test. Successful candidates are then assessed against other required qualifications.

LANGUAGE REQUIREMENTS

The language requirements for specific positions vary and are based on the nature of the duties and the location of the position. Some Customs Inspectors are required to provide services to the public in both official languages. For certain positions where immediate bilingual capability is not required, language training may be provided. Where immediate bilingual capability is required, candidates are tested to determine whether their language skills are sufficient. Some positions require the use of only one of the two official languages.

TRAINING

New recruits must be willing to successfully complete an intensive 8-week in-residence training program at the Rigaud Learning Centre (Québec), with an additional 1-3 weeks mode-specific training depending on whether the recruit will be based at highway border crossings, airports, seaports and inland facilitites. This training is oriented towards the practical skills required of a Customs Inspector. Travel to and from Rigaud and in-residence expenses, including meals, are provided at no cost to the candidate.

The Centre provides recreational activities outside the hours of the formal training program, and trainees are entitled to periodic weekend trips home at the CBSA's expense. Upon successful completion of the course, trainees proceed to their home region to complete on-the-job training.

This will include training associated with Criminal Code enforcement, encompassing personal protection training, which requires physicial exertion. The CBSA is considering the applicability of physical standards. Applicants should be aware of the possible need to have and maintain a certain level of fitness in order to perform the duties of a Customs Inspector.

SALARY AND BENEFITS

Basic salary is determined by the provisions of the program administration (PM) collective agreement. Immediate benefits include: 15 days of annual paid vacation leave and 15 days of annual paid sick leave; a pension plan; shift premiums, if applicable; and medical, dental, hospital, and life insurance plans.

INFORMATION ON JOBS OPPORTUNITIES

Interested candidates are encouraged to visit the CBSA web site <u>www.cbsa-asfc.gc.ca</u> (job opportunities).

PART II - INFORMATION ON THE CUSTOMS INSPECTOR TEST

The Custom Inspector Test (CIT) is an assessment instrument used for the selection of candidates to Customs Inspector (CI) positions. Its successful completion is mandatory for almost all appointments or deployments including term, casual, and acting appointments to CI positions. The CIT is designed to assess the following five abilities necessary to carry out the duties and responsibilities required for the job:

- ➤ the ability to observe, inspect, and recall;
- > the ability to analyze and decide;
- > the ability to learn, retain, and apply;
- > the ability to calculate; and
- > the ability to communicate in writing.

The development of the CIT was based upon a job analysis of the duties and responsibilities of the Customs Inspector national job. The test and other evaluation tools are used on a pass/fail basis and the scores contribute to the ranking of candidates.

PREPARATION FOR THE TEST

Because performance on the CIT does not depend upon knowledge of a specific content area, candidates cannot study directly for this type of test, except for basic mathematics, grammar, spelling, and punctuation.

The CIT is available in French and English. Candidates should specify their preference to the staffing advisor responsible. It is recommended that candidates choose to take the test in the language in which their reading and writing skills are stronger.

If candidates have to travel to take the test, they should arrange their schedule so that they are not rushed. Also, it is recommended that candidates arrive in plenty of time before the test session, as they are not allowed to enter the room after testing has begun.

Candidates with a disability which may have an impact on their ability to pass the test should inform their local human resources consultant if they require any special arrangements when they are invited to the testing session.

Photo identification with a signature will be requested at the testing session.

FORMAT AND TIME LIMIT

The CIT consists of 15 sub-tests. There are 178 questions in multiple-choice format, each of which has four answer choices. It takes approximately four and a half hours to complete the test including the break and administration. The timing of the test is:

STUDY PERIOD Candidates are given a study booklet and allowed 20 minutes to study this

material. Candidates will need to recall this information for completion of

sub-tests 6, 7, and 8 in Part 1.

PART 1 Candidates are allowed one hour to work on sub-tests 1, 2, 3, 4, and 5.

PHOTO BOOKLET Candidates are allowed two minutes to study four photographs in order to

answer sub-tests 8 and 9.

