



Commercial Transport Truck Operator
Knowledge Exam Bank



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BACKGROUND

Trucking HR Canada (THRC) publishes a National Occupational Standard for Commercial Transport Truck Operators (NOS-O). The NOS-O defines the knowledge, skills, and abilities ("competencies") required for this occupation.

This document is a supplemental resource to the NOS-O. For the full suite of supplemental resources, visit **truckinghr.com**.

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TABLE OF CONTENTS

Purpose of this Tool	1
Who can use this Tool	1
How to use this Tool	1
Introduction	2
Item Bank Characteristics	2
Question Development	2
Taxonomy Levels and Percentages	3
Item Bank Usages	3
Knowledge Test Item Bank Summary	4
Scoring Approaches	4
Content Coverage	5
Test Item Bank	9
Appendix A – Test Items for Exam Form Development	54



PURPOSE OF THIS TOOL

This tool can be used to develop customized written tests to **assess a commercial transport truck operator's knowledge** throughout occupational level training.

This guide is based on the competencies outlined in the National Occupational Standard for Commercial Transport Truck Operators (NOS-O). The NOS-O defines the knowledge, skills and abilities (“competencies”) required for this occupation.

WHO CAN USE THIS TOOL

This guide is designed to be used by instructors, trainers, mentors, coaches, and evaluator/assessors for assessing commercial transport truck operators at companies or training/testing facilities.

HOW TO USE THE TOOL

Review the *Introduction* section to understand how the tool is built and structured. It will help you understand how to use and build a test that meets your needs. The *Content Coverage* section is a quick reference of the topics covered in the *Knowledge Exam Bank*. The following section, *Test Item Bank* has all the questions and supporting details required to determine if questions should be included in your exam. *The Appendix - Test Items for Exam Form Development* can be used to copy and paste questions into your company's documents.

If you have questions or are interested in more information, contact THRC at info@truckinghr.com



INTRODUCTION

This resource provides guidance for the development of customized knowledge exams to assess the proficiency of Commercial Transport Truck Operators.

ITEM BANK CHARACTERISTICS

The Knowledge Test Item Bank is comprised of three distinct types of test items:

- **Core Test Items** are based on competencies outlined in Trucking HR Canada Truck Driver Training Resources, e.g., NOS-O, Training Guides, etc.
- **Extension Test Items** focus on additional skills/knowledge that are not directly outlined in Trucking HR Canada resources but are considered within the scope of the occupation. Instructors can choose to use these questions based on their programming.
- **Supplementary Test Items** pertain to supplementary/specialized skillsets that may be taught in OLT programs (in addition to the core items). If driving on inclines and/or operating flat bed trailers are competencies taught in the OLT program, these questions can be used.

Question Development

All the test items are multiple-choice questions with four options. All items within the bank were created based on the following best practices for question development:

- Using a question format for most questions, avoiding or minimizing fill in the blank statements.
- Ensuring only one right answer, with plausible (but clearly not correct) distractors.
- Limiting the use of negative answers (“which is NOT an example of...”) and keeping the language clear when used to avoid confusion.
- Avoiding “all of the above,” “none of the above” or combination responses (“1, 2 and sometimes 3”) as answers.
- Ensuring a spread of correct answer placement across the test to avoid having all the correct answers in the 2 or 4 slot.
- Using simple, direct, and active language.
- Keeping the length of options (right answer and distractors) similar and grammatically parallel.

These best practices are particularly important when learners have a range of English language comprehension and should be used by Instructors if/when new test items are developed.

Taxonomy Levels and Percentages

Based on Bloom's Taxonomy, three taxonomy levels are used to categorize the test items according to level of complexity and cognitive processes involved:

- **Level 1 – Knowledge, Recall, and Understanding:** Tests the learner's ability to recall and recognize previously learned knowledge, understand the meaning, and interpret situations and problems.
- **Level 2 – Application and Interpretation:** Tests the learner's ability to infer or apply information or data, such as knowing how to use a concept in a situation or putting theory in practical effect.
- **Level 3 – Evaluation and Problem Solving:** Tests the learner's ability to use knowledge and apply distinct criteria to resolve a problem and/or make an appropriate decision.

The levels of questions are divided across the complete item bank (130 items):

Bloom's Taxonomy Level	Multiple-Choice Questions
Level 1: Knowledge, Recall, and Understanding	34%
Level 2: Application and Interpretation	45%
Level 3: Evaluation and Problem Solving	21%

When developing tests, it is best to keep this similar spread with the majority of questions be at Level 2, followed by Level 1 and Level 3.

Item Bank Usages

Pick and choose questions from the item bank to develop tests to assess learner knowledge at various points in the OLT process, including:

- **Pre-training** – to identify areas requiring further training and attention during OLT, test learners on the majority of core items and on a range of extension items before training begins. While the whole exam bank does not have to be administered, instructors may opt to include a question from each main topic area in the pre-training stage.
- **Interim testing (formative assessment)** – to assess proficiency of learners at various stages of OLT. The exams developed for interim testing should reflect the topic areas reviewed or taught in the program to date.

- **Post-training** – to assess proficiency of learners at the end of the OLT period to verify knowledge improvement. Develop a robust examination form so you can compare, pre- and post-training results.

Knowledge Test Item Bank Summary

Number of Core Test Items in Bank	87
Number of Extension Test Items in Bank	37
Number of Supplemental Test Items in Bank	6
Total Number of Test Items in Bank	130

It is recommended that all tests administered should be closed book (i.e., no assessment aids permitted).

Scoring Approaches

Instructors have the flexibility to select the number and type of test items – core, extension, and supplemental – to create test forms that suit their unique needs and training programs. For this reason, a set pass/fail criterion has not been set for this item bank. Instead, instructors can use the following approaches:

- **Assessment only, no final score:** Use knowledge exams at specific training intervals to assess a learner’s current proficiency and identify gaps. Rather than giving points for correct responses, collate and assess incorrect responses to identify potential training gaps that require additional learning and development.
- **Final score, with ranges by question type:** Certain scenarios would benefit from final scoring, including comparing pre-training with post-training scores. In this case, the following “pass” criteria by item type can be used:
 - **Core Test Items** – Learner must correctly answer a minimum of 75% of core test items.
 - **Extension Test Items** – Learner must correctly answer a minimum of 65% of extension test items.
 - **Supplemental Test Items** – Learner must correctly answer a minimum of 90% of supplemental test items (due to the specific safety requirements of supplemental competencies).

Note: A written knowledge test is only one method/approach for assessment. If learners have challenges associated with reading comprehension, test anxiety, or ESL requirements, instructors may choose not to use a Knowledge Exam OR may make accommodations such as reading the test out loud to address unique needs.

CONTENT COVERAGE

The following table indicates the composition of the knowledge test bank:

- Core test items are abbreviated as **C**.
- Extension test items are abbreviated as **E**.
- Supplementary questions are abbreviated as **S**.

TOPIC AREAS	RESOURCE	C	E	S	# of Qs
A. DRIVING					84
A.1 Prepare for Driving					14
Plan daily trip logistics	NOS Block 9 – Plan Work, Plan Trips, and Solve Problems				2
Prepare vehicle for trips	NOS Block 9 – Plan Work, Plan Trips, and Solve Problems				2
Inspect air brake system	NOS Block 14 – Operate Vehicle Air Brake Systems				3
Conduct daily vehicle inspections	NOS Block 11 – Support Inspection and Maintenance Program				4
	NOS Block 12 – Conduct Daily Vehicle Inspections				
	Training Guide: Tractor-Trailer Inspection				
Verify cargo loading and securement	NOS Block 15 – Secure Cargo for Transport				3
A.2 Operate Vehicle					23
Start vehicle	NOS Block 18 – Prepare and Start to Drive				2
Operate vehicle systems and features	NOS Block 16 – Operate Commercial Vehicle Systems and Features				1
Control vehicle motion and speed	NOS Block 19 – Control Vehicle Motion and Speed				3
Control vehicle direction and position	NOS Block 20 – Control Vehicle Direction and Position				3
Maximize fuel efficiency	NOS Block 21 – Maximize Fuel Efficiency				2
Conduct en-route inspections	NOS Block 11 – Support Inspection and Maintenance Program				2
Monitor vehicle operation and gauges					2
Use defensive driving techniques	NOS Block 17 – Maintain Situational Awareness				3
	NOS Block 22 – Practice Defensive Driving Techniques				
Cross international borders					2
Drive on inclines	NOS – Driving Steep Inclines				3

A.3 Haul Trailers				11
Couple trailers	NOS Block 26 – Couple Trailers Training Guide – Coupling and Uncoupling			4
Uncouple trailers	NOS Block 27 – Uncouple Trailers Training Guide – Coupling and Uncoupling			4
Operate flat bed trailers	NOS – Transporting Cargo on Flatbed Vehicles			3
A.4 Complete Driving Maneuvers				28
Drive through curves	Training Guide – On-Road Driving			3
Negotiate intersections	Training Guide – On-Road Driving			6
Negotiate circular intersections	Training Guide – On-Road Driving			5
Complete lane changes	Training Guide – On-Road Driving			3
Turn tractor-trailers	NOS Block 28 – Turn Tractor-Trailers			2
Drive on expressways	Training Guide – On-Road Driving			1
Complete backing and parking maneuvers	NOS Block 24 – Back, Dock, and Park Vehicles			3
	NOS Block 29 – Back, Dock, and Park Tractor-Trailers			
	Training Guide – Backing			
Complete roadside stops	Training Guide – On-Road Driving			3
Complete railway crossings	Training Guide – On-Road Driving			2
A.5 Complete Trips				4
Secure vehicle and trailer	NOS Block 10 – Prevent Loss and Maintain Secure Facilities			2
Conduct post-trip inspections				2
A.6 Perform Basic Vehicle Maintenance				4
Complete preventative maintenance	NOS Block 11 – Support Inspection and Maintenance Program			2
Complete demand maintenance				2
B. INFORMATION/RECORD MANAGEMENT				3
B.1 Complete Information/Record Management Tasks				3
Complete driving/transport documentation	NOS Block 6 – Use Workplace Documents			3



C. COMPLIANCE					10
C.1 Comply with Legislation/Regulations					5
Comply with jurisdictional regulations	NOS Block 4 – Understand Basic Regulatory Requirements				2
	NOS Block 23 – Adhere to Requirements that are Specific to Commercial Vehicles				
Comply with Hours-of-Service Regulations	NOS Block 13 – Comply with Hours-of-Service Regulations				3
C.2 Comply with Organizational Policies and Procedures					5
Comply with organizational policies and procedures	NOS Block 1 – Understand the Workplace				5
D. HEALTH AND SAFETY					10
D.1 Comply with Occupational Health and Safety Program					10
Follow occupational health and safety program					1
Respond to emergencies	NOS Block 25 – Handle Emergency Incidents				3
Participate in accident/incident investigations					2
Use personal protective equipment (PPE) and safety equipment					1
Handle hazardous materials					2
Comply with security programs and systems					1
E. INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)					5
E.1 Use Digital Technology					5
Use communication applications	NOS Block 8 – Operate Computers and Electronic Devices				2
Use navigation and mapping applications	NOS Block 8 – Operate Computers and Electronic Devices				1
Use electronic logging devices (ELDs)	NOS Block 8 – Operate Computers and Electronic Devices				2
F. FOUNDATIONAL TRADES SKILLS					2
F.1 Use Tools and Equipment					2
Use hand, power, measuring, testing, and diagnostic tools					1
Use material handling tools and equipment					1



G. COMMUNICATION					4
G.1 Communicate Effectively					4
Use active listening skills					1
Use speaking skills					1
Use hand signals					1
Use writing skills					1
H. PERSONAL COMPETENCIES					12
H.1 Demonstrate Professionalism					7
Work as a member of a team					1
Coach/mentor others					1
Develop professionally					1
Demonstrate professional/ethical conduct					2
Manage time					1
Negotiate with others					1
H.2 Maintain Personal Wellness					5
Maintain mental health	NOS Block 3 – Maintain Health, Wellness, and Relationships				2
Maintain physical health	NOS Block 3 – Maintain Health, Wellness, and Relationships				1
Use safe lifting techniques					2



EXAM ITEM BANK

To create your own test forms, see the question bank in *Appendix A*.

1.	CORE	
Answer	4	
Taxonomy Level	2	
Topic Area	Prepare for Driving	
Competency	Plan daily trip logistics	
Resource	NOS Block 9 – Plan Work, Plan Trips, and Solve Problems	
Question: You have been assigned to travel to a location you are unfamiliar with. What should you do?		
1.	Ask to be assigned a team driver.	
2.	Accept the trip without question.	
3.	Ask to be reassigned your usual trip.	
4.	Confirm facilities and preferred routes.	

2.	CORE	
Answer	1	
Taxonomy Level	1	
Topic Area	Prepare for Driving	
Competency	Plan daily trip logistics	
Resource	NOS Block 9 – Plan Work, Plan Trips, and Solve Problems	
Question: What are fire extinguishers, safety triangles, and spill kits examples of?		
1.	Basic emergency equipment.	
2.	Personal protective equipment.	
3.	Emergency first aid equipment.	
4.	Occupational health and safety tools.	



