



Canadian Construction
Association
Gold Seal Certification

Gold Seal exam support document



INSTRUCTIONS

- Please review this document carefully **a few days before your exam.**
- Ensure that you have **all the outlined requirements.** If your computer or browser requires an update, **please update 1 - 2 days before your exam.**
- While you will not be able to log into the exam before the scheduled exam start time, you will be able to judge whether your system may have issues with the platform by doing the sample questions. The links to the sample questions are on the [Gold Seal exam page](#).
 - Note that the sample questions feature functionality not available in the exam. You will **not** be able to navigate back and forward or see a review of your answers in the actual exam.
- **Reminder for the exam day:**
 - **Only log in at NOON**
 - Login: Cut and paste username and password, making sure there are **no spaces included.**
 - The exam will only be available **a few minutes before the scheduled exam time.** **Please wait for your exam to appear.**
 - If it is past the exam start time and you do not see the exam, refresh your browser. If this does not work, go to the search bar on the exam platform dashboard and “delete/backspace” the invisible text caused by the browser’s auto filling feature.
 - If your screen is frozen, close the browser and try another. Your progress will be saved.
 - If you have not started your exam by 12:30pm, you will not be able to write. You will be required to submit an exam re-write registration form with payment (\$125 plus tax).

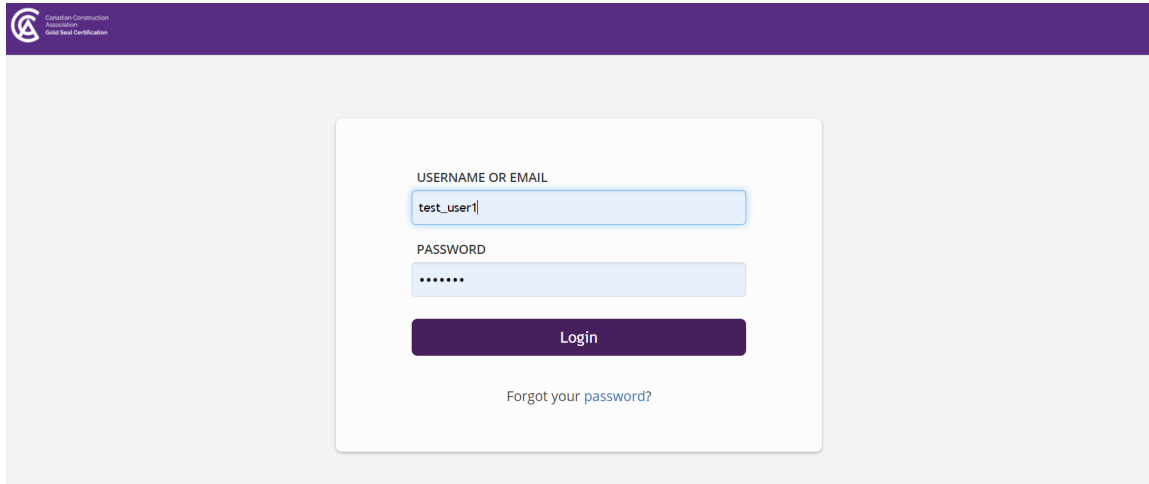
TECHNICAL REQUIREMENTS

- **Wi-Fi:** reliable internet connectivity.
- **Browser:** Up-to-date version of Chrome, Internet Explorer, Firefox, Safari, or Edge.
 - [How to update my browser](#)
 - **Note:** Safari is supposed to be supported but some exam writers have experienced some interruption issues.
- **Monitor:** 11” or larger laptop or tablet (phones not recommended).
- **Physical keyboard** (on-screen keyboards not recommended).
- **Mouse, touchpad or trackball** (touchscreen monitors not recommended).
- Use of a **non-programmable calculator** is permitted.

