

# TELUS INTERNATIONAL RATER PRACTICE EXAM (SAMPLE)

**STUDY GUIDE**



**SAMPLE STUDY GUIDE  
WITH LIMITED QUESTIONS**

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THE FULL VERSION STUDY GUIDE**

<https://telusinternationalrater.examzify.com>



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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

## 1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

## 2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

## 3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

## 4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

## 5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

## 6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

## Questions

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- 1. Which term describes the intent for a user looking for a particular company's product or retailer?**
  - A. Product Subtype
  - B. Specific Product Information
  - C. Specific Brand
  - D. Additional Aspect
- 2. How should dangerous or illegal instructions be treated in results?**
  - A. Not Appropriate; banned by policy and should be avoided or reported.
  - B. They may be included with a warning.
  - C. They may be summarized for awareness.
  - D. They are acceptable in limited contexts.
- 3. For a Special Content Result Block, you only need to evaluate the content inside the block and nothing else.**
  - A. False
  - B. True
  - C. Not sure
  - D. It depends
- 4. When there is disagreement between what the website says about itself and what reputable independent sources say about the website, what should you trust?**
  - A. The website
  - B. Public opinions
  - C. The advertisers
  - D. Independent sources
- 5. How should you rate a product review page with numerous fake reviews?**
  - A. High quality.
  - B. Low quality; evidence of manipulation and unreliability.
  - C. Medium quality.
  - D. Not relevant.

- 6. Which option best describes a query that asks a specific question about the problem or topic the keyword refers to?**
- A. Request Additional Information
  - B. Specific Product Intent
  - C. Specific Product Information
  - D. Specific Location
- 7. Explicit-location queries can include a bracketed city and a language tag.**
- A. They always include a city and a language tag.
  - B. They can include a bracketed city and a language tag.
  - C. They never include language tags.
  - D. They include only country codes.
- 8. All queries with a user location have both visit-in-person and non-visit-in-person intent.**
- A. True
  - B. It can have only one of them
  - C. False
  - D. Only if location is exact
- 9. Why is it important to follow guidelines consistently to ensure fairness across queries and users?**
- A. It helps you finish the task faster.
  - B. It makes results look uniform but reduces accuracy.
  - C. It allows you to cherry-pick favorable results.
  - D. It ensures reliability and uniform judgments across queries and users.
- 10. Which feature is least indicative of a high-quality shopping result?**
- A. Transparent return policy
  - B. Genuine reviews
  - C. Reputable seller
  - D. Outdated price information

## **Answers**

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1. C
2. A
3. A
4. D
5. B
6. A
7. B
8. C
9. D
10. D

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## **Explanations**

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**1. Which term describes the intent for a user looking for a particular company's product or retailer?**

- A. Product Subtype
- B. Specific Product Information
- C. Specific Brand**
- D. Additional Aspect

*The main idea here is recognizing when a user's goal is to find products from a specific brand or to reach that brand's retailer. This intent is best described by Specific Brand, because it signals the user is targeting a named company and wants items from that brand or to visit its official store. For example, a search like "Sony headphones" or "Nike store" shows brand-focused intent rather than just looking for generic products or information. Product Subtype would indicate a broad category like headphones in general, without naming a brand. Specific Product Information would be about details of a product rather than locating the brand or retailer. Additional Aspect is too vague to convey a brand-specific goal.*

**2. How should dangerous or illegal instructions be treated in results?**

- A. Not Appropriate; banned by policy and should be avoided or reported.**
- B. They may be included with a warning.
- C. They may be summarized for awareness.
- D. They are acceptable in limited contexts.

*The main idea is to keep results safe by not including dangerous or illegal instructions at all. Sharing or even hinting at actionable steps can put people at risk, encourage wrongdoing, or violate policy. The right approach is to refuse and remove such content, and, when possible, report it to the appropriate platform or authorities. Instead, offer safe alternatives: general safety principles, legal and ethical considerations, or guidance that points users toward lawful, harmless information without revealing any how-to details. Including with a warning still leaves the harmful content accessible or learnable, and summarizing it can inadvertently repeat or condense the dangerous steps. Accepting it in any context implies that some level of risk is permissible, which isn't appropriate.*

**3. For a Special Content Result Block, you only need to evaluate the content inside the block and nothing else.**

- A. False**
- B. True
- C. Not sure
- D. It depends

*Evaluating a Special Content Result Block requires looking beyond just the words inside the block. The surrounding signals—such as whether the result is labeled as an ad or sponsored content, the credibility of the source, date accuracy, and how the snippet aligns with the full article—play a crucial role in judging usefulness and trustworthiness. If you only consider the inside-the-block content, you might miss potential biases, outdated information, or misrepresentation that the context reveals. For example, a block might quote a claim but the linked page or source could be unreliable, or the snippet might omit important caveats that appear in the full article. By weighing both the internal text and these external cues, you get a more accurate sense of relevance and reliability.*

**4. When there is disagreement between what the website says about itself and what reputable independent sources say about the website, what should you trust?**

- A. The website
- B. Public opinions
- C. The advertisers
- D. Independent sources**

*When evaluating credibility, external verification matters more than a site's own claims. A website has incentives to present itself in the best possible light, so its statements can be biased or selective. Independent, reputable sources assess claims with evidence, follow documented methods, and cite their data, making their evaluations more objective. If those independent sources say something different from what the site claims about itself, trust the independent sources. They're not driven by the site's interests and are more likely to reflect verifiable facts or findings. Public opinions and advertisers can be biased or uninformed, so they're less reliable for determining factual accuracy.*

**5. How should you rate a product review page with numerous fake reviews?**

- A. High quality.
- B. Low quality; evidence of manipulation and unreliability.**
- C. Medium quality.
- D. Not relevant.