3. CORE	
Answer	2
Taxonomy Level	1
Topic Area	Prepare for Driving
Competency	Prepare vehicle for trips
Resource	NOS Block 9 – Plan Work, Plan Trips, and Solve Problems
Question: Which of the following is an example of personal protective equipment that should be onboard at all times?	
1.	Respirator.
2.	Reflective vest.
3.	Tire patching kit.
4.	Fire extinguisher.

4. CORE	
Answer	1
Taxonomy Level	2
Topic Area	Prepare for Driving
Competency	Prepare vehicle for trips
Resource	NOS Block 9 – Plan Work, Plan Trips, and Solve Problems
Question: What should you do after you have inspected your vehicle's onboard first aid kit?	
1.	Replenish first aid supplies, if required.
2.	Make a note of missing and expired supplies.
3.	Remove supplies that are not needed for the trip.
4.	Stow the kit under the passenger seat to prevent movement.

5. CORE	
Answer	2
Taxonomy Level	1
Topic Area	Prepare for Driving
Competency	Inspect air brake system
Resource	NOS Block 14 – Operate Vehicle Air Brake Systems
Question: What do you call the reduction in stopping power that can occur after repeated or sustained application of the brakes, especially in high load or high speed conditions?	
1.	Brake lag.
2.	Brake fade.
3.	Brake failure.
4.	Brake cutout.



6. CORE	
Answer	1
Taxonomy Level	1
Topic Area	Prepare for Driving
Competency	Inspect air brake system
Resource	NOS Block 14 – Operate Vehicle Air Brake Systems
Question: What do you call the time the air takes to travel through a properly maintained air brake system?	
1.	Brake lag.
2.	Brake fade.
3.	Brake flow.
4.	Brake stroke.

7. CORE	
Answer	3
Taxonomy Level	2
Topic Area	Prepare for Driving
Competency	Inspect air brake system
Resource	NOS Block 14 – Operate Vehicle Air Brake Systems
Question: Which of the following factors does NOT affect vehicle braking?	
1.	Vehicle speed.
2.	Vehicle weight.
3.	Vehicle make and model.
4.	Terrain and grades/slopes.

8. CORE	
Answer	3
Taxonomy Level	2
Topic Area	Prepare for Driving
Competency	Conduct daily vehicle inspections
Resource	NOS Block 11 – Support Inspection and Maintenance Program NOS Block 12 – Conduct Daily Vehicle Inspections Training Guide – Tractor-Trailer Inspection
Question: You have just finished your daily vehicle inspection walk-around. You have not found any major or minor defects that need to be reported. What should you do next to complete your inspection?	
1.	Vehicle speed.
2.	Vehicle weight.
3.	Vehicle make and model.
4.	Terrain and grades/slopes.

9. CORE	
Answer	2
Taxonomy Level	1
Topic Area	Prepare for Driving
Competency	Conduct daily vehicle inspections
Resource	NOS Block 11 – Support Inspection and Maintenance Program NOS Block 12 – Conduct Daily Vehicle Inspections Training Guide – Tractor-Trailer Inspection
Question: How long do you need to keep your inspection report in your possession?	
1.	For the next 24 hours.
2.	The duration of the trip.
3.	For your on-duty hours.
4.	For 7 days after the trip.

10. CORE	
Answer	3
Taxonomy Level	3
Topic Area	Prepare for Driving
Competency	Conduct daily vehicle inspections
Resource	NOS Block 11 – Support Inspection and Maintenance Program NOS Block 12 – Conduct Daily Vehicle Inspections Training Guide – Tractor-Trailer Inspection
Question: During your daily vehicle inspection, you notice that one of your signal lights is not working. What should you do?	
1.	Remove your vehicle from service.
2.	Make a note of the defect on your report.
3.	Replace the lightbulb and confirm function.
4.	Plan to replace bulb when you stop for fuel.



11. CORE	
Answer	4
Taxonomy Level	1
Topic Area	Prepare for Driving
Competency	Conduct daily vehicle inspections
Resource	NOS Block 11 – Support Inspection and Maintenance Program NOS Block 12 – Conduct Daily Vehicle Inspections Training Guide – Tractor-Trailer Inspection
Question: Where can you locate a list of all minor and major defects that should be identified in a Daily Vehicle Inspection?	
1.	Manufacturer’s vehicle operating manuals.
2.	Occupational Health and Safety Guidelines.
3.	Employer’s inspection policies and procedures.
4.	Schedule 1 of the National Safety Code Standard 13.

12. CORE	
Answer	2
Taxonomy Level	2
Topic Area	Prepare for Driving
Competency	Verify cargo loading and securement
Resource	NOS Block 15 – Secure Cargo for Transport
Question: When is the driver required to inspect cargo and related items?	
1.	Prior to starting their trip only.
2.	At specific intervals during the trip.
3.	Post-trip, prior to unloading the cargo.
4.	Drivers do not perform cargo inspections.

13. CORE	
Answer	4
Taxonomy Level	2
Topic Area	Prepare for Driving
Competency	Verify cargo loading and securement
Resource	NOS Block 15 – Secure Cargo for Transport
Question: What should you do if cargo has been sealed to prevent access?	
1.	Force warehouse staff to remove the seal.
2.	Refuse to leave the yard until cargo is inspected.
3.	Remove the seal to conduct a thorough inspection.
4.	Follow employer’s instructions to not remove the seal.



14. CORE	
Answer	4
Taxonomy Level	2
Topic Area	Prepare for Driving
Competency	Verify cargo loading and securement
Resource	NOS Block 15 – Secure Cargo for Transport
Question: What is the aggregate working load limit of tiedowns?	
1.	Individual ratings marked on each tiedown.
2.	The minimum weight that tiedowns can hold.
3.	Tiedowns used to secure bulk materials, such as gravel.
4.	Combined strength of individual tiedowns used together.

15. CORE	
Answer	4
Taxonomy Level	2
Topic Area	Operate Vehicle
Competency	Start vehicle
Resource	NOS Block 18 – Prepare and Start to Drive
Question: What should you do before engaging the vehicle transmission?	
1.	Open all windows and sound the horn.
2.	Engage the gas pedal to rev the engine.
3.	Exit the vehicle and inspect the transmission.
4.	Confirm no people or cargo are near the vehicle.

16. CORE	
Answer	4
Taxonomy Level	2
Topic Area	Operate Vehicle
Competency	Start vehicle
Resource	NOS Block 18 – Prepare and Start to Drive
Question: When is it safe to break 3-point contact when entering or exiting your vehicle?	
1.	When you feel yourself falling.
2.	When the vehicle is not moving.
3.	When you are able to safely jump.
4.	When you reach the ground or cab.



17.		CORE	
Answer		2	
Taxonomy Level		2	
Topic Area		Operate Vehicle	
Competency		Operate vehicle systems and features	
Resource		NOS Block 16 – Operate Commercial Vehicle Systems and Features	
Question: Which of the following can be affected when braking with poor traction?			
1.		Driver visibility.	
2.		Steering control.	
3.		Trailer coupling.	
4.		Fuel consumption.	

18.		CORE	
Answer		2	
Taxonomy Level		2	
Topic Area		Operate Vehicle	
Competency		Control vehicle motion and speed	
Resource		NOS Block 19 – Control Vehicle Motion and Speed	
Question: What is the most effective way to make smooth and gradual stops?			
1.		Braking as early as possible.	
2.		Modulating brake pressure.	
3.		Relying on the engine brake.	
4.		Applying rapid brake pressure.	

19.		CORE	
Answer		1	
Taxonomy Level		2	
Topic Area		Operate Vehicle	
Competency		Control vehicle motion and speed	
Resource		NOS Block 19 – Control Vehicle Motion and Speed	
Question: When should you adjust vehicle speed when encountering a curve or turn?			
1.		Before entering the curve or turn.	
2.		While completing the curve or turn.	
3.		Maintain the same operational speed.	
4.		At least 500 m before the curve or turn.	



20.		CORE
Answer	4	
Taxonomy Level	2	
Topic Area	Operate Vehicle	
Competency	Control vehicle motion and speed	
Resource	NOS Block 19 – Control Vehicle Motion and Speed	
Question: What should the driver anticipate when approaching grades/slopes and rolling terrain?		
1.	The need to brake.	
2.	The need to up-shift.	
3.	The need to over-steer.	
4.	The need to down-shift.	

21.		CORE
Answer	4	
Taxonomy Level	1	
Topic Area	Operate Vehicle	
Competency	Control vehicle direction and position	
Resource	NOS Block 20 - Control Vehicle Direction and Position	
Question: What is the typical, consistent lane for most highway driving?		
1.	Whichever lane is fastest.	
2.	Whichever lane is slowest.	
3.	The left-most driving lane.	
4.	The right-most driving lane.	

22.		CORE
Answer	3	
Taxonomy Level	1	
Topic Area	Operate Vehicle	
Competency	Control vehicle direction and position	
Resource	NOS Block 20 - Control Vehicle Direction and Position	
Question: What is the ideal driving lane position?		
1.	The far right of the lane.	
2.	Near the left of the lane.	
3.	Near the centre of the lane.	
4.	Dependent upon road surface.	



23.		CORE
Answer	3	
Taxonomy Level	2	
Topic Area	Operate Vehicle	
Competency	Control vehicle direction and position	
Resource	NOS Block 20 - Control Vehicle Direction and Position	
Question: Which of the following is NOT a consideration when determining appropriate speed for negotiating turns?		
1.	Vehicle weight.	
2.	Centre of gravity.	
3.	Transmission type.	
4.	Surface conditions.	

24.		CORE
Answer	4	
Taxonomy Level	1	
Topic Area	Operate Vehicle	
Competency	Maximize fuel efficiency	
Resource	NOS Block 21 – Maximize Fuel Efficiency	
Question: Auxiliary power units and cab/bunk heaters are examples of what type of technology?		
1.	Maintenance.	
2.	Energy savings.	
3.	Climate control.	
4.	Idling reduction.	

25.		CORE
Answer	4	
Taxonomy Level	2	
Topic Area	Operate Vehicle	
Competency	Maximize fuel efficiency	
Resource	NOS Block 21 – Maximize Fuel Efficiency	
Question: Which of the following is a safe and effective way to optimize fuel consumption/performance?		
1.	Travelling the full route without stopping.	
2.	Slightly overfilling fuel tanks to reduce stops.	
3.	Removing straps and chains to reduce weight.	
4.	Travelling slightly below the posted speed limit.	



26.		EXTENSION
Answer	4	
Taxonomy Level	3	
Topic Area	Operate Vehicle	
Competency	Conduct en-route inspections	
Resource	NOS Block 11 – Support Inspection and Maintenance Program	
Question: What should you do if you discover a minor defect during your en-route inspection?		
1.	Monitor your vehicle condition and make note if the defect gets worse.	
2.	Record on your inspection report for check at your next daily inspection.	
3.	Inform operator and advise them to repair the defect as soon as possible.	
4.	Record on your inspection report, inform supervisor, and monitor condition.	

27.		EXTENSION
Answer	1	
Taxonomy Level	3	
Topic Area	Operate Vehicle	
Competency	Conduct en-route inspections	
Resource	NOS Block 11 – Support Inspection and Maintenance Program	
Question: What should you do if you discover a major defect during your en-route inspection?		
1.	Immediately remove truck and trailer from service and call dispatch.	
2.	Monitor your vehicle condition and make note if the defect gets worse.	
3.	Record on your inspection report and recheck at next stop on your trip.	
4.	Record on your inspection report, inform supervisor, and monitor condition.	

28.		EXTENSION
Answer	1	
Taxonomy Level	3	
Topic Area	Operate Vehicle	
Competency	Monitor vehicle operation and gauges	
Question: As you are driving down the road, you receive an oil pressure alarm. What is the FIRST thing you should do?		
1.	Complete a safe roadside stop.	
2.	Call dispatch and ask for advice.	
3.	Cancel alarm and monitor gauge.	
4.	Plan to check your oil at your next stop.	



29.		EXTENSION
Answer	4	
Taxonomy Level	2	
Topic Area	Operate Vehicle	
Competency	Monitor vehicle operation and gauges	
Question: Where can you look up the exact parameters (i.e. ranges) for on-board gauge readings?		
1.	Maintenance websites.	
2.	National Safety Code 13.	
3.	Policies and procedures.	
4.	Manufacturer's manuals.	

30.		CORE
Answer	2	
Taxonomy Level	2	
Topic Area	Operate Vehicle	
Competency	Use defensive driving techniques	
Resource	NOS Block 17 – Maintain Situational Awareness NOS Block 22 – Practice Defensive Driving Techniques	
Question: Regularly scanning mirrors, monitoring changing weather and road conditions, and scanning for wildlife are all ways to maintain what?		
1.	Mental acuity.	
2.	Situational awareness.	
3.	Safe following distance.	
4.	Vehicle speed and control.	

31.		CORE
Answer	2	
Taxonomy Level	2	
Topic Area	Operate Vehicle	
Competency	Use defensive driving techniques	
Resource	NOS Block 17 – Maintain Situational Awareness NOS Block 22 – Practice Defensive Driving Techniques	
Question: Which of the following is NOT a potential benefit of defensive driving?		
1.	Reducing the likelihood of collisions.	
2.	Increasing the time required for trips.	
3.	Enhancing the overall efficiency of trips.	
4.	Reducing costs associated with freight claims.	



