



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.

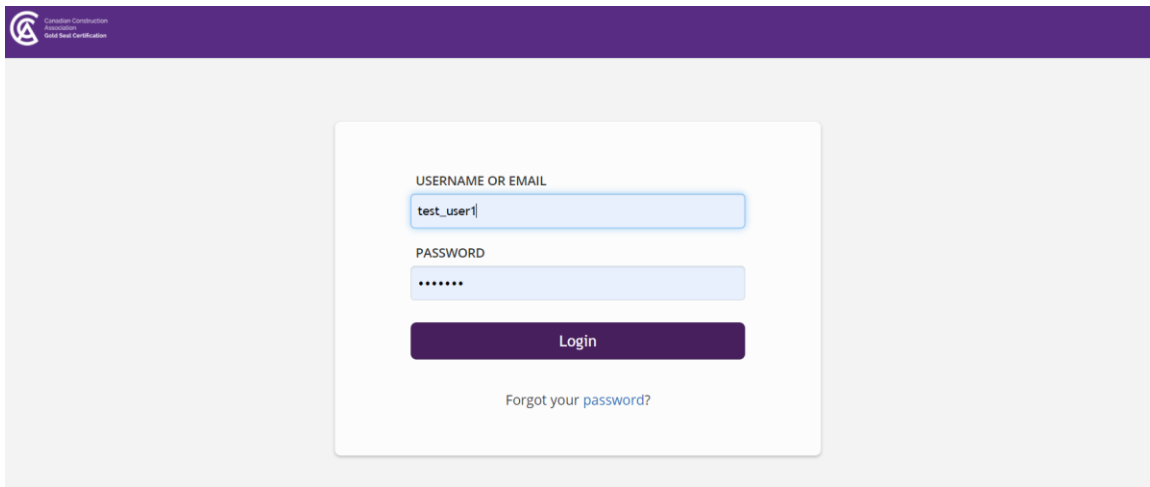
## TECHNICAL REQUIREMENTS

- **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.

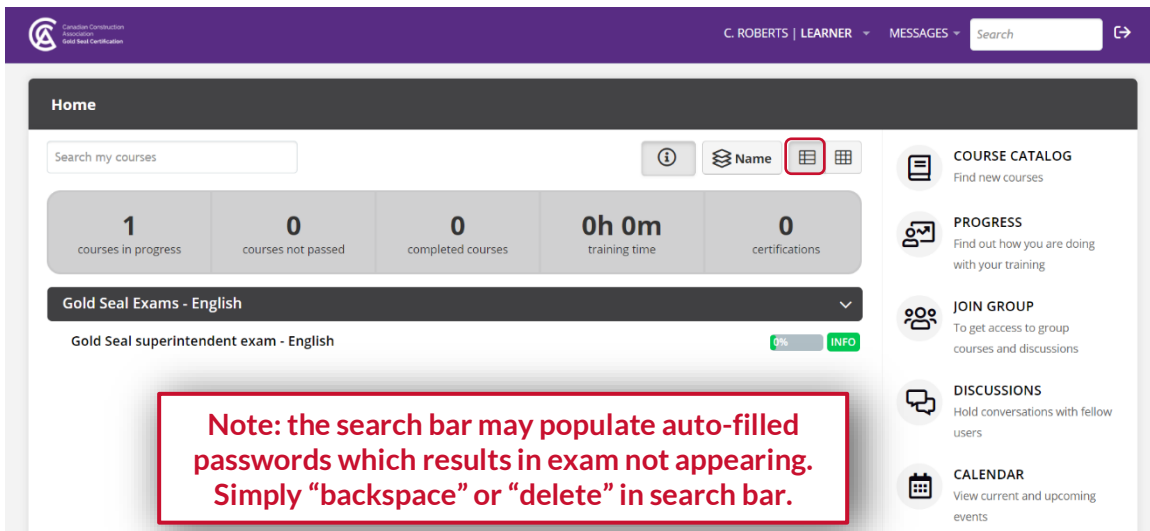
## EXAM PLATFORM

- 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.

