SP-04 – Bilingual Taxpayer Services Agent

**Requisition: 56167973**

**Locally Developed Tool (LDT) – Written Assessment**

The following staffing requirement will be assessed via a locally developed Written assessment:

* **Ability to Research and interpret information**

For the purpose of this staffing process, we have defined the above qualification as follows:

**The ability to obtain accurate, complete and detailed information, in an efficient manner to resolve client needs.**

You will have **25 minutes** to complete the test.

The assessment consists of 6 questions for a maximum of 26 marks.

Please note: for some questions you will be required to provide the path that you took to locate the answer or hyperlink for the page where you located the answer.

You will have a **total of** **25 minutes** to provide a response to all 6 questions in writing. Before the end of the 25 minutes, you must send back your test by email. Only responses submitted by the 25 minute allotted time will be accepted. Late submissions will not be considered. If you finish early, you may send us your test. The staffing board will confirm all tests have been received. Please do not log off until you receive our confirmation of receipt.

**Total Marks: 26**

***Question 1 : (Total Marks: 3)***

Starting at: <https://www.canada.ca/en/services/culture/canadian-identity-society.html>

answer the following question:

1. What is the collective goal of the Official Languages Support Programs?

|  |  |
| --- | --- |
| **Answer** (2 Marks) | The collective goal of these **programs** is to enhance the vitality of English- and French-speaking minority communities; and Promote the English and French **languages** in Canadian society |

1. Provide the path/steps that you took to locate the answer to the question from the starting point OR provide the hyperlink for the page where you located the answer.

|  |  |
| --- | --- |
| **Reference** (1 Mark) | <https://www.canada.ca/en/canadian-heritage/services/funding/official-languages.html> |

***Question 2: (Total Marks: 6)***

Starting at: <https://www.canada.ca/en/services/health/food-nutrition.html> locate the pages to answer the following questions:

1. What are the safe cooking temperatures for ground meat, fish and hot dogs?

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| --- | --- |
| **Answer** (3 Marks) |  |
| **Ground Meat(Burgers, Meatballs, Sausages)** | 71°C (160°F) |
| **Fish** | 70°C (158°F) |
| **Hot Dogs** | 74°C (165°F) |

1. Provide the path/steps that you took to locate the answer to the question from the starting point OR provide the hyperlink for the page where you located the answer.

|  |  |
| --- | --- |
| **Reference** (1 Mark) | <https://www.canada.ca/en/health-canada/services/general-food-safety-tips/safe-internal-cooking-temperatures.html> |

1. Starting at: <https://www.canada.ca/en/health-canada/services/general-food-safety-tips/safe-food-storage.html> please list two safety tips which are advised to follow when shopping for groceries:

|  |  |
| --- | --- |
| **Answer** (2 Marks) | * Keep your raw meat, poultry, fish and seafood away from other food in your grocery cart. * Examine fruits and vegetables carefully and avoid buying items that are bruised or damaged. |

***Question 3: (Total Marks: 6)***

Starting at: <https://www.canada.ca/en/services/culture.html> answer the following questions:

* + 1. List 3 Monuments which can be visited in the Ottawa-Gatineau region.

|  |  |
| --- | --- |
| **Answer** (3 Marks) | Kingswood, Kingswood Cottage |

* + 1. Provide the path/steps that you took to locate the answer to the question from the starting point OR provide the hyperlink for the page where you located the answer.

|  |  |
| --- | --- |
| **Reference** (1 Mark) |  |

* + 1. Who created the Terry Fox statue?

|  |  |
| --- | --- |
| **Answer** (1 Mark) |  |

* + 1. Where is the National Artillery Monument located?

|  |  |
| --- | --- |
| **Answer** (1 Mark) |  |

***Question 4: (Total 6 Marks)***

Please use the [Action Plan for Official Languages – 2018-2023: Investing in Our Future](https://www.canada.ca/en/canadian-heritage/services/official-languages-bilingualism/official-languages-action-plan/2018-2023.html) page to answer the following questions:

1. What are Canada’s official languages?

|  |  |
| --- | --- |
| **Answer** (2 Marks) | English and French |

1. What are the total federal investments (in dollars) in official languages between 2018-2023?

|  |  |
| --- | --- |
| **Answer** (1 Mark) | **$2.2 billions** |

1. Who is the Minister of Health partnering in the Action Plan?

|  |  |
| --- | --- |
| **Answer** (1 Mark) | Mélanie Joly |

1. By what percentage has French immersion enrolment increased between 2003 – 2013?

|  |  |
| --- | --- |
| **Answer** (1 Mark) |  |

1. Since 2016, the Federal government has invested $\_\_\_\_ million in the Cultural Spaces Fund.

|  |  |
| --- | --- |
| **Answer** (1 Mark) |  |

***Question 5: (Total 2 Marks)***

Starting at: <https://www.canada.ca/en/services/culture.html> answer the following question:

1. What is the name and website for the ice hockey organization that is funded by Sport Canada?

|  |  |
| --- | --- |
| **Answer** (1 Mark) |  |

1. Provide the path/steps that you took to locate the answer to the question from the starting point OR provide the hyperlink for the page where you located the answer.

|  |  |
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| **Reference** (1 Mark) |  |

***Question 6: (Total 3 Marks):***

*For the following multiple questions below, please use one of the links included:*

* <https://www.catsa-acsta.gc.ca/en/liquids-non-solid-food-personal-items>
* <https://tc.canada.ca/en/aviation/drone-safety/get-permission-special-drone-operations>
* <https://www.nrcan.gc.ca/our-natural-resources/forests-forestry/sustainable-forest-management/boreal-forest/8-facts-about-canadas-boreal-forest/17394>
  + - 1. **Please choose the correct response from the following, regarding Canadian Travel:**

1. The maximum allowable limit of insect repellent is 500ml, with a total limit of 3 canisters per person.
2. Ice packs are not permitted under any circumstance during air travel.
3. There is no maximum limit to carrying distilled water for the purpose of Continuous positive airway pressure operation.
4. Prescription medication is prohibited from travel, as they are considered Schedule 1 medications for the purpose of Canadian travel.

**Answer:**

* + - 1. **You will need to apply for an SFOC (Special Flight Operations Certificate) in order to do the following with your drone:**

1. Fly it in an uncontrolled airspace
2. Fly it more than 30 metres (100 feet) horizontally from bystanders
3. Fly it over bystanders
4. Fly it more than 3 nautical miles from a certified airport or a military aerodrome
5. Fly it at a special aviation event or an advertised event

**Answer:**

* + - 1. **Which of the following fact is not true about the boreal forest?**
    1. Canada’s boreal forest is sustainably managed
    2. The boreal forest is “ancient” wilderness
    3. The boreal zone is home to a wide range of animals
    4. The boreal zone circles the world
    5. Canada’s boreal forest is sustainably managed

**Answer:**