32.	CORE	
Answer	1	
Taxonomy Level	3	
Topic Area	Operate Vehicle	
Competency	Use defensive driving techniques	
Resource	NOS Block 17 – Maintain Situational Awareness NOS Block 22 – Practice Defensive Driving Techniques	
Question: What is an effective and efficient way to avoid aggressive braking?		
1.	Maintain safe following distance.	
2.	Avoid routes with excessive traffic.	
3.	Rely on your gear shifting techniques.	
4.	Cruise at least 10 km below posted limit.	

33.	EXTENSION	
Answer	4	
Taxonomy Level	1	
Topic Area	Operate Vehicle	
Competency	Cross international borders	
Question: When crossing the international border, restricted items can be brought into the United States with a special permit or license, when properly disclosed to border authorities. Which of the following is an example of a restricted item?		
1.	Firewood.	
2.	Pepper spray.	
3.	Radar detector.	
4.	Fruits and vegetables.	

34.	EXTENSION	
Answer	3	
Taxonomy Level	2	
Topic Area	Operate Vehicle	
Competency	Cross international borders	
Question: Which of the following is NOT a valid proof of citizenship documentation for crossing the international border into the United States?		
1.	Passport.	
2.	Birth certificate.	
3.	Regular driver's license.	
4.	Enhanced Identification Card.	



35. SUPPLEMENTARY	
Answer	2
Taxonomy Level	2
Topic Area	Operate Vehicle
Competency	Drive on inclines
Resource	NOS – Driving Steep Inclines
Question: What is the safest way to use service brakes during descents (i.e. when going down hills)?	
1.	ABS braking.
2.	Snub braking.
3.	Stutter braking.
4.	Threshold braking.

36. SUPPLEMENTARY	
Answer	1
Taxonomy Level	2
Topic Area	Operate Vehicle
Competency	Drive on inclines
Resource	NOS – Driving Steep Inclines
Question: While descending a steep incline, you notice that the vehicle is not slowing down as anticipated even when you are pressing hard on the brake pedal. What could this be an indication of?	
1.	Brake fade.
2.	Brake bleed.
3.	Engine failure.
4.	Engine fatigue.

37. SUPPLEMENTARY	
Answer	2
Taxonomy Level	2
Topic Area	Operate Vehicle
Competency	Drive on inclines
Resource	NOS – Driving Steep Inclines
Question: When should you use an escape ramp on a route with steep inclines and descents?	
1.	For routine roadside stops.
2.	For runaway vehicle situations.
3.	For waiting out chain-up warnings.
4.	For completing sleeper berth time.



38. CORE	
Answer	4
Taxonomy Level	2
Topic Area	Haul Trailers
Competency	Couple trailers
Resource	NOS Block 26 – Couple Trailers Training Guide – Coupling and Uncoupling
Question: What must you do when you are backing up your tractor to couple with the trailer?	
1.	Back the tractor up from any angle.
2.	Use a spotter to confirm the correct alignment.
3.	Ensure fifth wheel is touching and against the kingpin.
4.	Ensure fifth wheel slot is in line with the trailer kingpin.

39. CORE	
Answer	4
Taxonomy Level	3
Topic Area	Haul Trailers
Competency	Couple trailers
Resource	NOS Block 26 – Couple Trailers Training Guide – Coupling and Uncoupling
Question: You have confirmed proper fifth wheel coupling by completing a tug test and visually confirmed that the fifth wheel coupler is fully locked. What should you do next?	
1.	Back the tractor up from any angle.
2.	Use a spotter to confirm the correct alignment.
3.	Ensure fifth wheel is touching and against the kingpin.
4.	Ensure fifth wheel slot is in line with the trailer kingpin.

40. CORE	
Answer	3
Taxonomy Level	3
Topic Area	Haul Trailers
Competency	Couple trailers
Resource	NOS Block 26 – Couple Trailers Training Guide – Coupling and Uncoupling
Question: Which of the following steps do you take after you raise your landing gear and stow its handle?	
1.	Perform a tug test.
2.	Attach air and electrical lines.
3.	Charge trailer air brake system.
4.	Visually confirm couple is locked.



41. CORE	
Answer	1
Taxonomy Level	3
Topic Area	Haul Trailers
Competency	Couple trailers
Resource	NOS Block 26 – Couple Trailers Training Guide – Coupling and Uncoupling
Question: After connecting the air and electrical systems, what should you do with the trailer landing gear?	
1.	Fully raise the landing gear.
2.	Leave the landing gear in place.
3.	Raise the landing gear off the ground.
4.	Keep landing gear in place until tug test.

42. CORE	
Answer	2
Taxonomy Level	3
Topic Area	Haul Trailers
Competency	Uncouple trailers
Resource	NOS Block 27 – Uncouple Trailers Training Guide – Coupling and Uncoupling
Question: When uncoupling your trailer, when should you chock the trailer wheels?	
1.	After lowering the trailer landing gear.
2.	After disconnecting trailer system connectors.
3.	After disconnecting air lines and electrical cable.
4.	After pulling the tractor forward and clear of trailer.

43. CORE	
Answer	1
Taxonomy Level	3
Topic Area	Haul Trailers
Competency	Uncouple trailers
Resource	NOS Block 27 – Uncouple Trailers Training Guide – Coupling and Uncoupling
Question: How should you position your tractor when disconnecting from a trailer?	
1.	The tractor should be lined up with the trailer.
2.	The tractor should be at a 90° angle to the trailer.
3.	The position of the tractor does not impact uncoupling.
4.	The tractor should be a 45° angle to the right or left of the trailer.



44. CORE	
Answer	3
Taxonomy Level	3
Topic Area	Haul Trailers
Competency	Uncouple trailers
Resource	NOS Block 27 – Uncouple Trailers Training Guide – Coupling and Uncoupling
Question: When disengaging the fifth wheel, when should you stop the tractor?	
1.	When fifth wheel is still in contact with the trailer.
2.	When tractor frame is completely clear of the trailer.
3.	When tractor frame is still under the front of the trailer.
4.	The tractor does not have to be moved forward for uncoupling.

45. CORE	
Answer	2
Taxonomy Level	3
Topic Area	Haul Trailers
Competency	Uncouple trailers
Resource	NOS Block 27 – Uncouple Trailers Training Guide – Coupling and Uncoupling
Question: You are responsible for uncoupling an empty trailer in the terminal yard. When can you stop lowering the landing gear?	
1.	When the landing gear is 4 cm above the ground.
2.	When the landing gear makes contact with the ground.
3.	When you are unable to turn the landing gear handle any further.
4.	When a gap appears between the trailer coupler and the fifth wheel.

46. SUPPLEMENTARY	
Answer	3
Taxonomy Level	1
Topic Area	Haul Trailers
Competency	Operate flat deck trailers
Resource	NOS – Transporting Cargo on Flatbed Vehicles
Question: Which of the following is true about the aggregate working load limit (WLL) of tiedowns used for cargo securement?	
1.	Aggregate WLL can be 25-50% of the weight of the cargo.
2.	Aggregate WLL must meet or exceed the weight of the cargo.
3.	Aggregate WLL must be at least 50% of the weight of the cargo.
4.	Aggregate WLL must be less than 50% of the weight of the cargo.



47. SUPPLEMENTARY	
Answer	2
Taxonomy Level	2
Topic Area	Haul Trailers
Competency	Operate flat deck trailers
Resource	NOS – Transporting Cargo on Flatbed Vehicles
Question: How should an operator confirm tiedown quantity, location, and placement for their cargo?	
1.	Refer to carrier standard operating policies.
2.	Refer to National Safety Code 13, Standard 10.
3.	Refer to their own knowledge and experience.
4.	Refer to the manufacturers' operating manual.

48. SUPPLEMENTARY	
Answer	1
Taxonomy Level	2
Topic Area	Haul Trailers
Competency	Operate flat deck trailers
Resource	NOS – Transporting Cargo on Flatbed Vehicles
Question: When should an operator conduct their first inspection of loaded cargo?	
1.	Before driving the vehicle.
2.	80 km after point of loading.
3.	Before arriving at delivery site.
4.	3 hours after cargo has been loaded.

49. CORE	
Answer	4
Taxonomy Level	3
Topic Area	Complete Driving Maneuvers
Competency	Drive through curves
Resource	Training Guide – On-Road Driving
Question: Under what circumstances might you need to shift gears while executing a turn?	
1.	When you are experiencing trailer-swing.
2.	You should never shift gears while executing a turn.
3.	When you have approached a turn at a high speed.
4.	To maintain speed due to the grade/slope of the road surface.



50.		CORE
Answer	2	
Taxonomy Level	3	
Topic Area	Complete Driving Maneuvers	
Competency	Drive through curves	
Resource	Training Guide – On-Road Driving	
Question: What factors must be considered when managing off-tracking while driving through curves?		
1.	The number of lanes on the roadway.	
2.	The vehicle's length and articulation points.	
3.	The weather and the operator's experience.	
4.	The proximity of the vehicle to other motorists.	

51.		CORE
Answer	4	
Taxonomy Level	3	
Topic Area	Complete Driving Maneuvers	
Competency	Drive through curves	
Resource	Training Guide – On-Road Driving	
Question: When is it acceptable to use a one-handed grip when executing a curve?		
1.	When the curve is not too tight.	
2.	When responding to a cellular phone call.	
3.	When there is no other traffic on the roadway.	
4.	When operating vehicle controls or selecting gears.	

52.		CORE
Answer	3	
Taxonomy Level	2	
Topic Area	Complete Driving Maneuvers	
Competency	Negotiate intersections	
Resource	Training Guide – On-Road Driving	
Question: You are approaching an intersection where you are required to make a turn. When should you switch on your turn signal?		
1.	As you are completing the turn	
2.	Only when there are cars behind you.	
3.	At least 4 seconds before turn will be completed.	
4.	At least 10 seconds before turn will be completed.	



53.		CORE	
Answer		1	
Taxonomy Level		3	
Topic Area		Complete Driving Maneuvers	
Competency		Negotiate intersections	
Resource		Training Guide – On-Road Driving	
Question: In anticipation of an intersection, what should you do to prevent unnecessary wear on equipment?			
1.		Downshift and use proper braking technique.	
2.		Downshift only when you can see the if the light is amber.	
3.		Maintain current gear and speed unless light is amber or red.	
4.		Gear up and accelerate to ensure that you clear the intersection.	

54.		CORE	
Answer		3	
Taxonomy Level		2	
Topic Area		Complete Driving Maneuvers	
Competency		Negotiate intersections	
Resource		Training Guide – On-Road Driving	
Question: When vehicles arrive at an all-way stop at the same time, who has the right-of-way?			
1.		The largest vehicle stopped at the intersection.	
2.		The vehicle on the left-hand side of the other vehicle.	
3.		The vehicle on the right-hand side of the other vehicle.	
4.		The vehicle that starts to advance through the intersection.	

55.		CORE	
Answer		2	
Taxonomy Level		3	
Topic Area		Complete Driving Maneuvers	
Competency		Negotiate intersections	
Resource		Training Guide – On-Road Driving	
Question: You have stopped at an intersection where you will be advancing straight through. The traffic signal changes to green, but you notice that the traffic is backed up just beyond the intersection. What should you do?			
1.		Proceed as far as you can into the intersection on the green light signal.	
2.		Wait at the stop line until traffic clears, then proceed if signal is still green.	
3.		Proceed into the intersection and follow the car in front as closely as possible.	
4.		Advance into intersection and sound your horn to encourage traffic movement.	



56.		CORE
Answer	2	
Taxonomy Level	2	
Topic Area	Complete Driving Maneuvers	
Competency	Negotiate intersections	
Resource	Training Guide – On-Road Driving	
Question: To maintain traffic flow, it is important to enter and travel through an intersection in a reasonable time. When should you start to move your vehicle when you have the right-of-way to proceed through an intersection?		
1.	Immediately.	
2.	Within 4 seconds.	
3.	Within 10 seconds.	
4.	5 seconds after signal.	

57.		CORE
Answer	2	
Taxonomy Level	2	
Topic Area	Complete Driving Maneuvers	
Competency	Negotiate intersections	
Resource	Training Guide – On-Road Driving	
Question: You anticipate that the dimensions of an intersection will be tight for completing your turn. What is the safest way to deal with the off-tracking needs of your vehicle and maintain your visibility while completing the turn?		
1.	Swing to the left or the right.	
2.	Stretch the turn beyond the target lane.	
3.	Hug the outside of the lane as much as possible.	
4.	Sound the horn to alert other motorists of intention.	

58.		CORE
Answer	2	
Taxonomy Level	2	
Topic Area	Complete Driving Maneuvers	
Competency	Negotiate circular intersections	
Resource	Training Guide – On-Road Driving	
Question: Which of the following is TRUE about right-of-way rules in a circular intersection?		
1.	Vehicles to the right of you have the right-of-way.	
2.	Vehicles in the intersection have the right-of-way.	
3.	Vehicles entering the intersection have the right-of-way.	
4.	The largest vehicle in the intersection has the right-of-way.	