EXAM PLATFORM

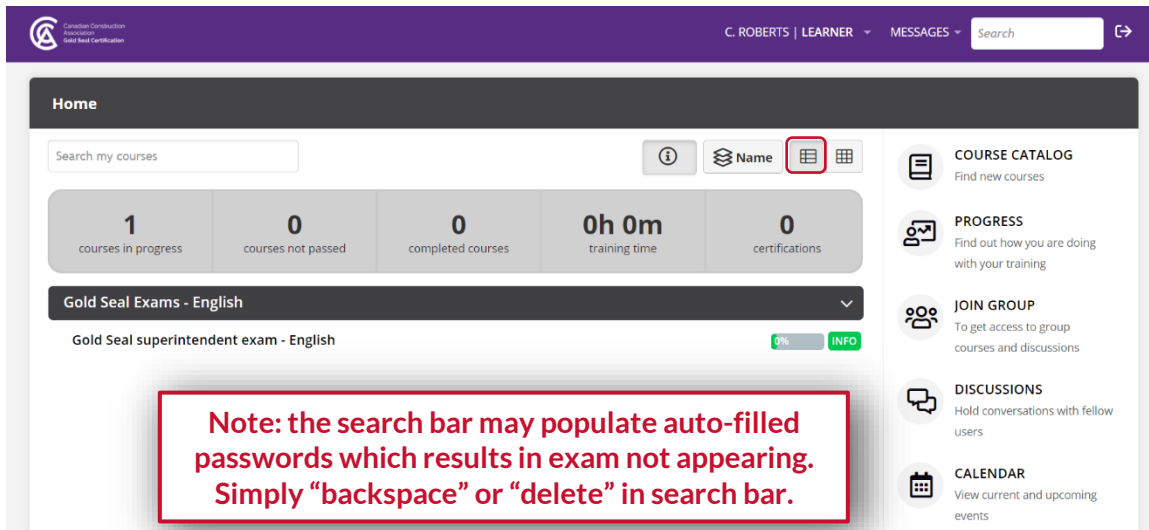
- **Exam platform URL:** <https://construction.talentlms.com/>
- **Login & password:** Provided in the exam details email sent the week of the exam.
- **Multiple choice questions** have round radio buttons – you must select one answer.
 - Some multiple-choice questions will have scenarios (3-4 paragraphs) or fill in the blanks.
- **“Select all that apply” questions** have square buttons – you can select more than one answer. When you come to these questions “select all that apply” will be **bolded.**
- **Randomized questions and answers:** randomized means “all of the above” may appear in any position.
- You must select an answer before you can move on to the next question. **You will not be able to go back to previously answered questions.**
- Review the screen shots below to give you a sense of what the platform looks like.

1. Login



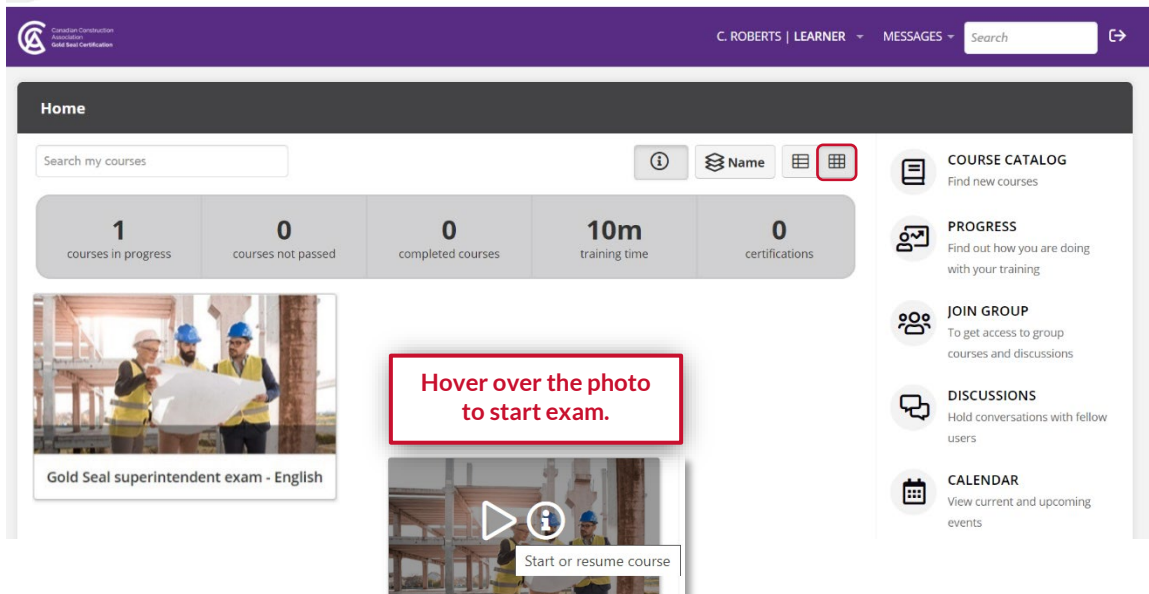
The login form is centered on a light gray background. It features a purple header with the Canadian Construction Association Gold Seal Certification logo. The form itself is a white box with a purple border. It contains two input fields: 'USERNAME OR EMAIL' with the text 'test_user|' and 'PASSWORD' with six dots. Below the fields is a purple 'Login' button and a link for 'Forgot your password?'.

2. Dashboard upon login view #1 (exam assigned to you will appear here)



This dashboard view shows a search bar at the top with the text 'Search my courses'. Below it are five summary cards: '1 courses in progress', '0 courses not passed', '0 completed courses', '0h 0m training time', and '0 certifications'. A dropdown menu is open for 'Gold Seal Exams - English', showing 'Gold Seal superintendent exam - English' with a 0% progress bar and an 'INFO' button. A red-bordered box contains the text: 'Note: the search bar may populate auto-filled passwords which results in exam not appearing. Simply "backspace" or "delete" in search bar.' The right sidebar includes links for 'COURSE CATALOG', 'PROGRESS', 'JOIN GROUP', 'DISCUSSIONS', and 'CALENDAR'.