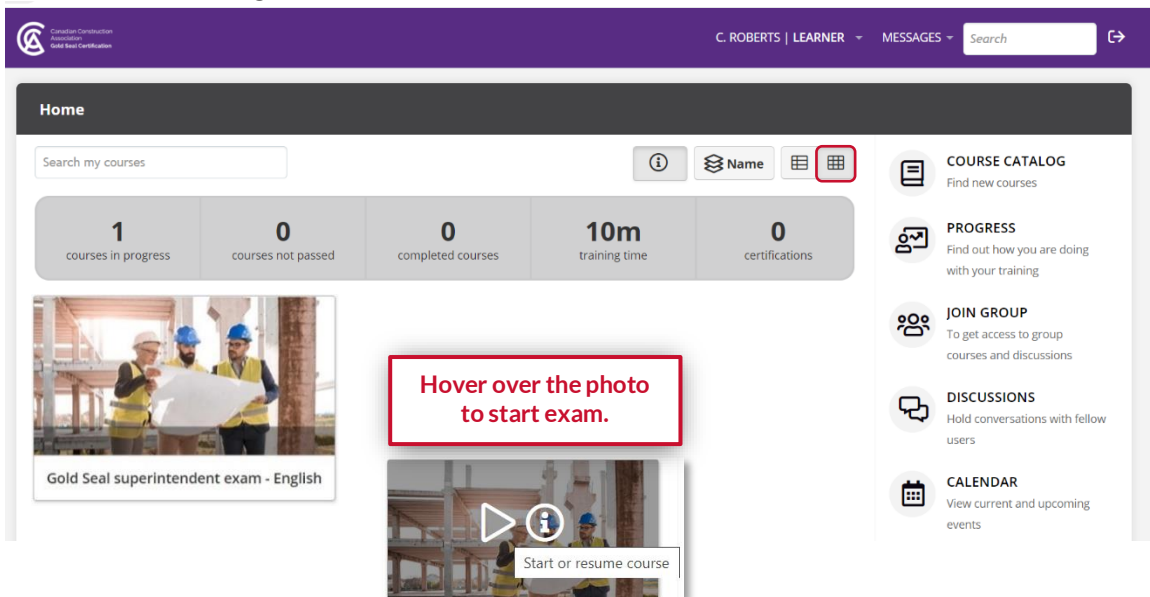
# 1. Login



## 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.

The screenshot shows the introduction screen for the Gold Seal project manager exam. The header is purple with the text "Gold Seal project manager exam - English" on the left and "PROJECT MANAGER EXAM INTRODUCT..." on the right. The main content area is light gray and contains the following text: "Welcome to the project manager Gold Seal Certification exam!". Below this, it states: "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." It then says: "For your reference, we have included a link to the technical support document, as well as a link to an abbreviations glossary." and "Click 'complete' to continue to the exam agreement." At the bottom, it says "Good luck!" and has a button labeled "Complete and continue". A red box on the left contains a note about exam time and questions, with an arrow pointing to the "# questions" and "# hours" in the text.

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

The screenshot shows the exam rules agreement screen. The header is purple with the text "Gold Seal project manager exam - En..." on the left and "GOLD SEAL EXAM RULES AGREEMENT" on the right. The main content area is light gray and contains the following text: "Gold Seal Certification exam rules". Below this, it says: "Please review the following rules and click 'Complete and continue' to accept. All candidates partaking in the exam must comply with these rules." There are five numbered 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. At the bottom, there is a button labeled "Complete and continue" which is highlighted with a red box.

## 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 122 of

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

The screenshot shows a question interface for a Gold Seal project manager exam. 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 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.

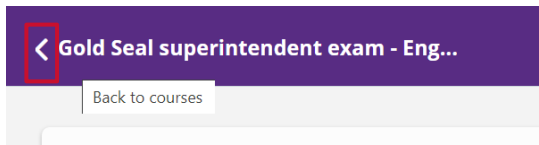
The screenshot shows a question interface for a Gold Seal superintendent exam. The question text is: "A few minutes after a private tender closing, a low price from a sub-contractor was received. When can the price be accepted?" There are four radio button options: "Never, prices received after closing must be rejected", "Only if the sub-contractor tried to send the tender before closing time", "When the other bidders are over budget", 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.

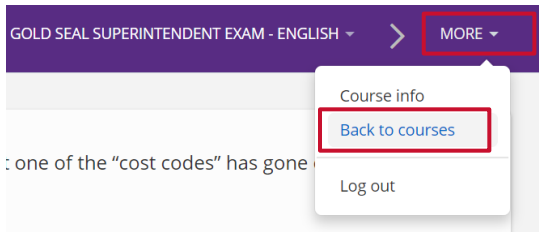
The screenshot shows a confirmation message after completing an exam. The text says: "You completed this test on 16/10/2020, 13:29". Below this, a green box contains the text: "Congratulations on completing the exam! You will receive your exam results by email within 2 weeks. Before you go, please take a moment to fill out our feedback survey. Thank you!". A dropdown menu is open in the top right corner, showing "Course info", "Back to course", and "Log out" (highlighted with a red box). At the bottom center, there is a "Completed" button with an upward arrow.

## TROUBLESHOOTING

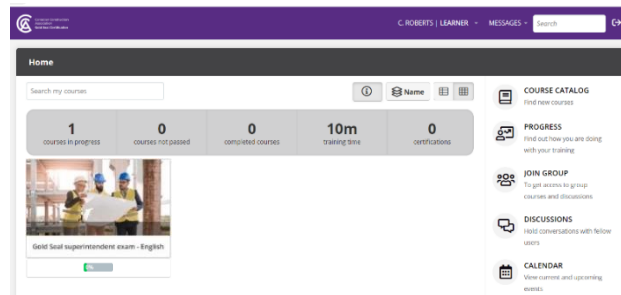
1. If there is processing error (page loading for more than a few seconds), go back to the main page by clicking the arrow on the top left of the page next to the exam title:



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



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](mailto: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.**