59. CORE	
Answer	2
Taxonomy Level	2
Topic Area	Complete Driving Maneuvers
Competency	Negotiate circular intersections
Resource	Training Guide – On-Road Driving
Question: You are approaching a busy circular intersection. What should you do as you prepare to enter the intersection?	
1.	Ensure that there is a vehicle beside you in the approach lane.
2.	Position your vehicle in the correct lane for intersection entry.
3.	Prepare to come to a full stop prior to entering the intersection.
4.	Increase speed slightly to enter the intersection at a break in traffic.

60. CORE	
Answer	1
Taxonomy Level	2
Topic Area	Complete Driving Maneuvers
Competency	Negotiate circular intersections
Resource	Training Guide – On-Road Driving
Question: What factor typically defines the speed of travelling through a circular intersection?	
1.	The size of the circle.
2.	The prevailing weather.
3.	The number of vehicles.
4.	The location of the circle.

61. CORE	
Answer	2
Taxonomy Level	1
Topic Area	Complete Driving Maneuvers
Competency	Negotiate circular intersections
Resource	Training Guide – On-Road Driving
Question: What lane should you be in if you are not taking the first exit out of a multi-lane circular intersection?	
1.	Either lane.
2.	The left lane.
3.	The right lane.
4.	Depends on traffic.



62.		CORE
Answer	4	
Taxonomy Level	2	
Topic Area	Complete Driving Maneuvers	
Competency	Negotiate circular intersections	
Resource	Training Guide – On-Road Driving	
Question: When is a commercial vehicle allowed to cross over circular intersection lane markings?		
1.	When in the circle.	
2.	It is never permissible.	
3.	When exiting the circle.	
4.	When entering the circle.	

63.		CORE
Answer	2	
Taxonomy Level	2	
Topic Area	Complete Driving Maneuvers	
Competency	Complete lane changes	
Resource	Training Guide – On-Road Driving	
Question: When is it safe to complete a lane change?		
1.	When approaching railway crossings.	
2.	Where road conditions and markings allow.	
3.	Approaching and within controlled intersections.	
4.	Near crosswalks when no pedestrians are present.	

64.		CORE
Answer	3	
Taxonomy Level	3	
Topic Area	Complete Driving Maneuvers	
Competency	Complete lane changes	
Resource	Training Guide – On-Road Driving	
Question: While driving in the middle lane, you notice there are other motorists that are travelling faster than you and want to pass your vehicle. How should you react?		
1.	Accelerate to a higher speed.	
2.	Slow down to encourage passing.	
3.	Signal and move to the right lane if clear.	
4.	Check rearview mirror and pull to the right.	



65.		CORE
Answer	1	
Taxonomy Level	2	
Topic Area	Complete Driving Maneuvers	
Competency	Complete lane changes	
Resource	Training Guide – On-Road Driving	
Question: Which of the following is NOT a factor to consider when determining your speed during a lane change?		
1.	Route.	
2.	Traffic.	
3.	Traction.	
4.	Weather.	

66.		CORE
Answer	3	
Taxonomy Level	3	
Topic Area	Complete Driving Maneuvers	
Competency	Turn tractor-trailers	
Resource	NOS Block 28 – Turn Tractor-Trailers	
Question: What should you do to ensure enough clearance (i.e. room) when turning a tractor-trailer to the left at an intersection with traffic signals?		
1.	Wait for a gap in traffic and accelerate to complete the turn.	
2.	If there are two left turning lanes, stay in the left-most turning lane.	
3.	Advance to the middle of an intersection to begin turning to the left.	
4.	Swing the tractor to the right to ensure the trailer does not drift.	

67.		CORE
Answer	3	
Taxonomy Level	3	
Topic Area	Complete Driving Maneuvers	
Competency	Turn tractor-trailers	
Resource	NOS Block 28 – Turn Tractor-Trailers	
Question: While at a rest stop, you remember that ahead on your route there is a rather difficult turn that you feel could be difficult based on your trailer and current weather conditions. What should you do?		
1.	Call dispatch and let them know you are not driving.	
2.	Rely on your experience and skill to navigate the turn.	
3.	Identify an alternate route and confirm with dispatch.	
4.	Drop the trailer and ask dispatch to send another driver.	



68. CORE	
Answer	3
Taxonomy Level	1
Topic Area	Complete Driving Maneuvers
Competency	Drive on expressways
Resource	Training Guide – On-Road Driving
Question: Expressway on and off ramps are often curved, which requires intentional speed and steering. What is a best practice for optimal speed for negotiating expressway ramps in normal driving conditions?	
1.	The posted speed limit.
2.	The same speed as the traffic.
3.	10 km/h less than posted speed.
4.	20 km/h less than the posted speed.

69. CORE	
Answer	2
Taxonomy Level	3
Topic Area	Complete Driving Maneuvers
Competency	Complete backing and parking maneuvers
Resource	NOS Block 24 – Back, Dock and Park Vehicles NOS Block 29 – Back, Dock and Park Tractor-Trailers Training Guide – Backing
Question: What is the first thing you should do to prepare for any backing maneuver?	
1.	Open trailer cargo doors.
2.	Exit vehicle and check vehicle path.
3.	Sound horn to alert others in the area.
4.	Turn off your radio and silence phone.



70.		CORE	
Answer		3	
Taxonomy Level		3	
Topic Area		Complete Driving Maneuvers	
Competency		Complete backing and parking maneuvers	
Resource		NOS Block 24 – Back, Dock and Park Vehicles NOS Block 29 – Back, Dock and Park Tractor-Trailers Training Guide – Backing	
Question: You are required to back into a yard from the roadway. What is important to remember about the response time of your trailer to your steering changes?			
1.		Trailers respond quicker to steering changes when blindside backing.	
2.		Trailers begin to change direction in immediate response to your steering.	
3.		Shorter trailers respond more quickly to steering changes than longer trailers.	
4.		Longer trailers will move in the opposite direction in response to your steering.	

71.		CORE	
Answer		3	
Taxonomy Level		1	
Topic Area		Complete Driving Maneuvers	
Competency		Complete backing and parking maneuvers	
Resource		NOS Block 24 – Back, Dock and Park Vehicles NOS Block 29 – Back, Dock and Park Tractor-Trailers Training Guide – Backing	
Question: Whenever possible, which type of backing is preferred for safety and visibility?			
1.		Offset backing.	
2.		Parallel backing.	
3.		Straight backing.	
4.		Blindside backing.	



72.		CORE
Answer	3	
Taxonomy Level	2	
Topic Area	Complete Driving Maneuvers	
Competency	Complete roadside stops	
Resource	Training Guide – On-Road Driving	
Question: Once you have pulled off the road, stopped, and parked the vehicle, what should you do to safely complete your roadside stop?		
1.	Turn off the vehicle.	
2.	Uncouple your trailer.	
3.	Activate your hazard lights.	
4.	Immediately leave the cab.	

73.		CORE
Answer	4	
Taxonomy Level	1	
Topic Area	Complete Driving Maneuvers	
Competency	Complete roadside stops	
Resource	Training Guide – On-Road Driving	
Question: What is the best location for a roadside stop?		
1.	Long, curved road that allows for movement far to the left.	
2.	Long, straight road that allows for movement far to the left.	
3.	Long, curved road that allows for movement far to the right.	
4.	Long, straight road that allows for movement far to the right.	

74.		CORE
Answer	4	
Taxonomy Level	2	
Topic Area	Complete Driving Maneuvers	
Competency	Complete roadside stops	
Resource	Training Guide – On-Road Driving	
Question: When are you allowed to complete a roadway stop, rather than a roadside stop?		
1.	When weather conditions are not optimal.	
2.	When there is not a dedicated rest area on the route.	
3.	When you are driving on a secondary road, rather than a highway.	
4.	When the vehicle is disabled and cannot be moved from the roadway.	



75.		CORE
Answer	2	
Taxonomy Level	1	
Topic Area	Complete Driving Maneuvers	
Competency	A.6.9 – Complete railway crossings	
Resource	Training Guide – On-Road Driving	
Question: How far should you stop your vehicle from the crossing gate or tracks when the crossing signs are activated?		
1.	1 metre.	
2.	5 metres.	
3.	10 metres.	
4.	15 meters.	

76.		CORE
Answer	1	
Taxonomy Level	1	
Topic Area	Complete Driving Maneuvers	
Competency	Complete railway crossings	
Resource	Training Guide – On-Road Driving	
Question: When should you activate your hazard lights when there is a railway crossing on your route?		
1.	Upon approach of the railway crossing.	
2.	When fully stopped at the railway crossing.	
3.	Hazard lights are not required at railway crossings.	
4.	When returning to driving speed after the train has crossed.	

77.		CORE
Answer	3	
Taxonomy Level	2	
Topic Area	Complete Trips	
Competency	Secure vehicle and trailer	
Resource	NOS Block 10 – Prevent Loss and Maintain Secure Facilities	
Question: Which of the following is an effective way to secure a trailer against cargo theft?		
1.	Wheel chocks.	
2.	Combination lock.	
3.	Landing gear lock.	
4.	Steering wheel lock.	



78. CORE	
Answer	3
Taxonomy Level	3
Topic Area	Complete Trips
Competency	Secure vehicle and trailer
Resource	NOS Block 10 – Prevent Loss and Maintain Secure Facilities
Question: It is time for your sleeper berth hours, and you pull into a rest area. You are not familiar with this location, and it is not as well lit and occupied as you are used to. What should you do to ensure the safety of yourself and your vehicle?	
1.	Keep your vehicle and trailer lights on all night.
2.	Complete a full walk-around of the vehicle every hour.
3.	Locate and park in areas with security cameras or lights.
4.	Find an isolated corner of the lot to stay hidden from view.

79. EXTENSION	
Answer	2
Taxonomy Level	2
Topic Area	Complete Trips
Competency	Conduct post-trip inspections
Question: Which of the following statements about post-trip inspections is TRUE?	
1.	Post-trip inspections are mandatory by law.
2.	Post-trip inspections are an industry best practice.
3.	Post-trip inspections are completed by certified mechanics.
4.	Post-trip inspections are completed instead of pre-trip inspections.

80. EXTENSION	
Answer	1
Taxonomy Level	3
Topic Area	Complete Trips
Competency	Conduct post-trip inspections
Resource	NOS Block 12 – Conduct Daily Vehicle Inspections
Question: During a post-trip inspection, you notice that the driver door is not closing properly. This is considered a major defect. What should you do?	
1.	Ensure the truck is removed from service.
2.	Attempt to fix or temporarily latch the door.
3.	Make note of the issue in your inspection report.
4.	Report the defect to your supervisor and suggest repair.



81.		CORE	
Answer		4	
Taxonomy Level		2	
Topic Area		Perform Basic Vehicle Maintenance	
Competency		Complete preventative maintenance	
Resource		NOS Block 11 – Support Inspection and Maintenance Program	
Question: Changing the oil and filter in your tractor is an example of what type of maintenance?			
1.		Demand maintenance.	
2.		Just-in-time maintenance.	
3.		Prescriptive maintenance.	
4.		Preventative maintenance.	

82.		CORE	
Answer		1	
Taxonomy Level		2	
Topic Area		Perform Basic Vehicle Maintenance	
Competency		Complete preventative maintenance	
Resource		NOS Block 11 – Support Inspection and Maintenance Program	
Question: What is the main purpose of preventative maintenance?			
1.		To keep systems and equipment in optimal condition.	
2.		To reduce the strain on the maintenance department.	
3.		To familiarize operators with the mechanics of their vehicles.	
4.		To provide operators with tasks to complete on off-duty status.	

83.		EXTENSION	
Answer		2	
Taxonomy Level		2	
Topic Area		Perform Basic Vehicle Maintenance	
Competency		Complete break down maintenance	
Question: Typically, when do you perform break down maintenance activities?			
1.		After major defects occur.	
2.		When minor defects occur.	
3.		Before minor defects occur.	
4.		When vehicle breakdowns occur.	



84.		EXTENSION
Answer	1	
Taxonomy Level	1	
Topic Area	Perform Basic Vehicle Maintenance	
Competency	Complete break down maintenance	
Question: Replacing windshield wipers during a roadside stop to improve your visibility as the old wiper no longer works is an example of what type of maintenance?		
1.	Break down maintenance.	
2.	Just-in-time maintenance.	
3.	Prescriptive maintenance.	
4.	Preventative maintenance.	

85.		CORE
Answer	1	
Taxonomy Level	1	
Topic Area	Complete Information/Record Management Tasks	
Competency	Complete driving/transport documentation	
Resource	NOS Block 6 – Use Workplace Documents	
Question: Work activity reports, daily logs, records of duty status, and cycle tracking records are all documents related to:		
1.	Hours-of-Service.	
2.	Shipping and receiving.	
3.	Fuel tax administration.	
4.	Cross-border regulations.	

86.		CORE
Answer	3	
Taxonomy Level	1	
Topic Area	Complete Information/Record Management Tasks	
Competency	Complete driving/transport documentation	
Resource	NOS Block 6 – Use Workplace Documents	
Question: Which of the following documents is required by law, and must be on-board and accessible at all times on the road?		
1.	Fuel tax report.	
2.	Safety Data Sheets.	
3.	Daily inspection report.	
4.	Vehicle operating manual.	