Dashboard upon login view #2



This dashboard view is similar to the first, but the search bar is empty. The summary cards show '1 courses in progress', '0 courses not passed', '0 completed courses', '10m training time', and '0 certifications'. A photo of three construction workers is displayed with the caption 'Gold Seal superintendent exam - English'. A red-bordered box says 'Hover over the photo to start exam.' Below the photo is a video player with a play button and an 'i' icon, with the text 'Start or resume course' below it. The right sidebar is the same as in the first screenshot.

3. After clicking “play” button the introduction screen appears.

Gold Seal construction safety practitioner ex... CSP EXAM INTRODUCTION > EDIT ADD > MORE >

Welcome to the safety practitioner Gold Seal exam!

The exam includes # questions, and you will have # hours to complete it. The exam features randomized questions and answers. Ensure you are selecting the best answer and are taking the appropriate time to answer your questions before continuing, as you will not be able to go back to change them. It is important to answer the questions from the perspective of the exam designation.

The exam begins with acknowledging the rules and a mandatory survey about your main discipline, which will be used to monitor exam quality.

You will receive your exam results immediately after completion. Note that all exam questions and answers are the property of the Canadian Construction Association.

For your reference, we have included a link to the exam support document, as well as a link to an exam glossary.

Click "complete and continue" to continue to the exam agreement.

Good luck!

Complete and continue

4. After clicking “Complete and continue”, the exam rules agreement appears. Read carefully, and click “Complete and continue”, to move on to the exam.

Gold Seal project manager exam - En... < GOLD SEAL EXAM RULES AGREEMENT > EDIT ADD > MORE >

Gold Seal Certification exam rules

Please review the following rules and click “Complete and continue” to accept. All candidates partaking in the exam must comply with these rules.

1. **Identification:** I attest that I applied for Gold Seal Certification. Other people cannot write the exam in the applicant’s name.
2. **Independent work:** I understand that exam writers are not allowed to consult anyone during the exam or to copy or share the exam questions or answers. I understand that once I submit an answer, I cannot go back to change it.
3. **Intellectual property:** I recognize that all exam questions and answers are the property of the Canadian Construction Association. I will not copy or share exam questions or answers in any way.
4. **Location:** I have chosen a place where I can write the exam uninterrupted (home or office) and where I have access to reliable internet service.
5. **Personal belongings:** I have put away all personal materials such as books, phones, etc. I recognize that I am not allowed to use any external material for this exam or search the internet. I am

Complete and continue

5. The next screen will appear “start test”.

The screenshot shows the 'Start test' screen for the 'Gold Seal project manager exam - English'. At the top, there is a purple header with the exam title and navigation options: a back arrow, 'GOLD SEAL PROJECT MANAGER EXAM...', 'EDIT', 'ADD', and 'MORE'. The main content area features a central graphic with a lightbulb, gears, and a checklist, with letters 'A' and 'B' in blue and purple circles. Below the graphic, the text reads: 'Click "start test" to begin your exam. Good luck!'. Underneath, it says: 'The test contains .# questions' and 'You have .# minutes to complete it'. At the bottom center, there is a button labeled 'Start test' which is highlighted with a red rectangular box.

6. How the questions will appear – multiple choice round radio buttons

The screenshot shows a question in the 'Gold Seal superintendent exam - English'. The question text is: 'A few minutes after a private tender closing, a low price from a sub-contractor was received. When can the price be accepted?'. There are four radio button options:

- Never, prices received after closing must be rejected
- Only if the sub-contractor tried to send the tender before closing time
- When the other bidders are over budget
- Only if the sub-contractor is on the owners preferred list of sub-contractors

Below the options is a 'Submit answer' button. To the right of the question, it says 'Question 1 of' followed by a red arrow pointing to a red-bordered box containing the text 'Total # of questions will appear here'. At the bottom left, a red-bordered box contains a timer: '3h 19m 41s remaining', with a red arrow pointing to it from a red-bordered box containing the text: 'Note that there is a timer that tells you how many minutes you have left. EXAMPLE ONLY - The time allocated for your exam varies depending on the designation. Some exams have a different number of questions, therefore different durations.'

7. All questions must be answered before moving on to the next one. If you do not answer a question and press submit, you will see “empty answer, please try again”. You will not be able to go back to previous questions.