PART 1 (continued) Candidates are allowed 20 minutes to complete the remainder of Part 1,

sub-tests 6 to 9. Questions are based on the study booklet and the photo

booklet.

BREAK 30 minutes

PART 2 Candidates are allowed one and one-quarter hours to complete sub-tests 10

to 15.

SCORING SYSTEM

The weighting for the CIT is as follows:	%	Points
Ability to observe, inspect, and recall (sub-tests 1, 2, 9, and 10)	25	250
Ability to analyze and decide (sub-tests 3, 4, 5, and 15)	25	250
Ability to learn, retain, and apply (sub-tests 6, 7, and 8)	25	250
Ability to calculate (sub-test 11)	5	50
Ability to communicate in writing (sub-tests 12, 13, and 14)	10	100
Total	90	900

In order to meet these qualifications, candidates must obtain a pass mark of 65%, or 585 points.

The ability to communicate orally (100 points) and personal suitability (1000 points) are assessed through interviews, references, appraisals, etc.

ADDITIONAL INFORMATION

For additional information concerning the CIT, candidates should contact their local human resources consultants.

PART III - SAMPLE QUESTIONS ON THE C.I.T.

Interested applicants will be required to write the Customs Inspector Test. Memorizing the answers to the sample questions will not assist you because the questions on the test will be different. However, practice on the sample questions should help you become familiar with the instructions, the types of questions, and the answer sheet.

TEST-TAKING TIPS AND INFORMATION

- ➤ A piece of signed photo identification is required.
- > Calculators and dictionaries are not permitted during the testing session.
- As a courtesy to other candidates, pagers, cellulars, beeping watches, or any other sound-making device must be turned off.
- When marking your answers on the answer sheet, you must be sure to:
 - > mark the answer to the right question;
 - > mark only one answer for each question;
 - > make no extraneous markings on your answer sheet;
 - > completely darken the allotted space for the answer you choose;
 - > completely erase any answer that you wish to change.
- ➤ Guess at the answer if you are not sure; there is no penalty for guessing on the CIT. Like many tests, the CIT has time limits in which to answer questions. To obtain your best score, you must manage your time effectively and work as quickly as you can.
- After you have taken the test, you will be informed of your results. The retest period is six months; that is, you have to wait six months before being eligible to take the test again. If you repeat the test, only your most recent score will be used.

After reading each possible answer carefully, blacken the number on the answer sheet that corresponds to the answer you have chosen: 1=a, 2=b, 3=c and 4=d (ignore circle 5). For example, if you choose "c" as the correct answer to question 2, you would darken circle number 3 on your answer sheet as illustrated below:

2. ①②❸④⑤

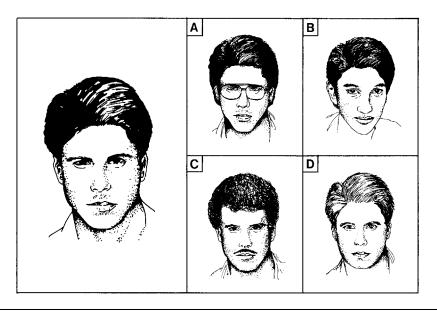
You will find the answers to most of the sample questions on page 23. You will note that there are no answers for questions 10 and 11 for this exercise.

SUB-TEST #1A: (5 questions x 4 points = 20 points)

You are presented with one sketch of a person and four similar sketches. Your task will be to determine which sketch is the disguised original.

Note: The sketches in the actual test are of a superior quality.