87.		CORE
Answer	2	
Taxonomy Level	1	
Topic Area	Complete Information/Record Management Tasks	
Competency	Complete driving/transport documentation	
Resource	NOS Block 6 – Use Workplace Documents	
Question: Upon arriving at your drop-off location, the shipping and receiving staff requires verification of the quantity of pallets in the load being delivered. What document will provide this information?		
1.	Manifest.	
2.	Bill of lading.	
3.	Shipping receipt.	
4.	Customs invoice.	

88.		CORE
Answer	3	
Taxonomy Level	3	
Topic Area	Comply with Legislation/Regulations	
Competency	Comply with jurisdictional regulations	
Resource	NOS Block 4 – Understand Basic Regulatory Requirements NOS Block 23 – Adhere to Requirements that are Specific to Commercial Vehicles	
Question: The National Safety Code is a series of 16 standards that provide guidance for legislative, regulatory, and administrative action by each jurisdiction that focuses on which three components?		
1.	Driver, cargo, carrier.	
2.	Driver, cargo, vehicle.	
3.	Driver, vehicle, carrier.	
4.	Driver, public, vehicle.	



89. CORE	
Answer	3
Taxonomy Level	2
Topic Area	Comply with Legislation/Regulations
Competency	Comply with jurisdictional regulations
Resource	NOS Block 4 – Understand Basic Regulatory Requirements NOS Block 23 – Adhere to Requirements that are Specific to Commercial Vehicles
Question: Which of the following is NOT an example of a jurisdictional/local regulation?	
1.	Parking bylaws.
2.	Engine brake restrictions.
3.	Hours-of-Service regulations.
4.	Vehicle height allowances.

90. CORE	
Answer	4
Taxonomy Level	2
Topic Area	Comply with Legislation/Regulations
Competency	Comply with Hours of Service Regulations
Resource	NOS Block 13 – Comply with Hours-of-Service Regulations
Question: Which of the following activities are completed within on-duty time?	
1.	Driving the vehicle.
2.	Taking a meal break.
3.	Reading in the sleeper berth.
4.	Inspecting and servicing the vehicle.

91. CORE	
Answer	2
Taxonomy Level	1
Topic Area	Comply with Legislation/Regulations
Competency	NOS Block 13 – Comply with Hours-of-Service Regulations
Resource	13
Question: What is the maximum amount of time that an operator is permitted to drive before they are in violation of the Hours-of-Service regulations?	
1.	10 hours.
2.	13 hours.
3.	15 hours.
4.	16 hours.



92. CORE	
Answer	4
Taxonomy Level	3
Topic Area	Comply with Legislation/Regulations
Competency	Comply with Hours of Service Regulations
Resource	NOS Block 13 – Comply with Hours-of-Service Regulations
Question: You have encountered adverse weather conditions that caused you to be on-duty for longer than is normally permitted. How do you manually manage this overage if your tractor is not equipped with an ELD?	
1.	Submit the extra time as overtime hours to dispatch.
2.	Take note of the extra hours and make them up at the end of the week.
3.	Reduce on-duty period for the following day by the same amount of time.
4.	Increase off-duty period for the following day by the same amount of time.

93. CORE	
Answer	4
Taxonomy Level	1
Topic Area	Comply with Organizational Policies and Procedures
Competency	Comply with organizational policies and procedures
Resource	NOS Block 1 – Understand the Workplace
Question: What is the main purpose of organizational policies and procedures?	
1.	To make the job more complex and challenging.
2.	To make the workplace more formal and professional.
3.	To identify what actions and behaviours will be punished.
4.	To identify and reinforce positive attitudes, behaviours, and actions.

94. CORE	
Answer	1
Taxonomy Level	1
Topic Area	Comply with Organizational Policies and Procedures
Competency	Comply with organizational policies and procedures
Resource	NOS Block 1 – Understand the Workplace
Question: When working for a federally regulated carrier, which regulations outline employment conditions such as hours of work, wages, vacation pay, and holidays?	
1.	Canada Labour Code.
2.	National Safety Code.
3.	Hours-of-Service Regulations.
4.	Canadian Human Rights Act.



95. CORE	
Answer	4
Taxonomy Level	2
Topic Area	Comply with Organizational Policies and Procedures
Competency	Comply with organizational policies and procedures
Resource	NOS Block 1 – Understand the Workplace
Question: Which of the following would NOT be required for gaining and sustaining employment?	
1.	Security screening.
2.	Performance reviews.
3.	Drug and alcohol testing.
4.	Equipment damage deposit.

96. CORE	
Answer	2
Taxonomy Level	1
Topic Area	Comply with Organizational Policies and Procedures
Competency	Comply with organizational policies and procedures
Resource	NOS Block 1 – Understand the Workplace
Question: Which of the following medical conditions COULD prevent an operator from holding a specific type of commercial driver's license?	
1.	Obesity.
2.	Epilepsy.
3.	Arthritis.
4.	Myopia.

97. CORE	
Answer	2
Taxonomy Level	1
Topic Area	Comply with Organizational Policies and Procedures
Competency	Comply with organizational policies and procedures
Resource	NOS Block 1 – Understand the Workplace
Question: Who can handle and transport cargo that has been classified as dangerous goods?	
1.	Workers who have learned about dangerous goods.
2.	Workers who have been specifically training and certified.
3.	Workers who have been selected and briefed by their supervisors.
4.	Workers who recognize the symbols associated with dangerous goods.



98.	EXTENSION	
Answer	3	
Taxonomy Level	1	
Topic Area	Comply with Occupational Health and Safety Program	
Competency	Follow occupational health and safety program	
Question: What is the main purpose of an occupational health and safety program?		
1.	To protect employers from getting sued.	
2.	To protect the public from unsafe employees.	
3.	To protect workers against hazards on the job.	
4.	To protect workplaces and equipment from accidents.	

99.	CORE	
Answer	3	
Taxonomy Level	2	
Topic Area	Comply with Occupational Health and Safety Program	
Competency	Respond to emergencies	
Resource	NOS Block 25 – Handle Emergency Incidents	
Question: You are driving down the road and experience shortness of breath and are starting to feel a little light-headed. What is the FIRST thing you should do?		
1.	Open your window and take deep breaths.	
2.	Call dispatch and tell them you aren't feeling well.	
3.	Safely maneuver the vehicle off the road and park.	
4.	Put on your 4-way flashers and slow down the vehicle.	

100.	CORE	
Answer	4	
Taxonomy Level	2	
Topic Area	Comply with Occupational Health and Safety Program	
Competency	Respond to emergencies	
Resource	NOS Block 25 – Handle Emergency Incidents	
Question: While driving, you approach a scene of a motor vehicle accident. What is the FIRST thing that you should consider when arriving on the scene before you take any personal action?		
1.	Your schedule.	
2.	Your duty status.	
3.	Your first aid skills.	
4.	Your personal safety.	



101. CORE	
Answer	1
Taxonomy Level	3
Topic Area	Comply with Occupational Health and Safety Program
Competency	Respond to emergencies
Resource	NOS Block 25 – Handle Emergency Incidents
Question: While at a truck stop, you see a woman who is using hand signals to try and communicate with you. She won't move away from her current location and keeps looking around wildly. What could this be a sign of?	
1.	Human trafficking.
2.	Public intoxication.
3.	Mental breakdown.
4.	Vehicle highjacking.

102. EXTENSION	
Answer	3
Taxonomy Level	2
Topic Area	Comply with Occupational Health and Safety Program
Competency	Participate in accident/incident investigations
Question: What can you do immediately following a workplace incident to assist with the investigation?	
1.	Collect evidence for the authorities.
2.	Start interviewing others on the scene.
3.	Take pictures of the accident environment.
4.	Post about the accident on social media.

103. EXTENSION	
Answer	1
Taxonomy Level	3
Topic Area	Comply with Occupational Health and Safety Program
Competency	Participate in accident/incident investigations
Question: How should you respond when questioned by the authorities following a workplace accident that you witnessed?	
1.	Describe the events in your own words.
2.	Explain what you think caused the accident.
3.	Describe what happened before the accident.
4.	Explain what others told you they saw happen.



104. EXTENSION	
Answer	4
Taxonomy Level	1
Topic Area	Comply with Occupational Health and Safety Program
Competency	Use personal protective equipment (PPE) and safety equipment
Question: How often should you inspect your personal protective equipment (PPE)?	
1.	Once a year.
2.	Once a week.
3.	Once a month.
4.	Before each use.

105. EXTENSION	
Answer	3
Taxonomy Level	1
Topic Area	Comply with Occupational Health and Safety Program
Competency	Handle hazardous materials
Question: What should you review prior to handling a hazardous material in the workplace?	
1.	First aid procedures.
2.	Health and safety guidelines.
3.	Applicable Safety Data Sheets.
4.	Standard Operating Procedures.

106. EXTENSION	
Answer	4
Taxonomy Level	1
Topic Area	Comply with Occupational Health and Safety Program
Competency	Handle hazardous materials
Question: What program provides information on the safe use, storage, handling, and disposal of hazardous materials in the workplace?	
1.	Workplace Injury Prevention Program.
2.	Occupational Health and Safety Program.
3.	Transportation of Dangerous Goods Program.
4.	Workplace Hazardous Materials Information System.



107. EXTENSION	
Answer	1
Taxonomy Level	2
Topic Area	Comply with Occupational Health and Safety Program
Competency	Comply with security programs and systems
Question: What should you do if you notice suspicious activity or conditions in the trailer yard?	
1.	Report what you saw to the authorities (e.g. police, security guard).
2.	Press record on your mobile phone and investigate what is going on.
3.	Ensure that you leave your truck and trailer at the other side of the yard.
4.	Use your flashlight and yell to see if there is anyone lurking around.

108. EXTENSION	
Answer	3
Taxonomy Level	2
Topic Area	Use Digital Technology
Competency	Use communication applications
Question: You have a concern that you would like to raise with your supervisor while you are on the road. What is the best application to use to share your concern and discuss a sensitive topic?	
1.	Chat board.
2.	Video chat.
3.	Email message.
4.	Social media post.

109. EXTENSION	
Answer	3
Taxonomy Level	1
Topic Area	Use Digital Technology
Competency	Use communication applications
Question: What should you consider when deciding which application to use to communicate with others?	
1.	The time of day.
2.	Your mobile data plan.
3.	The purpose of your message.
4.	Your company's social media policy.



110. EXTENSION	
Answer	1
Taxonomy Level	1
Topic Area	Use Digital Technology
Competency	Use navigation and mapping applications
Question: What type of map is the most useful for locating specific warehouse locations while on the road?	
1.	Street maps.
2.	Physical maps.
3.	Postal code maps.
4.	Topographical maps.

111. EXTENSION	
Answer	4
Taxonomy Level	1
Topic Area	Use Digital Technology
Competency	Use electronic logging devices (ELDs)
Question: What is the primary purpose of electronic logging devices?	
1.	To provide maintenance information.
2.	To provide dispatch and routing information.
3.	To provide fuel efficiency data and statistics.
4.	To ensure compliance with Hours-of-Service regulations.

112. EXTENSION	
Answer	4
Taxonomy Level	1
Topic Area	Use Digital Technology
Competency	Use electronic logging devices (ELDs)
Question: Which of the following statements is TRUE about electronic logging devices in Canada?	
1.	Every company has a unique identification number and password.
2.	Electronic logging devices do not automatically record driving status.
3.	Electronic logging devices can only record driving times and locations.
4.	Electronic logging devices are mandatory for federally regulated carriers/drivers.



113. EXTENSION	
Answer	1
Taxonomy Level	2
Topic Area	Use Tools and Equipment
Competency	Use hand, power, measuring, testing, and diagnostic tools
Question: Before using a torque wrench, what should you check to ensure that the wrench will achieve the right torque every time you tighten a bolt?	
1.	Calibration.
2.	Calculation.
3.	Verification.
4.	Certification.

114. EXTENSION	
Answer	3
Taxonomy Level	2
Topic Area	Use Tools and Equipment
Competency	Use material handling tools and equipment
Question: What should you do if the hand truck you are using is not working properly?	
1.	Use the equipment for your task and inform supervisor.
2.	Put the defective equipment back and select another one.
3.	Remove the equipment from service and inform supervisor.
4.	Try to fix the equipment before putting it back in its correct spot.

115. EXTENSION	
Answer	3
Taxonomy Level	2
Topic Area	Communicate Effectively
Competency	Use active listening skills
Question: What is an important part of active listening?	
1.	Moving around while listening to the speaker.
2.	Interrupting the speaker to clarify their message as needed.
3.	Watching for speaker's non-verbal cues and body language.
4.	Thinking ahead about how you will respond to the speaker.



116. EXTENSION	
Answer	4
Taxonomy Level	1
Topic Area	Communicate Effectively
Competency	Use speaking skills
Question: What is the best way to adjust your speaking skills when your listener doesn't understand what you are saying?	
1.	Raise your voice.
2.	Repeat yourself slowly.
3.	Use hand signals instead.
4.	Simplify technical information.