The screenshot shows the 'Empty answer, please try again' screen for the 'Gold Seal project manager exam - English'. The header is the same as in the previous screenshot. The question text is: 'A few minutes after a private tender closing, a low price from a sub-contractor was received. When can the price be accepted?'. There are four radio button options:

- Never, prices received after closing must be rejected
- Only if the sub-contractor tried to send the tender before closing time
- When the other bidders are over budget
- Only if the sub-contractor is on the owners preferred list of sub-contractors

At the bottom left, a red-bordered box contains the text: 'Empty answer, please try again'. At the bottom right, it says 'Question 122 of'.

8. How the questions will appear – “select all that apply”-type questions have square buttons

Gold Seal project manager exam - English

GOLD SEAL PROJECT MANAGER EXAM... EDIT ADD MORE

A few minutes after a private tender closing, a low price from a subcontractor was received. When can the price be accepted? **Select all that apply.**

- Never, prices received after closing must be rejected
- Only if the sub-contractor tried to send the tender before closing time
- When the other bidders are over budget
- Only if the sub-contractor is on the owners preferred list of sub-contractors

Submit answer

Question 121 of

1h 57m 13s remaining

9. If you run out of time, you will see “time’s up”. The system will then close your exam and bring you back to the main page.

Gold Seal superintendent exam - English

GOLD SEAL SUPERINTENDENT EXAM - ENGLISH MORE

A few minutes after a private tender closing, a low price from a sub-contractor was received. When can the price be accepted?

- Never, prices received after closing must be rejected
- Only if the sub-contractor tried to send the tender before closing time
- When the other bidders are over budget
- Only if the sub-contractor is on the owners preferred list of sub-contractors

Submit answer


Question 122 of

Time's up!

10. When you complete your exam, this screen will appear with your results. You can then log out or close the browser. You will also receive an official email the following week.

Gold Seal construction safety practitioner ex... GOLD SEAL CONSTRUCTION SAFETY ... EDIT ADD MORE

Course info
Back to course
Log out



You completed this test on *13/04/2022, 09:49*
Your score is %

Congratulations! You passed the exam and are now Gold Seal Certified!

You will receive an email from the Gold Seal team including your official results, information on your official printed certificate, and a request for confirmation of your address.

We are also pleased to offer you your own digital badge and e-certificate. You will receive a separate email with a link for you to claim your digital badge with instructions on how it can be accessed. This email is not spam and is safe to open.

Following the exam, you will receive an email with a link to a survey about your Gold Seal exam experience. Please complete the survey by April 25, at noon Eastern.

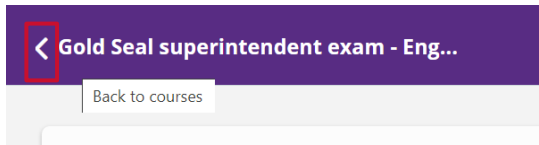
You can now log out.

Thank you.

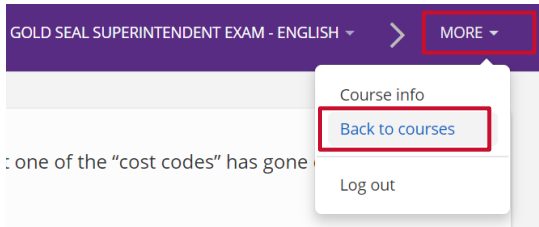
Passed ▲

TROUBLESHOOTING

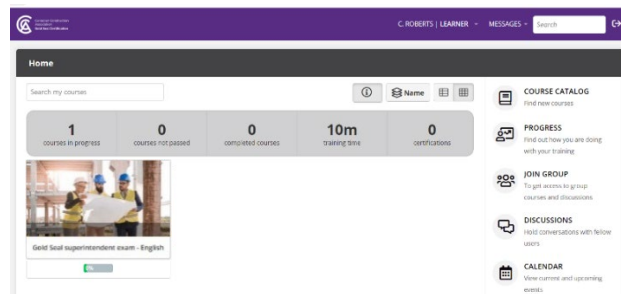
1. If there is processing error (page loading for more than a few seconds), go back to the main page by clicking the arrow on the top left of the page next to the exam title:



Or by hovering over/clicking “MORE”, then selecting “Back to courses”:



This will bring you back to the main page



2. If the processing error continues, you can try to log out of the exam and log back in.



3. If a “503 error” is encountered, try refreshing the page.
4. If this doesn't work, restart the browser and log back into the exam: <https://construction.talentlms.com/>.
5. If you are still having issues, check your internet connection. Can you access other pages? If not, restart your computer and/or router.
6. If you continue to have issues, or for any other problems:
 - Contact us only by email at goldseal@cca-acc.com.
 - **Do not contact us by phone** or your call may go to voicemail and will not be addressed in sequence.
 - Include your name, a description of your issue, the browser you're using and phone number.
 - Support requests will be processed in sequence and distributed among team members.
 - Once your issue has been addressed by one of our staff, please confirm by return email that your issue was resolved.