



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada

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# **CUSTOMS INSPECTOR TEST**

## **Version 2A**



### **Candidate Information Booklet**

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**OCTOBER 2004**

**Canada**

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**PRODUCED BY:**

**Resourcing Section  
Human Resources Branch  
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Ottawa ON  
K1A 0L8**

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**NOTE:** The publication of this Information Booklet does not oblige the Canada Border Services Agency 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 travelers meet when they arrive in Canada. In this capability, they have to be goodwill ambassadors while ensuring that travelers and importers of commercial goods comply with all legislative and other related requirements.

Over 100 million travelers 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 defense 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 travelers, 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 work 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 secondary school with an acceptable combination of education, training and/or experience. Acceptable experience includes experience in the enforcement of acts and Regulations in terms of measuring compliance and imposing penalties or sanctions for violations, experience in gathering information in an investigative setting or pressure situation, experience in the use of interviewing and examination techniques, experience in providing oral advice and guidance to the general public or in a service function dealing with people, experience in obtaining information in an interview and/or examination techniques, experience in the management of a commercial enterprise, experience in processing and handling import or export documentation.

Applicants must pass a written test to demonstrate that they possess the necessary job-related capabilities (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**

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 service needs require immediate bilingual capability, 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**

Recruits must successfully complete a two(2) week training program associated with Criminal Code Enforcement and Use of Force which requires various levels of physical exertion. They must also successfully complete an intensive 9-week in-residence training and assessment program at Rigaud Learning Centre in Rigaud (Quebec).

During the training period, recruits who are not Public Servants will be provided with a pre-determined allowance. In addition, recruits will be reimbursed for the cost of one trip to the Rigaud Learning Centre in Rigaud, Quebec and for one return trip to their place of residence, from the Rigaud Learning Centre in Rigaud, Quebec, at the end of the training. Accommodation and meals at the Rigaud Learning Centre will be provided free of charge by the Agency.

A physical standard has been identified for the Customs Inspector position and individuals are required to have and maintain a certain level of fitness in order to safely perform the functions of the 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 JOB OPPORTUNITIES**

Interested candidates are encouraged to visit the CBSA web site at [www.cbsa-asfc.gc.ca/careers/menu-e.html](http://www.cbsa-asfc.gc.ca/careers/menu-e.html)

## **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. The development of the CIT was based upon a job analysis of the duties and responsibilities of the Customs Inspector national job. The CIT version 1C and version 2A are equivalent; therefore, if you have written version 1C, you do not have to write version 2A. Its successful completion is mandatory for almost all appointments or lateral moves including indeterminate, terms and acting appointments to CI positions as well as student customs officers.

The CIT is designed to assess the “Ability to solve problems using reasoning” necessary to carry out the duties and responsibilities required for the job. In order to meet this ability, candidates must obtain a pass mark of 68 points on version 2A. For additional information concerning the CIT, candidates should contact their local human resources consultants.

### **FORMAT AND TIME LIMIT**

The CIT consists of 9 sub-tests. There are 117 questions in multiple-choice format, each of which has four answer choices. It takes approximately 2.5 hours to complete the test including the administration. The timing of the test is:

<b>STUDY PERIOD</b>	Candidates are given a study booklet and allowed 15 minutes to study this material. Candidates will need to recall this information for completion of two sub-tests.
<b>TEST</b>	Candidates are allowed 45 minutes to work on sub-tests 1, 2, and 3.
<b>PHOTO BOOKLET</b>	Candidates are allowed 2 minutes to study photographs in order to answer one of the sub-tests.
<b>TEST (continued)</b>	Candidates are allowed 1 hour and 20 minutes to complete the remainder of test.

## 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 before the test session, as they are not allowed to enter the room after testing has begun.
- Candidates with a disability that may have an impact on their capability 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.
- 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, cellars, 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 properly 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 retake the test, only your most recent score will be used.

## **PART III - SAMPLE QUESTIONS ON THE CIT**

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.

### **STUDY BOOKLET**

The first 15 minutes of the test consist of a study period where you are required to study material in order to complete sub-tests #5 and #6. This information is located in the 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. You are asked to study photographs of individuals as well as fictitious by-laws and recall this information during the test.



Here is an example of photographs 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:** Gray hair  
**Distinguishing marks or features:** Small mustache

**VEHICLE BEING USED:**

**Type:** 1980 Pontiac Le Mans  
**Colour:** Gray  
**License #:** BC: 1C3 69F

**REMARKS:** Weapon hidden in car door

**Here is an example of fictitious by-laws 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 they get lost.

## TEST BOOKLET

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. ① ② ③ ④ ⑤
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You will find the answers to the sample questions on page 18.

**SUB-TEST #1:** (12 questions x 1 point = 12 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 1

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 #2:** (12 questions x 1 point = 12 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 is grammatically incorrect, then choose answer (d) signifying that there is “**No Error**”. Occasionally, the phrase “**No Error**” appears at the end of a sentence with the letter (d) printed in front of it.

**Question 2**

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

**SUB-TEST #3** (14 questions x 1 point = 14 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 3**

“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 #4:** (12 questions x 1 point = 12 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.

**Question 4**

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**

**SUB-TEST #5:** (12 questions x 1 point = 12 points)

In the Study Booklet, you studied pictures of individuals accompanied by relevant information about each individual.