117. EXTENSION	
Answer	1
Taxonomy Level	1
Topic Area	Communicate Effectively
Competency	Use hand signals
Question: When is it MOST appropriate to use hand signals to communicate with team members?	
1.	In noisy environments.
2.	In areas of low visibility.
3.	When you have a sore throat.
4.	When team members don't get along.

118. EXTENSION	
Answer	4
Taxonomy Level	1
Topic Area	Communicate Effectively
Competency	Use writing skills
Question: What should you consider about your reader when preparing written communication?	
1.	Their gender.
2.	Their religion.
3.	Their ethnicity.
4.	Their reading level.



119. EXTENSION	
Answer	2
Taxonomy Level	1
Topic Area	Demonstrate Professionalism
Competency	Work as a member of a team
Question: What is an effective way to show empathy toward others in the workplace?	
1.	Encourage all team members to think the same.
2.	Respect and celebrate diverse ideas and outlooks.
3.	Report changes in co-workers' behaviour to your supervisor.
4.	Ask your co-workers to share only positive thoughts with you.

120. EXTENSION	
Answer	4
Taxonomy Level	2
Topic Area	Demonstrate Professionalism
Competency	Coach/mentor others
Question: The new worker that you are coaching has just performed a task incorrectly. What should you do to correct the worker and teach them the proper procedure?	
1.	Tell them what they did wrong and ask them to leave.
2.	Tell them that they did the task incorrectly and to try it again.
3.	Tell them that they did the task incorrectly and do it for them.
4.	Tell them what they did wrong and show them the correct way.

121. EXTENSION	
Answer	4
Taxonomy Level	1
Topic Area	Demonstrate Professionalism
Competency	Develop professionally
Question: What is an effective method for upgrading your skills and knowledge?	
1.	Start a daily journal.
2.	Read personal blogs.
3.	Watch YouTube videos.
4.	Take additional courses.



122. EXTENSION	
Answer	1
Taxonomy Level	2
Topic Area	Demonstrate Professionalism
Competency	Demonstrate professional/ethical conduct
Question: You have been asked to transport a load for a client. To avoid any attention, the nature of the load and the client is to remain private. You are quite excited to be completing this job. What should you do?	
1.	Keep the information confidential.
2.	Tell your friends and family in confidence.
3.	Talk about the load at the truck stop while fueling.
4.	Post a cryptic message and picture on social media.

123. EXTENSION	
Answer	2
Taxonomy Level	2
Topic Area	Demonstrate Professionalism
Competency	Demonstrate professional/ethical conduct
Question: What is an effective way of showing professionalism and pride in your work?	
1.	Taking part in message boards that report bad drivers.
2.	Maintaining personal hygiene and wearing a clean uniform.
3.	Reprimanding fellow operators who do not keep their trucks clean.
4.	Reporting operators who are not following the code of ethics.

124. EXTENSION	
Answer	1
Taxonomy Level	1
Topic Area	Demonstrate Professionalism
Competency	Manage time
Question: What is the FIRST step for effective time management?	
1.	Setting goals.
2.	Setting an alarm.
3.	Scheduling tasks.
4.	Delegating tasks.



125.	EXTENSION
Answer	1
Taxonomy Level	1
Topic Area	Demonstrate Professionalism
Competency	Negotiate with others
Question: What is the goal of a successful negotiation?	
1.	That all involved parties are satisfied with the outcome.
2.	The winning party is recognized as having the most power.
3.	That all involved parties get exactly what they wanted and asked for.
4.	One side is the clear winner, and the other side knows they were wrong.

126.	CORE
Answer	1
Taxonomy Level	2
Topic Area	Maintain Personal Wellness
Competency	Maintain mental health
Resource	NOS Block 3 – Maintain Health, Wellness and Relationships
Question: What should you do if you are experiencing thoughts of self-harm while on the job?	
1.	Call 911 and ask for assistance.
2.	Park the truck and go for a walk.
3.	Tell yourself to stop thinking that way.
4.	Call dispatch and make a joke about suicide.

127.	CORE
Answer	2
Taxonomy Level	2
Topic Area	Maintain Personal Wellness
Competency	Maintain mental health
Resource	NOS Block 3 – Maintain Health, Wellness and Relationships
Question: What is an effective personal strategy to help alleviate stress experienced at work?	
1.	Submit a formal complaint to HR.
2.	Practice deep breathing techniques.
3.	Take an extended vacation to unwind.
4.	Ask your doctor for anxiety medication.



128. CORE	
Answer	3
Taxonomy Level	1
Topic Area	Maintain Personal Wellness
Competency	Maintain physical health
Resource	NOS Block 3 – Maintain Health, Wellness and Relationships
Question: What is the best way to respond to signs of fatigue while driving?	
1.	Turn the radio up as loud as possible to stay alert.
2.	Drink an energy drink to give you a burst of caffeine.
3.	Take a break as soon as possible and get some fresh air.
4.	Call a friend on your cellphone and have a conversation.

129. EXTENSION	
Answer	2
Taxonomy Level	2
Topic Area	Maintain Personal Wellness
Competency	Use safe lifting techniques
Question: What should you do if you think a box will be too heavy for you to lift safely?	
1.	Tell your supervisor that manual lifting is unsafe.
2.	Ask a co-worker to assist you with a two-person lift.
3.	Find some lifting straps to help you lift more weight.
4.	Try to push the box across the floor instead of lifting.

130. EXTENSION	
Answer	3
Taxonomy Level	1
Topic Area	Maintain Personal Wellness
Competency	Use safe lifting techniques
Question: How should you carry a heavy box that you picked up and need to move?	
1.	Keep box away from your body with your back and arms straight.
2.	Keep box close to your body with your back and knees slightly bent.
3.	Keep box close to your body with your back straight or slightly arched.
4.	Keep box away from your body with your back straight or slightly arched.



APPENDIX A: QUESTIONS FOR EXAM FORM DEVELOPMENT

A. DRIVING

A.1 Prepare for Driving

Plan daily trip logistics (CORE)

Question 1:

You have been assigned to travel to a location that you are unfamiliar with. What should you do?

- Ask to be assigned a team driver.
- Accept the trip without question.
- Ask to be reassigned your usual trip.
- Confirm facilities and preferred routes.

Question 2:

What are fire extinguishers, safety triangles, and spill kits examples of?

- Basic emergency equipment.
- Personal protective equipment.
- Emergency first aid equipment.
- Occupational health and safety tools.

Prepare vehicle for trips (CORE)

Question 3:

Which of the following is an example of personal protective equipment that should be onboard at all times?

- Respirator.
- Reflective vest.
- Tire patching kit.
- Fire extinguisher.



Question 4:

What should you do after you have inspected your vehicle's onboard first aid kit?

1. Replenish first aid supplies, if required.
2. Make a note of missing and expired supplies.
3. Remove supplies that are not needed for the trip.
4. Stow the kit under the passenger seat to prevent movement.

Prepare vehicle for trips (CORE)

Question 5:

What do you call the reduction in stopping power that can occur after repeated or sustained application of the brakes, especially in high load or high speed conditions?

- Brake lag.
- Brake fade.
- Brake failure.
- Brake cutout.

Question 6:

What do you call the time the air takes to travel through a properly maintained air brake system?

- Brake lag.
- Brake fade.
- Brake flow.
- Brake stroke.

Question 7:

Which of the following factors does NOT affect vehicle braking?

- Vehicle speed.
- Vehicle weight.
- Vehicle make and model.
- Terrain and grades/slopes.



Conduct daily vehicle inspections (CORE)

Question 8:

You have just finished your daily vehicle inspection walk-around. You have not found any major or minor defects that need to be reported. What should you do next to complete your inspection?

Inform supervisor and proceed with shift.
Skip the daily inspection report for today.
Complete and sign the daily inspection report.
Inform the mechanic that no maintenance is needed.

Question 9:

How long do you need to keep your inspection report in your possession?

For the next 24 hours.
The duration of the trip.
For your on-duty hours.
For 7 days after the trip.

Question 10:

During your daily vehicle inspection, you notice that one of your signal lights is not working. What should you do?

Remove your vehicle from service.
Make a note of the defect on your report.
Replace the lightbulb and confirm function.
Plan to replace bulb when you stop for fuel.

Question 11:

Where can you locate a list of all minor and major defects that should be identified in a Daily Vehicle Inspection?

Manufacturer's vehicle operating manuals.
Occupational Health and Safety Guidelines.
Employer's inspection policies and procedures.
Schedule 1 of the National Safety Code Standard 13.



Verify cargo loading and securement (CORE)

Question 12:

When is the driver required to inspect cargo and related items?

Prior to starting their trip only.
At specific intervals during the trip.
Post-trip, prior to unloading the cargo.
Drivers do not perform cargo inspections.

Question 13:

What should you do if cargo has been sealed to prevent access?

Force warehouse staff to remove the seal.
Refuse to leave the yard until cargo is inspected.
Remove the seal to conduct a thorough inspection.
Follow employer's instructions to not remove the seal.

Question 14:

What is the aggregate working load limit of tiedowns?

Individual ratings marked on each tiedown.
The minimum weight that tiedowns can hold.
Tiedowns used to secure bulk materials, like gravel.
Combined strength of individual tiedowns used together.

A.2 Operate Vehicle

Start vehicle (CORE)

Question 15:

What should you do before engaging the vehicle transmission?

Open all windows and sound the horn.
Engage the gas pedal to rev the engine.
Exit the vehicle and inspect the transmission.
Confirm no people or cargo are near the vehicle.



Question 16:

When is it safe to break 3-point contact when entering or exiting your vehicle?

- When you feel yourself falling.
- When the vehicle is not moving.
- When you are able to safely jump.
- When you reach the ground or cab.

Operate vehicle systems and features (CORE)**Question 17:**

Which of the following can be affected when braking with poor traction?

- Driver visibility.
- Steering control.
- Trailer coupling.
- Fuel consumption.

Operate vehicle systems and features (CORE)**Question 18:**

What is the most effective way to make smooth and gradual stops?

- Braking as early as possible.
- Modulating brake pressure.
- Relying on the engine brake.
- Applying rapid brake pressure.

Question 19:

When should you adjust vehicle speed when encountering a curve or turn?

- Before entering the curve or turn.
- While completing the curve or turn.
- Maintain the same operational speed.
- At least 500 m before the curve or turn.

Question 20:

What should the driver anticipate when approaching grades/slopes and rolling terrain?

- The need to brake.
- The need to up-shift.
- The need to over-steer.
- The need to down-shift.



Control vehicle direction and position (CORE)

Question 21:

What is the typical, consistent lane for most highway driving?

- Whichever lane is fastest.
- Whichever lane is slowest.
- The left-most driving lane.
- The right-most driving lane.

Question 22:

What is the ideal driving lane position?

- The far right of the lane.
- Near the left of the lane.
- Near the centre of the lane.
- Dependent upon road surface.

Question 23:

Which of the following is NOT a consideration when determining appropriate speed for negotiating turns?

- Vehicle weight.
- Centre of gravity.
- Transmission type.
- Surface conditions.

Maximize fuel efficiency (CORE)

Question 24:

Auxiliary power units and cab/bunk heaters are examples of what type of technology?

- Maintenance.
- Energy savings.
- Climate control.
- Idling reduction.

Question 25:

Which of the following is a safe and effective way to optimize fuel consumption/performance?

- Travelling the full route without stopping.
- Slightly overfilling fuel tanks to reduce stops.
- Removing straps and chains to reduce weight.
- Travelling slightly below the posted speed limit.



Conduct en-route inspections (EXTENSION)

Question 26:

What should you do if you discover a minor defect during your en-route inspection?

Monitor your vehicle condition and make note if the defect gets worse.
Record on your inspection report for check at your next daily inspection.
Inform operator and advise them to repair the defect as soon as possible.
Record on your inspection report, inform supervisor, and monitor condition.

Question 27:

What should you do if you discover a major defect during your en-route inspection?

Immediately remove truck and trailer from service and call dispatch.
Monitor your vehicle condition and make note if the defect gets worse.
Record on your inspection report and recheck at next stop on your trip.
Record on your inspection report, inform supervisor, and monitor condition.

Monitor vehicle operation and gauges (EXTENSION)

Question 28:

As you are driving down the road, you receive an oil pressure alarm. What is the FIRST thing you should do?

Complete a safe roadside stop.
Call dispatch and ask for advice.
Cancel alarm and monitor gauge.
Plan to check your oil at your next stop.

Question 29:

Where can you look up the exact parameters (i.e. ranges) for on-board gauge readings?

Maintenance websites.
National Safety Code 13.
Policies and procedures.
Manufacturer's manuals.



Use defensive driving techniques (CORE)

Question 30:

Regularly scanning mirrors, monitoring changing weather and road conditions, and scanning for wildlife are all ways to maintain what?

- Mental acuity.
- Situational awareness.
- Safe following distance.
- Vehicle speed and control.

Question 31:

Which of the following is NOT a potential benefit of defensive driving?

- Reducing the likelihood of collisions.
- Increasing the time required for trips.
- Enhancing the overall efficiency of trips.
- Reducing costs associated with freight claims.

Question 32:

What is an effective and efficient way to avoid aggressive braking?