*Evaluating credibility and reliability of user-generated reviews. When a product page is populated with numerous fake reviews, the information on that page cannot be trusted to reflect real user experiences. The manipulation behind these fake reviews distorts perception, making it hard to gauge true quality, pros, and cons of the product. Because trust is essential for helpful reviews, a page rife with fakes fails to provide reliable guidance, so it should be rated as low quality. Indicators that signal manipulation include repetitive or generic praise, identical phrases across multiple reviews, accounts with little or no history posting in rapid succession, and sudden bursts of highly positive or highly negative feedback around product launches. These red flags undermine authenticity and usefulness, which is why the overall quality is considered low.*

**6. Which option best describes a query that asks a specific question about the problem or topic the keyword refers to?**

- A. Request Additional Information**
- B. Specific Product Intent
- C. Specific Product Information
- D. Specific Location

*When a query targets a specific question about the problem or topic behind the keyword, the user is seeking clarification or more detail about that topic. That's exactly what "Request Additional Information" represents: asking for extra data or context to understand the issue better. It's not about buying a product, describing product features, or pinpointing a location, which would fit the other intents. For example, asking "What does this term mean in this context?" or "What parameter applies to this topic?" is a request for further information about the topic itself.*

**7. Explicit-location queries can include a bracketed city and a language tag.**

- A. They always include a city and a language tag.
- B. They can include a bracketed city and a language tag.**
- C. They never include language tags.
- D. They include only country codes.

*Explicit-location queries are designed to carry location information directly in the text. A bracketed city shows exactly where the results should be focused, and a language tag tells the system which language to use for the results. Because these elements are optional tools for refining the query, it's correct to say they can include a bracketed city and a language tag. You might see something like [Toronto] en-CA to fetch results rooted in Toronto in Canadian English, or you might see only one of those elements depending on what the query caller wants. The other statements are too rigid: some queries won't include a city, or won't include a language tag, and some responses rely on country codes instead of a full city name.*

**8. All queries with a user location have both visit-in-person and non-visit-in-person intent.**

- A. True
- B. It can have only one of them
- C. False**
- D. Only if location is exact

*Having a user location in a query does not automatically mean both visit-in-person and non-visit-in-person intents are present. Location can help indicate a possible in-person action, such as wanting directions or hours to a nearby place, but it can also align with non-visit actions like online checkout, delivery, or remote information. Many queries with a location aim at one clear goal—either visiting in person or handling something online—while others are ambiguous or neutral. Because of this, the statement that every location-bearing query has both intents is not correct.*

**9. Why is it important to follow guidelines consistently to ensure fairness across queries and users?**

- A. It helps you finish the task faster.
- B. It makes results look uniform but reduces accuracy.
- C. It allows you to cherry-pick favorable results.
- D. It ensures reliability and uniform judgments across queries and users.**

*Consistency in following guidelines is essential because they provide a shared standard that every evaluator uses. When the same rules are applied to every query, judgments become predictable and comparable, which is reliability. This also keeps evaluations fair across different users and different questions since no one can bend the rules or tailor the outcome to a specific situation. The result is uniform, trustworthy judgments that different people would reach in similar cases. In practice, adhering to guidelines reduces subjective variation and increases agreement among raters. That trust is what makes the process fair for everyone, since every query is judged by the same criteria. Speed or superficial uniformity might tempt shortcuts, but they don't guarantee fairness or accuracy; cherry-picking results or applying rules inconsistently would undermine reliability and erode trust in the system.*

**10. Which feature is least indicative of a high-quality shopping result?**

- A. Transparent return policy
- B. Genuine reviews
- C. Reputable seller
- D. Outdated price information**

*High-quality shopping results are signaled by trust and up-to-date information. A transparent return policy reduces risk and shows the seller stands behind the product. Genuine reviews help you gauge real buyer experiences, boosting confidence in the purchase. A reputable seller indicates reliability in fulfillment and customer service. In contrast, outdated price information doesn't reflect current value or the reliability of the listing; prices can change, and stale data can mislead you about what you'd actually pay. It doesn't speak to the trustworthiness of the seller or the accuracy of other details, so it's the least indicative of a high-quality result.*

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## Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).

Or visit your dedicated course page for more study tools and resources:

<https://telusinternationalrater.examzify.com>

We wish you the very best on your exam journey. You've got this!

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