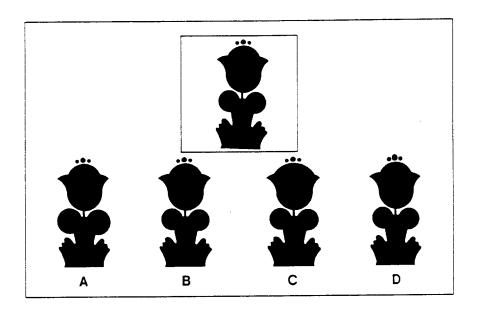
Question 1



SUB-TEST #1B: (10 questions x 4 points = 40 points)

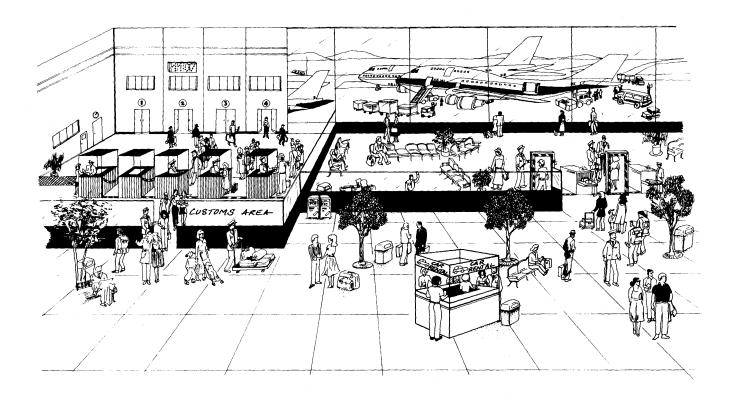
This sub-test consists of one sketch and four similar sketches. All the similar sketches, except for one, have been modified in either one or more ways. Your task will be to choose the one sketch which is identical to the original.

Question 2



SUB-TEST #2: (10 questions x 7 points = 70 points)

This sub-test consists of a sketch representing the arrival of passengers at an international air terminal. You will be asked to answer questions based on the sketch.



Question 3

How many customers are at the car rental booth?

- a) 3
- b) 4
- c) 5
- d) 6

SUB-TEST #3: (5 questions x 12 points = 60 points)

You are presented with hypothetical situations, each followed by four actions. Your task is to choose the logical order for the actions from among the sequences identified by the letters a, b, c, and d.

Question 4

An employee of a small company is working alone on a late night shift. Just outside the office he/she sees two men assaulting a lone woman. When the assailants notice the employee, they immediately flee the scene. In what order should the employee take the following steps?

- 1) Pursue the assailants.
- 2) Attend to the assaulted woman.
- 3) Seek out and establish relevant details.
- 4) Inform the nearest police headquarters of the observed assault.
- a) 4,2,1,3
- b) 4,1,2,3
- c) 1,4,2,3
- d) 2,4,3,1

SUB-TEST #4A: (3 questions x 12 points = 36 points)

You are presented with two statements or premises followed by four possible conclusions. These statements or premises are to be accepted as true. Your task is to select the correct conclusion, based on the statements or premises made.

Question 5

All athletes are required to be physically fit. Some athletes belong to physical fitness clubs. Therefore.

- a) some athletes who belong to a physical fitness club are physically fit.
- b) if an athlete is physically fit, then the athlete must be a member of a physical fitness club.
- c) some athletes who are physically fit belong to a physical fitness club.
- d) every person who belongs to a physical fitness club and is physically fit is an athlete.

SAMPLE QUESTIONS

SUB-TEST #4B: (2 questions x 12 points = 24 points)

You are presented with a conclusion followed by four possible assumptions from which the conclusion is derived. You are asked to select the assumption that probably led to the stated conclusion.

Question 6

"Let us select superior Customs Inspectors and thus strictly enforce regulations at border points."

ASSUMPTIONS

- a) The selection and training of Customs Inspectors guarantees the enforcement of our country's regulations.
- b) Unless we increase the number of Customs Inspectors, we will lack law enforcement capability.
- c) We now have proper enforcement of regulations at border points.
- d) Customs regulations enforcement is now breaking down.

SUB-TEST #5: (5 questions x 12 points = 60 points)

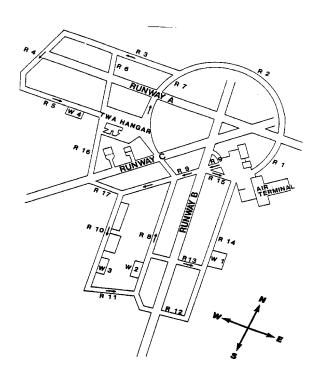
You are presented with a map of an airport, which includes terminals, hangars, warehouses, runways, etc. Your task is to choose the shortest route between two selected points on the map without violating the airport traffic regulations specified.

