



Canada Border  
Services Agency

Agence des services  
frontaliers du Canada

# **BORDER SERVICES OFFICER TEST**

## **INFORMATION BOOKLET**

**Version 1C**



Canada

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**Produced by the Human Resources Branch  
Canada Border Services Agency  
100 Metcalfe Street  
Ottawa, ON K1A 0L8**

**September 2006**

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The Canada Border Services Agency is under no obligation to distribute this information booklet to candidates taking the Border Services Officer Test. This booklet is for information purposes only and test conditions are not affected by whether or not candidates receive this brochure.

This booklet may be reproduced for use in the regions.

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## **INFORMATION ON THE BORDER SERVICES OFFICER POSITION**

### **ROLE AND RESPONSIBILITIES**

Border services officers are the first point of contact when travellers arrive in Canada. In this way, they act as goodwill ambassadors while at the same time ensuring that travellers and importers of commercial goods comply with all legislative and other related requirements.

Every year, over 100 million travellers enter Canada, over 8 million commercial importations are processed and several billion dollars' worth of duties and taxes are collected.

Border services officers protect Canadian society and economy, contribute to the competitiveness of Canadian businesses and help facilitate legitimate travel and trade. They carry out enforcement activities involving the application of various levels of sanctions including warnings, monetary penalties and seizure of goods and assets. They are Canada's first line of defence against international terrorism and are responsible for the prevention of the illegal importation of such items as non-prescription drugs, guns, pornography and hate literature. They also guard against the introduction of human, animal and plant diseases into our country.

Border services officers must be aware of and able to administer over 60 pieces of legislation on behalf of other government departments pertaining to the international movement of travellers, conveyances and goods.

Many Canada Border Services Agency (CBSA) offices operate 24 hours a day, seven days a week, which makes shift work necessary for some officers.

The CBSA has offices in a variety of locations, including highway border crossings, airports and seaports, as well as inland facilities and postal services. Some are situated in major centres while others are in more isolated locations.

### **KEY ACTIVITIES**

Border services officers perform the following activities:

- Conduct inspections, examinations and verifications of travellers, goods and conveyances and decide appropriate action when non-compliance is suspected or encountered.
- Provide a first response capability with powers to arrest and/or detain individuals suspected of having committed offences under various acts of Parliament.
- Work with and establish, develop and maintain collaborative relations, interactions and exchanges with clients, stakeholder organizations and law-enforcement agencies to maintain border integrity and security.
- Analyze data and information for use in client service, risk management and the targeting of people and/or goods.

- Provide information through sessions, technical workshops and outreach activities to travellers, importers and exporters to educate them concerning the legislation, regulations and procedures of the CBSA and other government departments/agencies; to encourage voluntary compliance; and to respond to inquiries, concerns and service complaints.

## JOB REQUIREMENTS

Depending on the nature of the work to be performed, there are varying physical requirements for border services officers. For example:

- Sitting or standing for prolonged periods of time while conducting inspections and examinations at ports of entry.
- Using physical force and tools, including a baton, to ensure compliance and the safety of officers, clients and members of the public. Exercising powers of arrest and detention may require application of use of force techniques.
- Viewing computer screens and using a keyboard on a daily basis.
- Occasionally using X-ray and gamma-ray machines, microscopes and black-light equipment to detect contraband and forged or counterfeit documents, etc.
- Some border services officers will be required to carry a firearm and be qualified in its use and safe handling. These officers will be required to successfully complete all related training, prerequisite physical assessments and other evaluations.

## WORKING CONDITIONS

There is a potential for serious injury from assaults by suspect persons or persons being detained or arrested. It is not possible to predict when these situations may be encountered or whether they occur at remote locations or main worksites. There is also the potential for exposure to hazardous goods or contagious disease while examining people, personal effects, shipments and conveyances.

Candidates should also be aware that the following may be required:

- wearing cumbersome/protective clothing
- being outside in adverse weather conditions
- conducting entry examinations in confined spaces as defined by the *Canada Labour Code* (e.g. deep-sea vessels)
- exposure to pornography and hate literature during examinations
- exposure to human waste when examining suspected drug swallowers
- conducting marine rummage examinations

## INFORMATION ON THE BORDER SERVICES OFFICER TEST

The Border Services Officer Test is an assessment instrument used to select candidates for border services officer positions. The test is based on a job analysis of the duties and responsibilities of border services officers across the country.

The test was designed to assess the ability to solve problems using reasoning — a necessary element for the job.

Please note that if you have already successfully completed version 2A of the Customs Inspector Test, you are not required to write version 1C (unless you choose to do so to obtain a higher score). Version 1C and version 2A are presently equivalent tests.

