



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 5 minutes ahead of the scheduled start time.
 - Cut and paste username and password, making sure there are **no spaces included.**
 - The exam will only be available **5-10 minutes before the scheduled exam time.** Please wait for your exam to appear.
 - If you do not see your exam appear after 10 minutes of logging in, please go to the search bar and “delete/backspace”.
 - If your screen is frozen, close the browser and try another. Your progress will be saved.

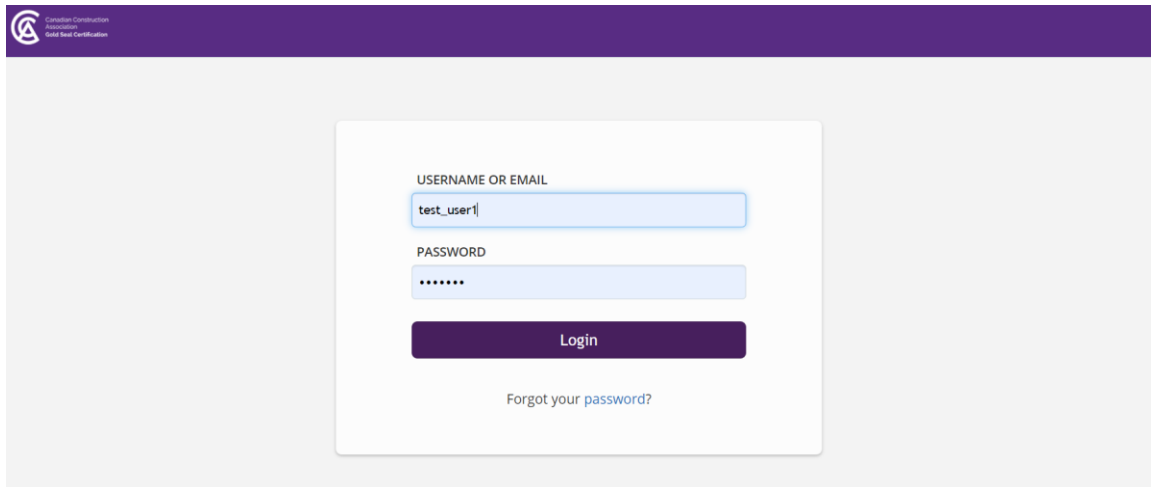
TECHNICAL REQUIREMENTS

- **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 October exam writers 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.