Airport Traffic Regulations:

The black arrows indicate a one-way route.

If the wind is blowing from either the south or the north, you are not permitted to cross-runway B. If the wind is blowing from either the east or the west, you are not permitted to cross-runway A.

If the wind is blowing from either the southwest or northeast, you are not permitted to cross-runway C.



Question 7

A Customs Inspector has to drive a car from the air terminal to the TWA hangar. The wind is blowing from the south. The shortest way to get there without breaking the airport traffic regulations is to go:

- a) north on R1, west on R2 and R3, south on R6.
- b) north on R1, west on R2 and R3, south on R4, east on R5.
- c) southwest on R9, northwest on R8.
- d) south on R14, west on R12, north on R8.

SUB-TEST #6: (10 questions x 8 points = 80 points)

The first 20 minutes of the test consist of a study period where you are required to study material in order to complete sub-tests six, seven, and eight. This information is located in a study booklet. You are not permitted to use this booklet during the test and you are not allowed to take notes. Therefore, it is important that you study the material in this booklet as carefully as possible.

For sub-test 6, six pictures of individuals accompanied by relevant information about each individual are in the study booklet. You are asked to study each picture and the related information.

Here is an example of information you will find in the study booklet:



GENERAL INFORMATION:

Name: James Thornton
Alias (es): Erik Fue, Lee Yung

Citizenship: Canadian

Date of birth: November 6, 1925

Place of birth: Germany

Residence: Vancouver, BC

Wanted for: Attempted homicide

PHYSICAL DESCRIPTION:

General: Male, Caucasian

Weight: 75 kg **Height:** 1.78 m

Hair colour: Grey hair

Distinguishing marks or

Features: Small mustache

VEHICLE BEING USED:

Type: 1980 Pontiac Le Mans

Colour: Grey

License #: BC: 1C3 69F

REMARKS: Weapon hidden in car door

Later on in the test you are asked questions about these individuals.

Here is an example of a question you will find in the test booklet:

Ouestion 8

James Thornton's place of birth is:

- a) Winnipeg
- b) Germany
- c) Vancouver
- d) Brazil

SUB-TEST #7: $(15 \text{ questions } \times 6 \text{ points} = 90 \text{ points})$

For sub-test 7, fictitious residential by-laws are in the study booklet. You are asked to study these laws and recall this information during the test without access to the study booklet.

Here is an example of information you will find in the study booklet:

No person shall leave a boat on private property without written consent of the owner of the property. Residents are permitted to walk their pets on the sidewalk at all hours.

Although it is not required, residents are encouraged to have a microchip inserted in their pets in case the pets get lost.

Here is an example of a question you will find in the test booklet:

Question 9

Before leaving your boat on private property, you need:

- a) the owner's permission.
- b) a written agreement from the owner of the boat.
- c) an oral agreement from the property manager.
- d) a written agreement from the owner of the property.

SAMPLE QUESTIONS

SUB-TEST #8: (8 questions x 10 points = 80 points)

Before the test, you are asked to study the rules, which apply to the employees of a restaurant. Later on in the test, you will be asked to study three photographs. In this sub-test, you will be asked to recall this information in order to answer the questions without access to the study booklet.

Here is an example of information you will find in the study booklet:

The morning shift is from 6:00 a.m. to 1 p.m. and the day shift is from 1 p.m. to 8 p.m. Employees are not permitted to wear any jewellery when working in the kitchen. Employees are not permitted to smoke where customers can see them.

Here is an example of a question you will find in the test booklet:

Question 10

What rule was broken by the employee in the dining room?

- a) The employee was wearing jewellery.
- b) The employee was smoking in the kitchen.
- c) The employee was late for work.
- d) The employee was smoking in the dining room.