***If you have written the test more than once,  
only the most recent results are valid for the selection process.  
Any previous results are deleted.***

Successful completion is mandatory for all appointments or lateral moves including indeterminate, term and acting appointments to border services officers positions and student border services officers positions.

Candidates must obtain a pass mark of 585 points for version 1C and 68 points for version 2A.

### PREPARATION TIPS

It takes approximately 4.5 hours to complete the test (this includes the break and administration procedures).

Because performance on the Border Services Officer Test does not depend on knowledge of a specific topic, candidates cannot study for this type of test, except for knowing basic mathematics, grammar and spelling.

The test is available in French and English. Candidates should specify their preference to the human resources (HR) advisor responsible for the selection process. Candidates should choose to take the test in the language in which their reading and writing skills are stronger.

Candidates should arrive in plenty of time before the test session because they are not allowed to enter the room after testing has begun. If candidates have to travel to take the test, they should arrange their schedule accordingly.

If candidates have any health or physical limitations that may adversely affect their performance during any phase of the test, they should inform the local HR advisor responsible for the selection process so that appropriate arrangements can be made.

A piece of photo identification with your signature is required.

Calculators and dictionaries are not permitted during the testing session.

As a courtesy to other candidates, pagers, cell phones, beeping watches or any other sound-making device must be turned off.

When marking your answers on the answer sheet, be sure to do the following:

- Mark the answer to the right question on the answer sheet
- Mark only one answer for each question
- Make no extraneous markings on your answer sheet
- Completely darken the allotted space for the answer you choose
- Completely erase any answer that you wish to change

Guess at the answer if you are not sure because there is no penalty for wrong answers. Like many tests, the Border Services Officer Test has a time limit. To obtain your best score, manage your time effectively and work as quickly as you can.

You will be informed in writing of your test results. The retest period is six months (180 days), i.e. you must wait six months before being eligible to write the test again. If you repeat the test, only your most recent score will be used.

<b>FORMAT AND TIME LIMIT</b>
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The test consists of 15 sub-tests. There are 178 multiple-choice questions.

It takes approximately 4.5 hours to complete the test (this includes the break and administration procedures).

The timing of the test is organized as follows:

<b>STUDY BOOKLET</b>	Candidates are given a study booklet and allowed 20 minutes to study the material. Candidates will need to recall this information to complete sub-tests 6, 7 and 8 in Part 1.
<b>TEST – PART I</b>	Candidates are allowed one hour to complete sub-tests 1, 2, 3, 4 and 5.
<b>PHOTO BOOKLET</b>	Candidates are allowed 2 minutes to study 4 photographs in order to complete sub-test 8 and 9.
<b>TEST – PART I (continued)</b>	Candidates are given 20 minutes to complete the remainder of Part I (sub-tests 6 to 9). Questions are based on the study booklet and the photo booklet.
<b>BREAK</b>	30 minutes
<b>TEST – PART II</b>	Candidates are given 1¼ hour to complete sub-tests 10 to 15.

## SAMPLE QUESTIONS

These sample questions should help you become familiar with the instructions, the types of questions and the answer sheet. These sample questions will not be used on the test.

### STUDY BOOKLET

The first 20 minutes of the test consists of a study period where you will be given study material in order to complete sub-tests 6, 7 and 8. You will not be permitted to use this study booklet during the test and you will not be allowed to take notes. Therefore, it is important that you study the material as carefully as possible. You will be asked to study photographs of individuals as well as fictitious by-laws and recall this information during the test.

Here is an example of a photograph that you will find in the study booklet:



#### GENERAL INFORMATION

**Name:** James Thorton  
**Alias(es):** Erik Fue, Lee Yung  
**Citizenship:** Canadian  
**Date of birth:** November 6, 1925  
**Place of birth:** Germany  
**Residence:** Vancouver, B.C.  
**Wanted for:** Attempted homicide

#### PHYSICAL DESCRIPTION

**General:** Male, Caucasian  
**Weight:** 75 kg  
**Height:** 1.78 m  
**Hair colour:** Grey  
**Distinguishing marks or features:** Small moustache

#### VEHICLE BEING USED

**Type:** 1980 Pontiac Le Mans  
**Colour:** Grey  
**Licence #:** 1C3 69F (B.C.)

#### REMARKS

Weapon hidden in car door

**Here is an example of a fictitious by-law that you will find in the study booklet:**

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

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

### **TEST BOOKLET**

After reading each suggested answer carefully, blacken the number on the answer sheet that corresponds to the answer you have chosen: 1=a, 2=b, 3=c and 4=d (ignore circle 5).