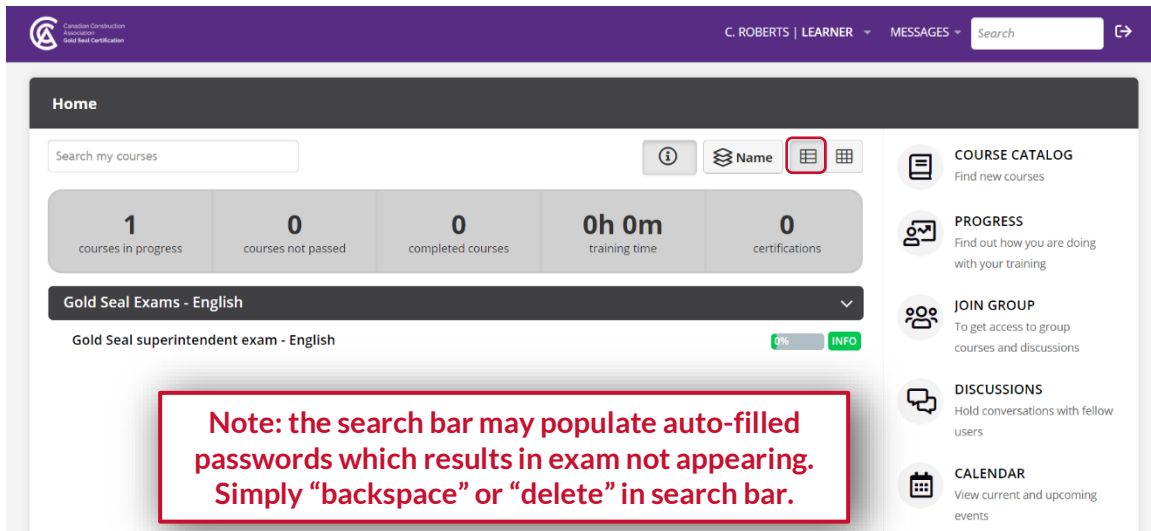
EXAM PLATFORM

- Exam platform URL: <https://construction.talentlms.com/>
- Login & password: Provided in the exam details email the week of the exam. You will be added to the exam only minutes before the exam.
- Multiple choice questions have round radio buttons – you must select one answer.
- “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.**
- 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.

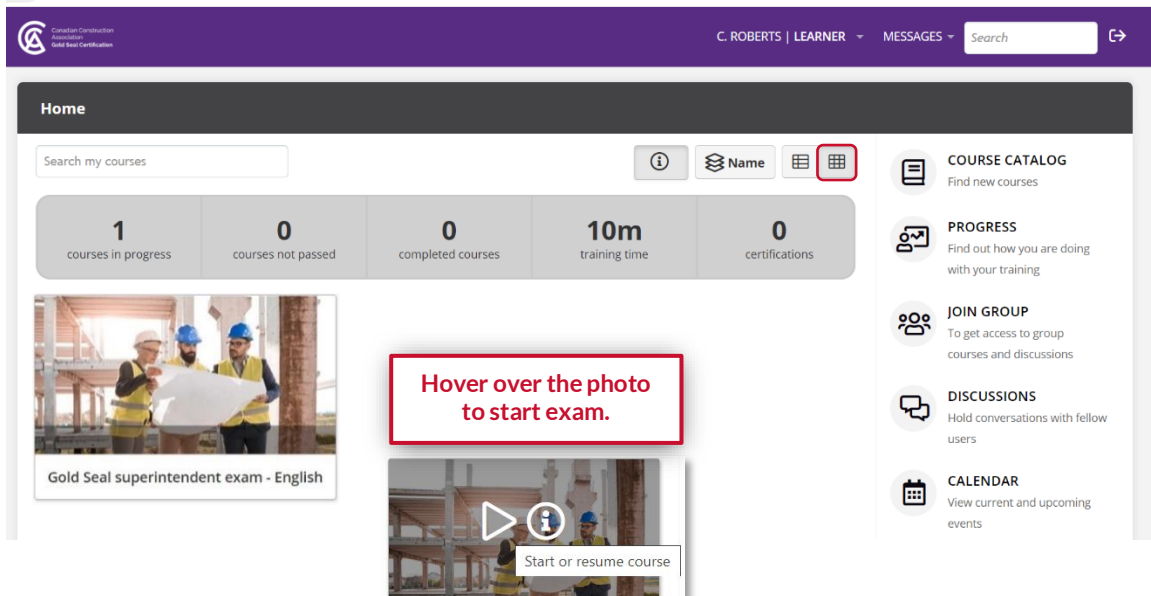
1. Login



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



Dashboard upon login view #2



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

The time allocated for your exam varies depending on the designation. Some exams have a different number of questions, therefore different durations.

Gold Seal project manager exam - English

PROJECT MANAGER EXAM INTRODUCT... > EDIT ADD MORE

Welcome to the project manager Gold Seal Certification exam!

The exam includes # questions, and you will have # hours to complete it. The exam features randomized questions and answers. Please make sure you are taking the appropriate time to answer your questions before continuing, as you will not be able to go back to change them. You will receive your exam results by email within 2 weeks. 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 technical support document](#), as well as a [link to an abbreviations glossary](#).

Click "complete" 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.