Answer will depend on the photograph

SUB- TEST #9: (12 questions x 5 points = 60 points)

During the test, you are asked to study a photograph in a photo booklet. To answer the questions in this sub-test, you are required to remember the details in this photo.

Ouestion 11

How many boys and girls were there in the photograph?

- a) 0 boys and 2 girls
- b) 1 boy and 1 girl
- c) 2 boys and 0 girls
- d) 2 boys and 2 girls

Answer will depend on the photograph

SAMPLE QUESTIONS

SUB-TEST #10: (20 questions x 3 points = 60 points)

You are presented with reproductions of two completed forms and the instructions required to complete these forms. You are asked to inspect these documents and detect incompleteness, inconsistencies, and inaccuracies in order to answer the questions.

Here is an example of a form with instructions for its completion.

INSTRUCTIONS - APPLICATION FOR ENTRY - FORM B

EACH TIME YOU APPLY FOR ENTRY YOU MUST:

- date and sign the application.
- submit an identification card.
- include a cheque for the entry fee.

THE APPLICATION CANNOT BE PROCESSED UNLESS THESE REQUIREMENTS ARE MET:

• Fee = \$5 per entry form

Section 2

CHILD'S PERSONAL INFORMATION

• The date of birth must be provided on the application. If this information does not appear, the entry form will be rejected.

Section 3

LEGAL GUARDIAN OF CHILD

- A child traveling alone must complete entry form B.
- Both parents must sign entry form B.

Section 5

BIRTHPLACE

Documentary evidence of the child's birthplace is required if the child was born before 1960 and outside Canada.

a) IF YOUR CHILD WAS BORN IN CANADA, you must provide a Canadian Birth Certificate

b) IF YOUR CHILD WAS BORN OUTSIDE CANADA, you must provide one of the following certificates: Certificate of Canadian Citizenship or Registration of Birth Abroad.

SAMPLE QUESTIONS

APPLICATION FOR ENTRY - FORM B

1. (a) CHILD'S NAMI	3							
Surname		First name	DEDI	12			me(s) (optional)	
(b) OTT	0	(c)	DERII	<u>x</u>		(d) JASO	ON .	
2. (a) CHILD'S PERS	ONAL INFORMA	TION						
Date of birth	Place of	birth	Height	Weight	Sex	Date of to	etanus immunization	
(b) APRIL 14, 19		LONDON	(d) 1m	(e) 18 KG	(f) M	(g)	JUNE 16, 1992	
Child's permanen		1043 SOUTHWOOD DE	DIVE MICC	ISSAUCA ON	TADIO I	48 2K2		
(h) Mailing address	#201-4	1043 SOUTHWOOD DE	CIVE, MISS	issauga, on	TAKIO, L	45 2K2		_
(I)	SAME	AS ABOVE						
3. (a) INFORMATION	ABOUT PARENT	ΓS			-			
			Parent A	Applying			Other Parent	
Surname								
(maiden name of 1	mother)	(b)	ROBER	AT		(c)	ОТТО	
Given names(s)		(d)	MARIE	E JANE		(e)	ARDEN	
Marital status		(f)	MARR	IED		(g)	MARRIED	
A 44		(1.) #201	42.40 COLUT		N/E	(T) #201 42	MA COUTHWOOD DDIVE	
Address				THWOOD DRI ARIO, L4S 2K2			340 SOUTHWOOD DRIVE, AUGA, ONTARIO, L4S 2K2	
		MISSISSA	UGA, OIVIT	1110, L43 2112	,	WIISSISSE	TOGA, ONTARIO, LAS ZRZ	_
Telephone numbe	r	(j)	905-564	-9506		(k)	905-564-9506	
-		3/				. ,		
Date of birth		(1)	FEBRU	ARY 23, 1967		(m)	AUGUST 6, 1960	
Country of birth		(n)	CANA	ADA		(0)	CANADA	
4. (a) LEGAL GUARI	DIAN							
a) Is the child on inte				Yes □	(b)	No 🗷		
		from the appropriate aut? (c) MARIE AND		rto.				
b) Who is the legal g	uardian of the child	(Nan		110				
e) Participation of other	her parent - I, (d)	,		are that I am the	(e)	FATHER		
						(Relation		
_	t I am aware that th	is application has been m		quired, I consent	t to the issu	ance of an e	ntry in the name of the child.	
(f) MAY 2, 1993		<u> </u>	Arden Otto					
(Date)			(Signat	ure of Other Par	rent)			
5 (a) DOCUMENTAR	V EVIDENCE OF	CHILD'S BIRTHPLAC	F					
				cuments. The d	locuments v	vill be return	ned. You may be requested to pr	rovide
		firm the child is still living						
Title of document (e.g.					of issue			
	CERTIFICATE O			(c)		EMBER 2, 1	1991	
b) Did your child res If yes, give dates for ex		before January 1, 1960?		Yes □	(d)	No 🗷		
From	To To	From	Ī	То	1	From	То	
(e)	(f)	(g)		(h)		(i)	(j)	
			ļ		ļ		. ~	