For example, if you choose “c” as the correct answer to question 2, you would darken circle number 3 on your answer sheet as illustrated below:

2. ① ② ③ ④ ⑤
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**You will find the answers to the sample questions on page 19**

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## **SUB-TEST #1**

**(12 questions x 1 point = 12 points)**

You are presented with hypothetical situations. Each one is followed by four actions and your task is to choose the logical order from among the sequences provided.

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### **Question 1**

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

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

## SUB-TEST #2

(12 questions x 1 point = 12 points)

You are presented with one or more sentences in which four words or groups of words have been highlighted in bold type. You must choose the word or group of words, if any, that represents an error in grammar. If none of the highlighted words or groups of words is grammatically incorrect, then choose answer (d) signifying that there is “no error.”

### Question 2

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

## SUB-TEST #3

(14 questions x 1 point = 14 points)

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

### Question 3

“Let us select superior border services officers and thus strictly enforce regulations at border points.”

Assumptions

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

## **SUB-TEST #4**

**(12 questions x 1 point = 12 points)**

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

### **Question 4**

How many boys and girls were there in the photograph?

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

**Answer will depend on the photograph**

## **SUB-TEST #5**

**(12 questions x 1 point = 12 points)**

In the study booklet, you studied pictures of individuals accompanied by relevant information about each one. You will be asked to recall this information.

### **Question 5**

James Thornton's place of birth is:

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

## SUB-TEST #6

(14 questions x 1 point = 14 points)

In the study booklet, you studied fictitious by-laws. You are asked to study these laws and recall this information during the test without access to the study booklet.

### Question 6

Before leaving your boat on private property, you need:

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

## SUB-TEST #7

(14 questions x 1 point = 14 points)

You are presented with reproductions of two completed forms and the instructions to complete these forms, including all the supporting documentation. You are asked to review these documents and detect incompleteness, inconsistencies and inaccuracies.

### Example

#### INSTRUCTIONS – APPLICATION FOR ENTRY – FORM B

**Each time you apply for entry you must:**

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

**The application cannot be processed unless the following requirements are met:**

- Fee = \$5 per entry form

#### *Section 2*

**Child's personal information**

- The date of birth must be provided.

#### *Section 3*

**Legal guardian or child**

- A child travelling alone must provide an entry form B that is signed by both parents.

*Section 5*

**Birthplace**

- Documentary evidence of the child’s birthplace is required (a child is considered to be under the age of 18).
  - a) IF YOUR CHILD WAS BORN IN CANADA, you must provide a Canadian birth certificate.
  - b) IF YOUR CHILD WAS BORN OUTSIDE CANADA, you must provide one of the following certificates: Certificate of Canadian Citizenship or Registration of Birth Abroad.

**APPLICATION FOR ENTRY — FORM B**

<b>1. (a) CHILD’S NAME</b>		
Surname (b) <b>OTTO</b>	First name (c) <b>DERIK</b>	Middle name(s) (optional) (d) <b>JASON</b>

<b>2. (a) CHILD’S PERSONAL INFORMATION</b>					
Date of birth (b) <b>April 14, 1991</b>	Place of birth (c) <b>London</b>	Height (d) <b>1 metre</b>	Weight (e) <b>18 kilograms</b>	Sex (f) <b>M</b>	Date of tetanus immunization (g) <b>June 16, 1992</b>
Child’s permanent address (h) <b>201–4340 Southwood Drive, Mississauga, Ontario L4S 2K2</b>					
Mailing address (i) <b>Same as above</b>					

<b>3. (a) INFORMATION ABOUT PARENTS</b>		
	Parent making the application	Other parent
Surname (maiden name of mother)	(b) <b>ROBERT</b>	(c) <b>OTTO</b>
Given names(s)	(d) <b>MARIE JANE</b>	(e) <b>ARDEN</b>
Marital status	(f) <b>Married</b>	(g) <b>Married</b>
Address	(h) <b>201–4340 Southwood Drive, Mississauga, Ontario L4S 2K2</b>	(i) <b>201–4340 Southwood Drive, Mississauga, Ontario L4S 2K2</b>
Telephone number	(j) <b>905-564-9506</b>	(k) <b>905-564-9506</b>
Date of birth	(l) <b>February 23, 1967</b>	(m) <b>August 6, 1960</b>
Country of birth	(n) <b>Canada</b>	(o) <b>Canada</b>

4. (a) LEGAL GUARDIAN

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

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

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

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

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

(f) May 2, 1993 Arden Otto  
(Date) (Signature of other parent)