- Maintain safe following distance.
- Avoid routes with excessive traffic.
- Rely on your gear shifting techniques.
- Cruise at least 10 km below posted limit.

Cross international borders (EXTENSION)

Question 33:

When crossing the international border, restricted items can be brought into the United States with a special permit or license, when properly disclosed to border authorities. Which of the following is an example of a restricted item?

- Firewood.
- Pepper spray.
- Radar detector.
- Fruits and vegetables.



Question 34:

Which of the following is **NOT** a valid proof of citizenship documentation for crossing the international border into the United States?

- Passport.
- Birth certificate.
- Regular driver's license.
- Enhanced Identification Card.

Drive on inclines (SUPPLEMENTARY)

Question 35:

What is the safest way to use service brakes during descents (i.e. when going down hills)?

- ABS braking.
- Snub braking.
- Stutter braking.
- Threshold braking.

Question 36:

While descending a steep incline, you notice that the vehicle is not slowing down as anticipated even when you are pressing hard on the brake pedal. What could this be an indicator of?

- Brake fade.
- Brake bleed.
- Engine failure.
- Engine fatigue.

Question 37:

When should you use an escape ramp on a route with steep inclines and descents?

- For routine roadside stops.
- For runaway vehicle situations.
- For waiting out chain-up warnings.
- For completing sleeper berth time.



A.3 Haul Trailers

Couple trailers (CORE)

Question 38:

What must you do when you are backing up your tractor to couple with the trailer?

- Back the tractor up from any angle.
- Use a spotter to confirm the correct alignment.
- Ensure fifth wheel is touching and against the kingpin.
- Ensure fifth wheel slot is in line with the trailer kingpin.

Question 39:

You have confirmed proper fifth wheel coupling by completing a tug test and visually confirmed that the fifth wheel coupler is fully locked. What should you do next?

- Raise landing gear.
- Inspect trailer lights.
- Adjust trailer suspension.
- Connect air and electrical lines.

Question 40:

Which of the following steps do you take after you raise your landing gear and stow its handle?

- Perform a tug test.
- Attach air and electrical lines.
- Charge trailer air brake system.
- Visually confirm couple is locked.

Question 41:

After connecting the air and electrical systems, what should you do with the trailer landing gear?

- Fully raise the landing gear.
- Leave the landing gear in place.
- Raise the landing gear off the ground.
- Keep landing gear in place until tug test.



Uncouple trailers (CORE)

Question 42:

When uncoupling your trailer, when should you chock the trailer wheels?

- After lowering the trailer landing gear.
- After disconnecting trailer system connectors.
- After disconnecting air lines and electrical cable.
- After pulling the tractor forward and clear of trailer.

Question 43:

How should you position your tractor when disconnecting from a trailer?

- The tractor should be lined up with the trailer.
- The tractor should be at a 90° angle to the trailer.
- The position of the tractor does not impact uncoupling.
- The tractor should be a 45° angle to the right or left of the trailer.

Question 44:

When disengaging the fifth wheel, when should you stop the tractor?

- When fifth wheel is still in contact with the trailer.
- When tractor frame is completely clear of the trailer.
- When tractor frame is still under the front of the trailer.
- The tractor does not have to be moved forward for uncoupling.

Question 45:

You are responsible for uncoupling an empty trailer in the terminal yard. When can you stop lowering the landing gear?

- When the landing gear is 4 cm above the ground.
- When the landing gear makes contact with the ground.
- When you are unable to turn the landing gear handle any further.
- When a gap appears between the trailer coupler and the fifth wheel.



Operate flat bed trailers (SUPPLEMENTARY)

Question 46:

Which of the following is true about the aggregate working load limit (WLL) of tiedowns used for cargo securement?

- Aggregate WLL can be 25-50% of the weight of the cargo.
- Aggregate WLL must meet or exceed the weight of the cargo.
- Aggregate WLL must be at least 50% of the weight of the cargo.
- Aggregate WLL must be less than 50% of the weight of the cargo.

Question 47:

How should an operator confirm tiedown quantity, location, and placement for their cargo?

- Refer to carrier standard operating policies.
- Refer to National Safety Code 13, Standard 10.
- Refer to their own knowledge and experience.
- Refer to the manufacturers' operating manual.

Question 48:

When should an operator conduct their first inspection of loaded cargo?

- Before driving the vehicle.
- 80 km after point of loading.
- Before arriving at delivery site .
- 3 hours after cargo has been loaded.

A.4 Complete Driving Maneuvers

Drive through curves (CORE)

Question 49:

Under what circumstances might you need to shift gears while executing a turn?

- When you are experiencing trailer-swing.
- You should never shift gears while executing a turn.
- When you have approached a turn at a high speed.
- To maintain speed due to the grade/slope of the road surface.



Question 50:

What factors must be considered when managing off-tracking while driving through curves?

- The number of lanes on the roadway.
- The vehicle's length and articulation points.
- The weather and the operator's experience.
- The proximity of the vehicle to other motorists.

Question 51:

When is it acceptable to use a one-handed grip when executing a curve?

- When the curve is not too tight.
- When responding to a cellular phone call.
- When there is no other traffic on the roadway.
- When operating vehicle controls or selecting gears.

Negotiate intersections (CORE)

Question 52:

You are approaching an intersection where you are required to make a turn. When should you switch on your turn signal?

- As you are completing the turn
- Only when there are cars behind you.
- At least 4 seconds before turn will be completed.
- At least 10 seconds before turn will be completed.

Question 53:

In anticipation of an intersection, what should you do to prevent unnecessary wear on equipment?

- Downshift and use proper braking technique.
- Downshift only when you can see the if the light is amber.
- Maintain current gear and speed unless light is amber or red.
- Gear up and accelerate to ensure that you clear the intersection.

Question 54:

When vehicles arrive at an all-way stop at the same time, who has the right-of-way?

- The largest vehicle stopped at the intersection.
- The vehicle on the left-hand side of the other vehicle.
- The vehicle on the right-hand side of the other vehicle.
- The vehicle that starts to advance through the intersection.



Question 55:

You have stopped at an intersection where you will be advancing straight through. The traffic signal changes to green, but you notice that the traffic is backed up just beyond the intersection. What should you do?

- Proceed as far as you can into the intersection on the green light signal.
- Wait at the stop line until traffic clears, then proceed if signal is still green.
- Proceed into the intersection and follow the car in front as closely as possible.
- Advance into intersection and sound your horn to encourage traffic movement.

Question 56:

To maintain traffic flow, it is important to enter and travel through an intersection in a reasonable time. When should you start to move your vehicle when you have the right-of-way to proceed through an intersection?

- Immediately.
- Within 4 seconds.
- Within 10 seconds.
- 5 seconds after signal.

Question 57:

You anticipate that the dimensions of an intersection will be tight for completing your turn. What is the safest way to deal with the off-tracking needs of your vehicle and maintain your visibility while completing the turn?

- Swing to the left or the right.
- Stretch the turn beyond the target lane.
- Hug the outside of the lane as much as possible.
- Sound the horn to alert other motorists of intention.

Negotiate circular intersections (CORE)

Question 58:

Which of the following is TRUE about right-of-way rules in a circular intersection?

- Vehicles to the right of you have the right-of-way.
- Vehicles in the intersection have the right-of-way.
- Vehicles entering the intersection have the right-of-way.
- The largest vehicle in the intersection has the right-of-way.



Question 59:

You are approaching a busy circular intersection. What should you do as you prepare to enter the intersection?

Ensure that there is a vehicle beside you in the approach lane.
Position your vehicle in the correct lane for intersection entry.
Prepare to come to a full stop prior to entering the intersection.
Increase speed slightly to enter the intersection at a break in traffic.

Question 60:

What factor typically defines the speed of travelling through a circular intersection?

The size of the circle.
The prevailing weather.
The number of vehicles.
The location of the circle.

Question 61:

What lane should you be in if you are not taking the first exit out of a multi-lane circular intersection?

Either lane.
The left lane.
The right lane.
Depends on traffic.

Question 62:

When is a commercial vehicle allowed to cross over circular intersection lane markings?

When in the circle.
It is never permissible.
When exiting the circle.
When entering the circle.

Complete lane changes (CORE)

Question 63:

When is it safe to complete a lane change?

When approaching railway crossings.
Where road conditions and markings allow.
Approaching and within controlled intersections.
Near crosswalks when no pedestrians are present.



Question 64:

While driving in the middle lane, you notice there are other motorists that are travelling faster than you and want to pass your vehicle. How should you react?

- Accelerate to a higher speed.
- Slow down to encourage passing.
- Signal and move to the right lane if clear.
- Check rearview mirror and pull to the right.

Question 65:

Which of the following is NOT a factor to consider when determining your speed during a lane change?

- Route.
- Traffic.
- Traction.
- Weather.

Turn tractor-trailers (CORE)

Question 66:

What should you do to ensure enough clearance (i.e. room) when turning a tractor-trailer to the left at an intersection with traffic signals?

- Wait for a gap in traffic and accelerate to complete the turn.
- If there are two left turning lanes, stay in the left-most turning lane.
- Advance to the middle of an intersection to begin turning to the left.
- Swing the tractor to the right to ensure that the trailer does not drift.

Question 67:

While at a rest stop, you remember that ahead on your route there is a rather difficult turn that you feel could be difficult based on your trailer and current weather conditions. What should you do?

- Call dispatch and let them know you are not driving.
- Rely on your experience and skill to navigate the turn.
- Identify an alternate route and confirm with dispatch.
- Drop the trailer and ask dispatch to send another driver.



Drive on expressways (CORE)

Question 68:

Expressway on and off ramps are often curved, which requires intentional speed and steering. What is a best practice for optimal speed for negotiating expressway ramps in normal driving conditions?

- The posted speed limit.
- The same speed as the traffic.
- 10 km/h less than posted speed.
- 20 km/h less than the posted speed.

Complete backing and parking maneuvers (CORE)

Question 69:

What is the first thing you should do to prepare for any backing maneuver?

- Open trailer cargo doors.
- Exit vehicle and check vehicle path.
- Sound horn to alert others in the area.
- Turn off your radio and silence phone.

Question 70:

You are required to back into a yard from the roadway. What is important to remember about the response time of your trailer to your steering changes?

- Trailers respond quicker to steering changes when blindside backing.
- Trailers begin to change direction in immediate response to your steering.
- Shorter trailers respond more quickly to steering changes than longer trailers.
- Longer trailers will move in the opposite direction in response to your steering.

Question 71:

Whenever possible, which type of backing is preferred for safety and visibility?

- Offset backing.
- Parallel backing.
- Straight backing.
- Blindside backing.



Complete roadside stops (CORE)

Question 72:

Once you have pulled off the road, stopped, and parked the vehicle, what should you do to safely complete your roadside stop?

- Turn off the vehicle.
- Uncouple your trailer.
- Activate your hazard lights.
- Immediately leave the cab.

Question 73:

What is the best location for a roadside stop?

- Long, curved road that allows for movement far to the left.
- Long, straight road that allows for movement far to the left.
- Long, curved road that allows for movement far to the right.
- Long, straight road that allows for movement far to the right.

Question 74:

When are you allowed to complete a roadway stop, rather than a roadside stop?

- When weather conditions are not optimal.
- When there is not a dedicated rest area on the route.
- When you are driving on a secondary road, rather than a highway.
- When the vehicle is disabled and cannot be moved from the roadway.

Complete railway crossings (CORE)

Question 75:

How far should you stop your vehicle from the crossing gate or tracks when the crossing signs are activated?

- 1 metre.
- 5 metres.
- 10 metres.
- 15 meters.



Question 76:

When should you activate your hazard lights when there is a railway crossing on your route?

- Upon approach of the railway crossing.
- When fully stopped at the railway crossing.
- Hazard lights are not required at railway crossings.
- When returning to driving speed after the train has crossed.

A.5 Complete Trips

Secure vehicle and trailer (CORE)

Question 77:

Which of the following is an effective way to secure a trailer against cargo theft?

- Wheel chocks.
- Combination lock.
- Landing gear lock.
- Steering wheel lock.

Question 78:

It is time for your sleeper berth hours, and you pull into a rest area. You are not familiar with this location, and it is not as well lit and occupied as you are used to. What should you do to ensure the safety of yourself and your vehicle?

- Keep your vehicle and trailer lights on all night.
- Complete a full walk-around of the vehicle every hour.
- Locate and park in areas with security cameras or lights.
- Find an isolated corner of the lot to stay hidden from view.

Conduct post-trip inspections (EXTENSION)

Question 79:

Which of the following statements about post-trip inspections is TRUE?

- Post-trip inspections are mandatory by law.
- Post-trip inspections are an industry best practice.
- Post-trip inspections are completed by certified mechanics.
- Post-trip inspections are completed instead of pre-trip inspections.



Question 80:

During a post-trip inspection, you notice that the driver door is not closing properly. This is considered a major defect. What should you do?

- Ensure the truck is removed from service.
- Attempt to fix or temporarily latch the door.
- Make note of the issue in your inspection report.
- Report the defect to your supervisor and suggest repair.

A.6 Perform Basic Vehicle Maintenance

Complete preventative maintenance (CORE)

Question 81:

Changing the oil and filter in your tractor is an example of what type of maintenance?