- Identification:** I attest that I applied for Gold Seal Certification. Other people cannot write the exam in the applicant’s name.
- 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.
- 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.
- 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.
- 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”.

Gold Seal project manager exam - English

GOLD SEAL PROJECT MANAGER EXAM... EDIT ADD MORE

Click "start test" to begin your exam. Good luck!

The test contains # questions
You have # minutes to complete it

Start test

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

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

3h 19m 41s remaining

Question 1 of

Total # of questions will appear here

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.

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 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

Empty answer, please try again

Question 1 of

2h 28m 5s remaining

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

The screenshot shows a question titled "Gold Seal project manager exam - English". The question text is: "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." There are four options, each with a square checkbox: "Never, prices received after closing must be rejected" (checked), "Only if the sub-contractor tried to send the tender before closing time" (unchecked), "When the other bidders are over budget" (checked), and "Only if the sub-contractor is on the owners preferred list of sub-contractors" (checked). A "Submit answer" button is at the bottom left, and "Question 121 of" is at the bottom right. A timer at the bottom left shows "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.

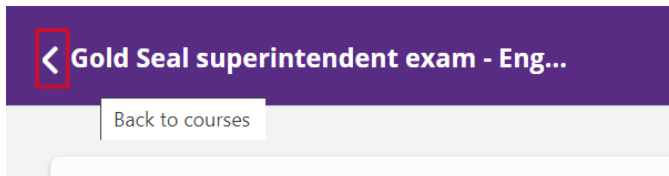
The screenshot shows a question titled "Gold Seal superintendent exam - English". The question text is: "A few minutes after a private tender closing, a low price from a sub-contractor was received. When can the price be accepted?" There are four options, each with a radio button: "Never, prices received 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", and "Only if the sub-contractor is on the owners preferred list of sub-contractors". A "Submit answer" button is at the bottom left, and "Question 122 of" is at the bottom right. A red box highlights the text "Time's up!" at the bottom left of the question area.

10. When you complete your exam, a confirmation statement will appear with a link to a feedback survey. You can then log out.

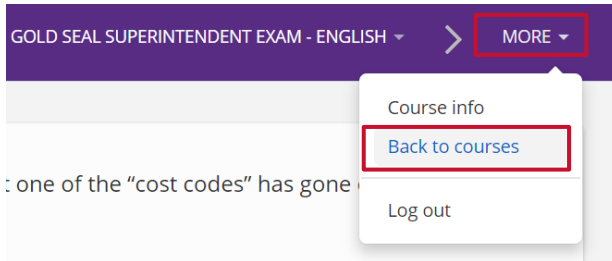
The screenshot shows a confirmation screen titled "Gold Seal project manager exam - English". The main text says: "You completed this test on 16/10/2020, 13:29". Below this, a green box contains the text: "Congratulations on completing the exam! You will receive your exam results by email within 2 weeks. Before you go, please take a moment to fill out our feedback survey. Thank you!". A "Log out" button is highlighted with a red box in the top right corner. At the bottom center, there is a "Completed" button with an upward arrow.

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:

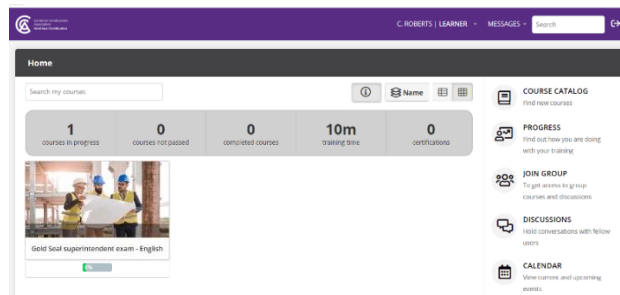


Or by hovering over/clicking “MORE”, then selecting “Back to courses”:



one of the “cost codes” has gone

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 and phone number.** If required, we will provide you with a Zoom link to view your screen to support your request.
 - **Support requests will be processed in sequence** and distributed among team members.