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

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

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

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

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

<b>PROVINCE OF/DE L'ONTARIO, CANADA</b>	
<b>NAME – NOM</b> OTTO, DERIK JASON	
<b>DATE OF BIRTH – DATE DE NAISSANCE</b> 06-08-91	<b>CERTIFICATE NUMBER – NUMÉRO DU CERTIFICAT</b> 85-04-011845
<b>BIRTHPLACE – LIEU DE NAISSANCE</b> LONDON	<b>SEX – SEXE</b> M
<b>DATE OF REGISTRATION – DATE DE L'ENREGISTREMENT</b> 14-08-91	<b>REGISTRATION NUMBER – NUMÉRO DE L'ENREGISTREMENT</b> 85-04-145624
<b>ISSUED ON – DÉLIVRÉ LE</b> 02-09-91	<b>DIRECTOR – DIRECTEUR</b> XXXXX
<b><i>BIRTH CERTIFICATE – CERTIFICAT DE NAISSANCE</i></b>	

**Question 7**

In Section 2, the following information is incorrect:

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

## SUB-TEST #8

(12 questions x 1 point = 12 points)

You are asked to perform manual arithmetic calculations.

### Question 8

What is the result of the following subtraction?

$$7,450,603 - 608,397 =$$

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

## SUB-TEST #9

(15 questions x 1 point = 15 points)

You are presented with an example of a report and are asked questions about it.

### Example

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

The following was located upon examination:

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

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

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

**Question 9**

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

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

# SAMPLE ANSWER SHEET

ANSWER SHEET

FEUILLE DE RÉPONSES

PROTECTED – PROTÉGÉ

Canada Customs and Revenue Agency  
Agence des douanes et du revenu du Canada

## PART 1 – CANDIDATE / TEST IDENTIFICATION

### PARTIE 1 – IDENTIFICATION DU CANDIDAT OU DE LA CANDIDATE ET DU TEST

A. Family name – Nom de famille		B. Given name – Prénom	
A	A	A	A
B	B	B	B
C	C	C	C
D	D	D	D
E	E	E	E
F	F	F	F
G	G	G	G
H	H	H	H
I	I	I	I
J	J	J	J
K	K	K	K
L	L	L	L
M	M	M	M
N	N	N	N
O	O	O	O
P	P	P	P
Q	Q	Q	Q
R	R	R	R
S	S	S	S
T	T	T	T
U	U	U	U
V	V	V	V
W	W	W	W
X	X	X	X
Y	Y	Y	Y
Z	Z	Z	Z

## PART 2 – STATISTICAL INFORMATION (Voluntary)

### PARTIE 2 – RENSEIGNEMENTS STATISTIQUES (Optionnel)

A. Gender – Sexe		B. Region – Région	
1	2	1	2
Male – Homme	Female – Femme	1	2
3	4	3	4
5	6	5	6
7	8	7	8
9	0	9	0

## PART 3 – EDUCATION

### PARTIE 3 – ÉTUDES

C. Date of birth – Date de naissance	
Y-A	M
D	J
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

## PART 4 – EDUCATION

### PARTIE 4 – ÉTUDES

D. Education completed – Études achevées	
SECONDARY – SECONDAIRE	
1	2
3	4
5	6
COMMUNITY COLLEGE / CEGEP	
COLLEGE COMMUNAUTAIRE / CEGEP	
7	8
9	0
UNIVERSITY – UNIVERSITÉ	
11	12
13	14
15	16

## PART 5 – EDUCATION

### PARTIE 5 – ÉTUDES

E. Please indicate if you are a member of any of the following groups: – Veuillez indiquer si vous êtes membre de l'un des groupes suivants:	
1	2
3	4
5	6
7	8
9	0

## PART 6 – EDUCATION

### PARTIE 6 – ÉTUDES

F. Test – Série	
Y-A	M
D	J
0	0
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9

## PART 7 – EDUCATION

### PARTIE 7 – ÉTUDES

G. Applicant number – Numéro du candidat	
0	1
2	3
4	5
6	7
8	9
0	1
1	2
2	3
3	4
4	5
5	6
6	7
7	8
8	9

## PART 8 – EDUCATION

### PARTIE 8 – ÉTUDES

H. Test language – Langue du test	
1	2
3	4
5	6
7	8
9	0

## PART 9 – EDUCATION

### PARTIE 9 – ÉTUDES

I. Candidate's signature – Signature du candidat ou de la candidate	
1	2
3	4
5	6
7	8
9	0

## ANSWERS – SAMPLE QUESTIONS

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