**Question 5**

James Thornton's place of birth is:

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

**SUB-TEST #6:** (14 questions x 1 point = 14 points)

In the Study Booklet, you studied fictitious by-laws.

**Question 6**

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.

**SUB-TEST #7:** (14 questions x 1 point = 14 points)

You are presented with reproductions of two completed forms and the instructions required to complete these forms and all supporting documentation to the application. 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.

**APPLICATION FOR ENTRY - FORM B**

1. (a) CHILD'S NAME

Surname (b) <b>OTTO</b>	First name (c) <b>DERIK</b>	Middle name(s) (optional) (d) <b>JASON</b>
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2. (a) CHILD'S PERSONAL INFORMATION

Date of birth (b) <b>APRIL 14, 1991</b>	Place of birth (c) <b>LONDON</b>	Height (d) <b>1m</b>	Weight (e) <b>18 KG</b>	Sex (f) <b>M</b>	Date of tetanus immunization (g) <b>JUNE 16, 1992</b>
Child's permanent address (h) <b>#201-4043 SOUTHWOOD DRIVE, MISSISSAUGA, ONTARIO, L4S 2K2</b>					
Mailing address (I) <b>SAME AS ABOVE</b>					

3. (a) INFORMATION ABOUT PARENTS

	Parent Applying	Other Parent
Surname (maiden name of mother)	(b) <b>ROBERT</b>	(c) <b>OTTO</b>
Given names(s)	(d) <b>MARIE JANE</b>	(e) <b>ARDEN</b>
Marital status	(f) <b>MARRIED</b>	(g) <b>MARRIED</b>
Address	(h) <b>#201-4340 SOUTHWOOD DRIVE, MISSISSAUGA, ONTARIO, L4S 2K2</b>	(I) <b>#201-4340 SOUTHWOOD DRIVE, MISSISSAUGA, ONTARIO, L4S 2K2</b>
Telephone number	(j) <b>905-564-9506</b>	(k) <b>905-564-9506</b>
Date of birth	(l) <b>FEBRUARY 23, 1967</b>	(m) <b>AUGUST 6, 1960</b>
Country of birth	(n) <b>CANADA</b>	(o) <b>CANADA</b>

4. (a) LEGAL GUARDIAN

a) Is the child on interim or probationary adoption? Yes  (b) No

If yes, include a letter of authorization from the appropriate authority.

b) Who is the legal guardian of the child? (c) **MARIE AND ARDEN OTTO**  
(Name)

c) Participation of other parent - I, (d) **ARDEN OTTO**, declare that I am the (e) **FATHER** of the child.  
(Relationship)

I acknowledge that I am aware that this application has been made and if required, I consent to the issuance of an entry in the name of the child.

(f) **MAY 2, 1993** (Date) *Arden Otto* (Signature of Other Parent)

5. (a) DOCUMENTARY EVIDENCE OF CHILD'S BIRTHPLACE

a) Each time you apply for entry for your child, you must provide supporting documents. The documents will be returned. You may be requested to provide additional information or documents to confirm the child is still living in Canada.

Title of document (e.g. certificate of birth, record of birth) (b) <b>CERTIFICATE OF BIRTH</b>	Date of issue (c) <b>SEPTEMBER 2, 1991</b>
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b) Did your child reside outside Canada before January 1, 1960? Yes  (d) No

If yes, give dates for extended periods (more than 3 months).

From (e)	To (f)	From (g)	To (h)	From (i)	To (j)
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## FORM B

PROVINCE OF/DE 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 <i>dyrikol jfakgtho-ikhtol</i>
<b>BIRTH CERTIFICATE-CERTIFICAT DE NAISSANCE</b>	

### Question 7

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 #8:** (12 questions x 1 point = 12 points)  
You are asked to perform manual arithmetic calculations accurately.

### Question 8

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 #9:** (15 questions x 1 point = 15 points)

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

**Example of a 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 resulted in locating:

- 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 9**

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.



PART 1 – CANDIDATE / TEST IDENTIFICATION

PART 1 – IDENTIFICATION DU CANDIDAT OU DE LA CANDIDATE ET DU TEST

Form for Part 1 identification, including fields for family name, given name, and a large alphanumeric grid for test identification.

C. Date of birth / Date de naissance: Grid for Y-A, M, D, J.

A. Gender - Sexe: Male / Homme (1), Female / Femme (2); B. Region / Région: Grid for region selection.

C. Classification: Grid for classification levels (Gr., S.-gr., Lvl.-Niv.).

D. Education completed - Études achevées: Grid for education levels from None to Doctoral.

E. Please indicate if you are a member of any of the following groups: Grid for minority and Indigenous status.

F. Test: Grid for Test Series (Série / Série).

G. Applicant number: Grid for applicant number.

E. Date of test: Grid for Y-A, M, D, J.

D. PRI - CDP: Grid for PRI and CDP selection.

H. Test language: English (1) / French (2); I. Candidate's signature: Signature line.

**APPENDIX  
B**

**ANSWERS – SAMPLE QUESTIONS**

Question	Answers
1.	A
2.	D
3.	A
4.	****
5.	B
6.	D
7.	B
8.	D
9.	D