

# Certification Exam

**Trainer Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Instructions:** This exam has 50 multiple choice questions, each worth two points. Circle the correct response for each question. Make sure that your answer is clearly marked. You must score an 80% or answer 40 questions correctly to pass the exam. Make sure you completed all three TCP courses on CD, and that you read the BTW Performance Standards before you take this exam. You can use your BTW manual to answer the questions.

**Q1: An example of a skill for a new operator is:**

- a) seeing a road sign.
- b) memorizing a new route.
- c) rocking and rolling during a turn.

**Q2: For adult learners, \_\_\_\_\_ is the most important sense.**

- a) sight
- b) touch
- c) hearing

**Q3: Some trainees will learn best by hands-on practice. They rely on their sense of:**

- a) sight.
- b) sound.
- c) touch.

**Q4: \_\_\_\_\_ is a very powerful learning tool.**

- a) Repetition
- b) Discipline
- c) Pushing

**Q5: Positive reinforcement helps build a trainee's:**

- a) knowledge base.
- b) commitment.
- c) confidence.

**Q6: Which question will help motivate trainees to learn?**

- a) What will I accomplish?
- b) What's in it for me?
- c) What time is lunch?

**Q7: Learning is serious business, but it should also be:**

- a) easy.
- b) fun.
- c) boring.

**Q8: As a Trainer, you play an important role in presenting our:**

- a) policies and procedures.
- b) vision and values.
- c) both a and b.

**Q9: To make sure you have a positive classroom, it is vital to:**

- a) ALWAYS be patient.
- b) NEVER criticize.
- c) speak loudly.

**Q10: Since adults learn best through hands-on experience, you should ALWAYS encourage \_\_\_\_\_ from your trainees.**

- a) short-cuts
- b) observation
- c) active involvement

**Q11: In addition to providing feedback as quickly as possible, you should make sure to provide feedback that is:**

- a) flattering.
- b) specific.
- c) stern.

**Q12: If you have corrective feedback, it is important that you give this to a trainee:**

- a) slowly and firmly.
- b) around other trainees.
- c) ONLY in private.

**Q13: Performing a skill so your trainee can copy your behavior is known as:**

- a) modeling.
- b) impersonation.
- c) motivation.

**Q14: Since it is a part of learning, you have to allow the trainees to:**

- a) correct you.
- b) have their own rules.
- c) make mistakes.

**Q15: Training is:**

- a) giving a person the knowledge they need to perform.
- b) teaching a person a skill.
- c) telling someone about a new idea.

**Q16: In general, you will know a trainee has mastered a skill once he or she has performed it \_\_\_\_\_ times in a row without a mistake.**

- a) 5
- b) 10
- c) 30

**Q17: As an instructor, you must be able to help a trainee learn the Performance Standards, evaluate the trainee's performance, and:**

- a) have empathy and patience.
- b) establish the strict rules of training.
- c) make sure the new operator knows you're in charge.

**Q18: When a trainee is not performing well, it usually is because:**

- a) they are unmotivated.
- b) the information is not being taught well enough.
- c) they aren't smart enough to learn the task.

**Q19: It's important to teach new operators to have a commitment to:**

- a) safety.
- b) the rules.
- c) their vehicle.

**Q20: The reason that we have Performance Standards is:**

- a) to make our operators safer.
- b) to create more work for our trainees.
- c) so we can fail people who don't meet them.

**Q21: When giving feedback to a trainee, you should give them:**

- a) positive feedback and criticisms.
- b) only negative feedback so that they can improve.
- c) positive feedback and suggestions for improvement.

**Q22: In order to be fair to your trainees, it's your responsibility to ensure that your training is:**

- a) long enough.
- b) dry and factual.
- c) consistent.

**Q23: To help your trainee develop their SKILLS, you should let them:**

- a) read through their study guide.
- b) practice those skills.
- c) only watch you perform those skills.

**Q24: It's extremely important that you implement the Performance Standards:**

- a) as they are written.
- b) as you wish.
- c) as you have done in the past.

**Q25: Skills are:**

- a) knowledge.
- b) practical application.
- c) how to do things.