- Demand maintenance.
- Just-in-time maintenance.
- Prescriptive maintenance.
- Preventative maintenance.

Question 82:

What is the main purpose of preventative maintenance?

- To keep systems and equipment in optimal condition.
- To reduce the strain on the maintenance department.
- To familiarize operators with the mechanics of their vehicles.
- To provide operators with tasks to complete on off-duty status.

Complete demand maintenance (EXTENSION)

Question 83:

Typically, when do you perform demand maintenance activities?

- After major defects occur.
- When minor defects occur.
- Before minor defects occur.
- When vehicle breakdowns occur.



Question 84:

Replacing windshield wipers during a roadside stop to improve your visibility as the old wiper no longer works is an example of what type of maintenance?

- Demand maintenance.
- Just-in-time maintenance.
- Prescriptive maintenance.
- Preventative maintenance.



B. INFORMATION/RECORD MANAGEMENT

B.1 Complete Information/Record Management Tasks

Complete driving/transport documentation (CORE)

Question 85:

Work activity reports, daily logs, records of duty status, and cycle tracking records are all documents related to:

Hours-of-Service.
Shipping and receiving.
Fuel tax administration.
Cross-border regulations.

Question 86:

Which of the following documents is required by law, and must be on-board and accessible at all times on the road?

Fuel tax report.
Safety Data Sheets.
Daily inspection report.
Vehicle operating manual.

Question 87:

Upon arriving at your drop-off location, the shipping and receiving staff requires verification of the quantity of pallets in the load being delivered. What document will provide this information?

Manifest.
Bill of lading.
Shipping receipt.
Customs invoice.



C. COMPLIANCE

C.1 Comply with Legislation/Regulations

Comply with jurisdictional regulations (CORE)

Question 88:

The National Safety Code is a series of 16 standards that provide guidance for legislative, regulatory, and administrative action by each jurisdiction that focuses on which three components?

- Driver, cargo, carrier.
- Driver, cargo, vehicle.
- Driver, vehicle, carrier.
- Driver, public, vehicle.

Question 89:

Which of the following is NOT an example of a jurisdictional/local regulation?

- Parking bylaws.
- Engine brake restrictions.
- Hours-of-Service regulations.
- Vehicle height allowances.

Comply with Hours-of-Service Regulations (CORE)

Question 90:

Which of the following activities are completed within on-duty time?

- Driving the vehicle.
- Taking a meal break.
- Reading in the sleeper berth.
- Inspecting and servicing the vehicle.



Question 91:

What is the maximum amount of time that an operator is permitted to drive before they are in violation of the Hours of-Service regulations?

- 10 hours.
- 13 hours.
- 15 hours.
- 16 hours.

Question 92:

You have encountered adverse weather conditions that caused you to be on-duty for longer than is normally permitted. How do you manage this overage?

- Submit the extra time as overtime hours to dispatch.
- Take note of the extra hours and make them up at the end of the week.
- Reduce on-duty period for the following day by the same amount of time.
- Increase off-duty period for the following day by the same amount of time.

C.2 Comply with Organizational Policies and Procedures

Comply with Organizational Policies and Procedures (CORE)

Question 93:

What is the main purpose of organizational policies and procedures?

- To make the job more complex and challenging.
- To make the workplace more formal and professional.
- To identify what actions and behaviours will be punished.
- To identify and reinforce positive attitudes, behaviours, and actions.

Question 94:

When working for a federally regulated carrier, which regulations outline employment conditions such as hours of work, wages, vacation pay, and holidays?

- Canada Labour Code.
- National Safety Code.
- Hours of Service Regulations.
- Canadian Human Rights Act.



Question 95:

Which of the following would NOT be required for gaining and sustaining employment?

- Security screening.
- Performance reviews.
- Drug and alcohol testing.
- Equipment damage deposit.

Question 96:

Which of the following medical conditions COULD prevent an operator from holding a specific type of commercial driver's license?

- Obesity.
- Epilepsy.
- Arthritis.
- Myopia.

Question 97:

Who can handle and transport cargo that has been classified as dangerous goods?

- Workers who have learned about dangerous goods.
- Workers who have been specifically training and certified.
- Workers who have been selected and briefed by their supervisors.
- Workers who recognize the symbols associated with dangerous goods.



D. HEALTH AND SAFETY

D.1 Comply with Occupational Health and Safety Program

Follow occupational health and safety program (EXTENSION)

Question 98:

What is the main purpose of an occupational health and safety program?

- To protect employers from getting sued.
- To protect the public from unsafe employees.
- To protect workers against hazards on the job.
- To protect workplaces and equipment from accidents.

Respond to emergencies (CORE)

Question 99:

You are driving down the road and experience shortness of breath and are starting to feel a little light-headed. What is the FIRST thing you should do?

- Open your window and take deep breaths.
- Call dispatch and tell them you aren't feeling well.
- Safely maneuver the vehicle off the road and park.
- Put on your 4-way flashers and slow down the vehicle.

Question 100:

While driving, you approach a scene of a motor vehicle accident. What is the FIRST thing you should consider when arriving on the scene before you take any personal action?

- Your schedule.
- Your duty status.
- Your first aid skills.
- Your personal safety.



Question 101:

While at a truck stop, you see a woman who is using hand signals to try and communicate with you. She won't move away from her current location and keeps looking around wildly. What could this be a sign of?

- Human trafficking.
- Public intoxication.
- Mental breakdown.
- Vehicle highjacking.

Participate in accident/incident investigations (EXTENSION)

Question 102:

What can you do immediately following a workplace incident to assist with the investigation?

- Collect evidence for the authorities.
- Start interviewing others on the scene.
- Take pictures of the accident environment.
- Post about the accident on social media.

Question 103:

How should you respond when questioned by the authorities following a workplace accident that you witnessed?

- Describe the events in your own words.
- Explain what you think caused the accident.
- Describe what happened before the accident.
- Explain what others told you they saw happen.

Use personal protective equipment (PPE) and safety equipment (EXTENSION)

Question 104:

How often should you inspect your personal protective equipment (PPE)?

- Once a year.
- Once a week.
- Once a month.
- Before each use.



Handle hazardous materials (EXTENSION)

Question 105:

What should you review prior to handling a hazardous material in the workplace?

First aid procedures.
Health and safety guidelines.
Applicable Safety Data Sheets.
Standard Operating Procedures.

Question 106:

What program provides information on the safe use, storage, handling, and disposal of hazardous materials in the workplace?

Workplace Injury Prevention Program.
Occupational Health and Safety Program.
Transportation of Dangerous Goods Program.
Workplace Hazardous Materials Information System.

Comply with security programs and systems (EXTENSION)

Question 107:

What should you do if you notice suspicious activity or conditions in the trailer yard?

Report what you saw to the authorities (e.g. police, security guard).
Press record on your mobile phone and investigate what is going on.
Ensure that you leave your truck and trailer at the other side of the yard.
Use your flashlight and yell to see if there is anyone lurking around.



E. INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)

E.1 Use Digital Technology

Use communication applications (EXTENSION)

Question 108:

You have a concern that you would like to raise with your supervisor while you are on the road. What is the best application to use to share your concern and discuss a sensitive topic?

- Chat board.
- Video chat.
- Email message.
- Social media post.

Question 109:

What should you consider when deciding which application to use to communicate with others?

- The time of day.
- Your mobile data plan.
- The purpose of your message.
- Your company's social media policy.

Use navigation and mapping applications (EXTENSION)

Question 110:

What type of map is the most useful for locating specific warehouse locations while on the road?

- Street maps.
- Physical maps.
- Postal code maps.
- Topographical maps.



Use electronic logging devices (ELDs) EXTENSION

Question 111:

What is the primary purpose of electronic logging devices?

- To provide maintenance information.
- To provide dispatch and routing information.
- To provide fuel efficiency data and statistics.
- To ensure compliance with Hours-of-Service regulations.

Question 112:

Which of the following statements is TRUE about electronic logging devices in Canada?

- Every company has a unique identification number and password.
- Electronic logging devices do not automatically record driving status.
- Electronic logging devices can only record driving times and locations.
- Electronic logging devices are mandatory for federally regulated carriers/drivers.



F. FOUNDATIONAL TRADES SKILLS

F.1 Use Tools and Equipment

Use hand, power, measuring, testing, and diagnostic tools (EXTENSION)

Question 113:

Before using a torque wrench, what should you check to ensure that the wrench will achieve the right torque every time you tighten a bolt?

- Calibration.
- Calculation.
- Verification.
- Certification.

Use material handling tools and equipment (EXTENSION)

Question 114:

What should you do if the hand truck you are using is not working properly?

- Use the equipment for your task and inform supervisor.
- Put the defective equipment back and select another one.
- Remove the equipment from service and inform supervisor.
- Try to fix the equipment before putting it back in its correct spot.



G. COMMUNICATION

G.1 Communicate Effectively

Use active listening skills (EXTENSION)

Question 115:

What is an important part of active listening?

Moving around while listening to the speaker.
Interrupting the speaker to clarify their message as needed.
Watching for speaker's non-verbal cues and body language.
Thinking ahead about how you will respond to the speaker.

Use speaking skills (EXTENSION)

Question 116:

What is the best way to adjust your speaking skills when your listener doesn't understand what you are saying?

Raise your voice.
Repeat yourself slowly.
Use hand signals instead.
Simplify technical information.

Use hand signals (EXTENSION)

Question 117:

When is it MOST appropriate to use hand signals to communicate with team members?

In noisy environments.
In areas of low visibility.
When you have a sore throat.
When team members don't get along.



Use writing skills (EXTENSION)

Question 118:

What should you consider about your reader when preparing written communication?

- Their gender.
- Their religion.
- Their ethnicity.
- Their reading level.



H. PERSONAL COMPETENCIES

H.1 Demonstrate Professionalism

Work as a member of a team (EXTENSION)

Question 119:

What is an effective way to show empathy toward others in the workplace?

Encourage all team members to think the same.
Respect and celebrate diverse ideas and outlooks.
Report changes in co-workers' behaviour to your supervisor.
Ask your co-workers to share only positive thoughts with you.

Coach/mentor others (EXTENSION)

Question 120:

The new worker you are coaching has just performed a task incorrectly. What should you do to correct the worker and teach them the proper procedure?

Tell them what they did wrong and ask them to leave.
Tell them that they did the task incorrectly and to try it again.
Tell them that they did the task incorrectly and do it for them.
Tell them what they did wrong and show them the correct way.

Develop professionally (EXTENSION)

Question 121:

What is an effective method for upgrading your skills and knowledge?

Start a daily journal.
Read personal blogs.
Watch YouTube videos.
Take additional courses.



Coach/mentor others (EXTENSION)

Question 122:

You have been asked to transport a load for a client. To avoid any attention, the nature of the load and the client is to remain private. You are quite excited to be completing this job. What should you do?

Keep the information confidential.
Tell your friends and family in confidence.
Talk about the load at the truck stop while fueling.
Post a cryptic message and picture on social media.

Question 123:

What is an effective way of showing professionalism and pride in your work?

Taking part in message boards that report bad drivers.
Maintaining personal hygiene and wearing a clean uniform.
Reprimanding fellow operators who do not keep their trucks clean.
Reporting operators who are not following the code of ethics.

Manage time (EXTENSION)

Question 124:

What is the FIRST step for effective time management?

Setting goals.
Setting an alarm.
Scheduling tasks.
Delegating tasks.

Negotiate with others (EXTENSION)

Question 125:

What is the goal of a successful negotiation?

That all involved parties are satisfied with the outcome.
The winning party is recognized as having the most power.
That all involved parties get exactly what they wanted and asked for.
One side is the clear winner, and the other side knows they were wrong.



H.2 Maintain Personal Wellness

Maintain mental health (CORE)

Question 126:

What should you do if you are experiencing thoughts of self-harm while on the job?

- Call 911 and ask for assistance.
- Park the truck and go for a walk.
- Tell yourself to stop thinking that way.
- Call dispatch and make a joke about suicide.

Question 127:

What is an effective personal strategy to help alleviate stress experienced at work?

- Submit a formal complaint to HR.
- Practice deep breathing techniques.
- Take an extended vacation to unwind.
- Ask your doctor for anxiety medication.

Maintain physical health (CORE)

Question 128:

What is the best way to respond to signs of fatigue while driving?

- Turn the radio up as loud as possible to stay alert.
- Drink an energy drink to give you a burst of caffeine.
- Take a break as soon as possible and get some fresh air.
- Call a friend on your cellphone and have a conversation.

Use safe lifting techniques (EXTENSION)

Question 129:

What should you do if you think a box will be too heavy for you to lift safely?

- Tell your supervisor that manual lifting is unsafe.
- Ask a co-worker to assist you with a two-person lift.
- Find some lifting straps to help you lift more weight.
- Try to push the box across the floor instead of lifting.



Question 130:

How should you carry a heavy box that you picked up and need to move?

Keep box away from your body with your back and arms straight.

Keep box close to your body with your back and knees slightly bent.

Keep box close to your body with your back straight or slightly arched.

Keep box away from your body with your back straight or slightly arched.





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