FORM B

PROVINCE OF/D	E L'ONTARIO, CANADA
NAME-NOM OTTO, DERIK JASON	
DATE OF BIRTH-DATE DE NAISSANCE 06-08-91	CERTIFICATE NUMBER-NUMÉRO DU CERTIFICAT 85-04-011845
BIRTHPLACE-LIEU DE NAISSANCE LONDON	SEX-SEXE M
DATE OF REGISTRATION- DATE DE L'ENREGISTREMENT 14-08-91	REGISTRATION NUMBER- NUMÉRO DE L'ENREGISTREMENT 85-04-145624
issued on-délivré le 02-09-91	DIRECTOR-DIRECTEUR dijdksl jfdkylks-idklssl
BIRTH CERTIF	ICATE-CERTIFICAT DE
N_{λ}	AISSANCE

Question 12

In Section 2, the following information is incorrect:

- a) the place of birth
- b) the date of birth
- c) the address
- d) the mailing address

SUB-TEST #11: (15 questions with varying points for a total of 50 points) You are asked to do mathematical calculations by hand; for example, addition, subtraction, multiplication, division, percentages, integers, fractions, and decimal values.

Question 13

What is the result of the following subtraction?

7,450,603 - 608,397 =

- a) 6,742,406
- b) 6,841,206
- c) 6,742,506
- d) 6,842,206

SUB-TEST #12: (14 questions x 2 points = 28 points)

You are presented with rows of words and you must select the one word which is spelled correctly.

ITEM#	A	В	C	D
Question	temperary	temporory	temparery	temporary
14				

SUB-TEST #13: (18 questions x 2 points = 36 points)

You are presented with short sentences containing a word or an expression in bold type. From among the four alternatives, you must choose the word or expression which has the most similar meaning to the word or expression in bold type.

Question 15

To harass is to:

- a) annoy.
- b) ignore.
- c) find.
- d) appease.

SUB-TEST #14: (12 questions x 3 points = 36 points)

You are presented with one or more sentences in which four words or groups of words have been highlighted in bold type. You must choose the word or group of words, if any, that represents an error in grammar. If none of the highlighted words or groups of words were grammatically incorrect, then you would choose answer (d) at the end of the sentence, if it were available.

Ouestion 16

The plane (a) will be leaving at 2 p.m. Everyone (b) is to take (c) their seats. (d) _____.

SUB-TEST #15: (14 questions x 5 points = 70 points)

You are presented with an example of a seizure report. Your task is to answer questions related to this report.

Example of a Seizure Report

On March 9, 1995, a personal effects shipment consigned to Mr. Richard Norman was referred to me by Officer Gervais for examination at the Intertravel Warehouse. Mr. Norman had been posted for employment purposes by Foreign Affairs to Germany for four years and was now returning to Canada. On March 5, 1995, he had declared that he had not purchased or acquired any goods in the last six months.