**Q26: How often should you scan your mirrors?**

- a) Every 5 to 8 seconds.
- b) Every 6 to 9 seconds.
- c) Every 10 seconds.

**Q27: When there are two left turn lanes turning onto a road with two lanes, you should position the vehicle in the \_\_\_\_\_ lane before making the turn.**

- a) right
- b) left
- c) it doesn't matter

**Q28: Passing is:**

- a) often required.
- b) a safe procedure.
- c) a voluntary maneuver.

**Q29: Halfway through any turn at an intersection you should:**

- a) make eye contact with pedestrians.
- b) double check off-track and tail swing area clearance.
- c) both a and b.

**Q30: When changing lanes, you should always signal your intent with at least \_\_\_ flashes of the turn signal.**

- a) 10
- b) 5
- c) 3

**Q31: When approaching a railroad crossing, you must stop within:**

- a) 10-25 feet from the tracks.
- b) 15-45 feet from the tracks.
- c) 15-50 feet from the tracks.

**Q32: Which of the following should be done before backing the vehicle?**

- a) Dispatch should be called.
- b) Your four-way flashers should be activated.
- c) Both a and b.

**Q33: How should you perform your pre-trip inspection?**

- a) It is important to perform the pre-trip differently each time so that it does not become routine.
- b) It is important to perform the pre-trip in the correct order, using the DVIR.
- c) It does not matter how you perform the pre-trip inspection as long as the DVIR is completed.

**Q34: A fresh green light is one where:**

- a) you see it turning green.
- b) you didn't see it turn but you know you have time.
- c) the light stays green longer than most others.

**Q35: Which foot should you use to operate the service brake?**

- a) Right foot.
- b) Left foot.
- c) Either.

**Q36: You should maintain a minimum following distance of \_\_\_ seconds.**

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

**Q37: When driving in the city, which lane should you stay in?**

- a) The right lane.
- b) The left lane.
- c) Either.

**Q38: What does GOAL stand for?**

- a) Go Over All Locations.
- b) Get Out Above Level.
- c) Get Out And Look.

**Q39: When making a right turn, it is important that you:**

- a) signal early.
- b) complete the turn inside a marked lane.
- c) Both a and b.

**Q40: When making a left turn, you should block off the \_\_\_\_\_ side of the vehicle, if needed.**

- a) right
- b) left
- c) Neither a or b

**Q41: When the light is green, the intersection is safe to enter. Is this statement true or false?**

- a) True, green lights mean go.
- b) False, green lights give you the right to go, but it does not mean the intersection is clear.
- c) False, you should always wait for dispatch to tell you to proceed.

**Q42: When approaching a narrow bridge or narrow underpass, you must:**

- a) turn on your four-way flashers.
- b) blink your lights three times.
- c) turn your headlights on.

**Q43: When you are entering an interstate highway, how long should you stay in the acceleration lane?**

- a) You should stay in the acceleration lane until you have matched the speed of the other traffic.
- b) You should stay in the acceleration lane until you are going faster than the other traffic.
- c) You should stay in the acceleration lane until you have no lane left.

**Q44: When you start to pass, you should be at least \_\_\_\_\_ behind the other vehicle.**

- a) 100 yards
- b) a space of one car length
- c) a following distance of four seconds

**Q45: When you encounter a pedestrian or a bicyclist, you should:**

- a) shout at them so you know they see you.
- b) always leave the road to give them more space.
- c) try to make eye contact with them.

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**Q46: In rain, you should reduce your speed by:**

- a) 5%
- b) 25%
- c) You do not need to reduce your speed in rain.

**Q47: When your visibility is reduced you should:**

- a) immediately pull off the road wherever you are.
- b) increase your following distance.
- c) increase your speed.

**Q48: The first thing you should do before you touch a passenger's mobility device is:**

- a) ask for permission.
- b) engage the brake.
- c) secure the straps.

**Q49: At service stops, you should stop \_\_\_ to \_\_\_ inches from the curb:**

- a) 5 to 7
- b) 6 to 12
- c) 10 to 12

**Q50: During your pre-trip inspection, you should adjust your \_\_\_\_\_ before your \_\_\_\_\_.**

- a) seat, mirrors
- b) mirrors, seat
- c) steering wheel, seat