The examination revealed:

- two antique-looking wooden chests; and
- a box containing receipts dated within the last six months: one was for two Black Forest chests dated October 23, 1994.

On March 10, 1995, I met with Mr. and Mrs. Norman. I asked them about the receipt for the two chests. Mr. Norman said that what I had found was not a receipt but an appraisal note for insurance purposes. I asked Mr. and Mrs. Norman to provide me with the original receipt and the cancelled cheque within four weeks. I released the shipment to the Normans, after they had paid the relevant duty, but withheld the two chests pending a review of the requested documents.

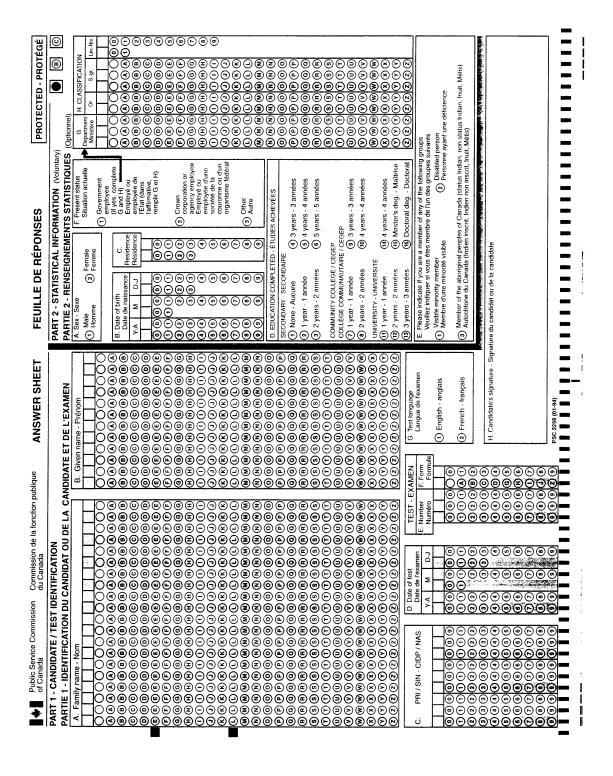
On April 11, 1995, Mr. Norman submitted a poor-quality photocopy of a receipt dated March 11, 1994. The photocopy of the receipt had the same antique dealer's name and the same dollar value, but the format of the receipt was slightly different from the one I had located in my examination on March 9, 1995. In addition, the dates were different, and the photocopied receipt had the handwritten words, "Paid in full. March 11, 1994" on it. The handwriting was different from that on the receipt that I had found.

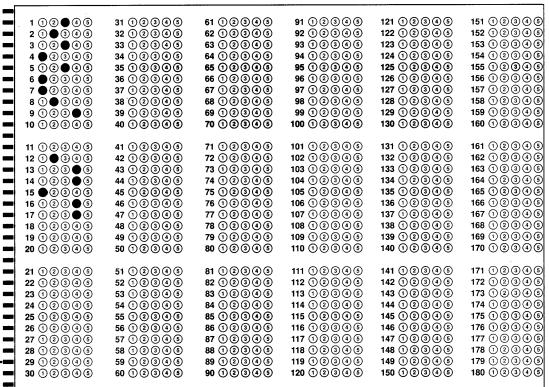
After reviewing these documents with my supervisor, we agreed that the chests should be seized.

Question 17

Mr. Norman submitted a poor-quality photocopy of a receipt on:

- a) March 9, 1995.
- b) March 5, 1995.
- c) March 11, 1994.
- d) April 11, 1995.





PRIVACY ACT

The information on this form is collected under the authority of the Public Service Employment Act and is used to record the answers of candidates taking Public Service examinations. Personal information is protected under the Privacy Act and is held in the PSC bank on Occupational Test Results. You may be given access to, request correction of, or have a notation attached to the information about yourself. For more information, see Info Source located in major public and academic libraries, government information offices and constituency offices of federal Members of Parliament.

LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS

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