

# TSSA Examination: Frequently Asked Questions

Version February 28, 2022

## Where can I find the exam application forms?

The examination application forms can be found under the “**Application forms**” dropdown menu at [Register for an Exam – TSSA](#). Select the program area of interest (for example, Fuels Safety), and download the respective application form.

## How do I schedule/register for an exam?

The examination registration process is outlined under the “**Registration Process**” dropdown menu at [Register for an Exam – TSSA](#).

**Important note:** If you are registering for a Fuels Safety exam and have completed an Accredited Training Program, please review the work instruction found in [Appendix A: Registering/Booking a TSSA Fuels Safety Examination](#). TSSA cannot schedule your exam until we have received a completed “*Application for an Ontario Certificate of Qualification*” that has been completed by your Accredited Training Provider.

## When will I receive a response to be scheduled for an exam?

The current lead time for a response will take approximately **10 business days**. Please do not send multiple emails as your message will be responded to in the order that it was received. Your patience is greatly appreciated.

**Important note:** Exams are scheduled on a first-come, first-served basis, and we cannot guarantee the availability of the requested dates.

## What are the available dates for writing an exam?

The examination schedule can be found via the “2021 Examination Schedule” button at [Register for an Exam – TSSA](#).

**Important note:** If you wish to be scheduled at a location and do not have a preferred date or your preferred dates are full, a radio button has been added to the application forms, as outlined below, for your convenience to book an exam.

*Should the preferred/alternate date be unavailable, I agree to be scheduled for the next available date at: [Select one]*

## I applied for an exam based on the exam availability in the 2021 Examination Schedule; why was I not scheduled for that date?

The published exam schedule represents a point in time and is not automatically updated. Given the current demand, exams are scheduled on a first-come, first-served basis, and we cannot guarantee the availability of the requested dates.

**Important note:** If you wish to be scheduled at a location and do not have a preferred date or your preferred dates are full, a radio button has been added to the application forms, as outlined below, for your convenience to book an exam.

*Should the preferred/alternate date be unavailable, I agree to be scheduled for the next available date at: [Select one]*

## I have an exam scheduled for a Ministry of Labour, Training and Skills Development (MLTSD) exam centre. How do I know if the exam will be cancelled due to the pandemic?

TSSA will contact all candidates via email if there is a cancellation due to COVID-19. Exams scheduled at MLTSD exam centres are subject to the safety protocol and risk assessment of each MLTSD exam centre. It is important to note that TSSA does not influence the capacity in an MLTSD office or if/when exams will be held.

### **How much notice will I be given if my exam has been cancelled due to COVID-19?**

TSSA will contact all candidates via email if there is a cancellation due to COVID-19. We will endeavour to provide as much notice as possible, subject to TSSA receiving timely notification of cancellation from exam centres.

### **What do I do if my exam was cancelled due to COVID-19?**

Please follow all instructions in your exam cancellation email. In summary, we request that you respond to the cancellation request with your preferred or alternate exam date/location, and we will rebook your exam. **Do not contact the exam centre where your exam was cancelled.**

### **Will more dates become available if an exam centre does not have availability?**

At present, the examination availability outlined on the “2021 Examination Schedule” and “2022 Examination Schedule” is current. Should more dates/times become available, the examination schedule will be revised.

### **What happens if my exam prepayment has been declined?**

If TSSA is unable to process the exam prepayment, your examination will be cancelled and you will be removed from the examination schedule. You will be required to submit a new examination application for the next available examination date.

### **When will I receive my exam result?**

The current lead time to issue a multiple-choice exam result is **20 business days**. Please contact TSSA Customer Service at 1-877-682-8772, as the customer service team has access to the up-to-date exam results database.

**Note:** Due to the volume of requests, the examinations team will not respond to email requests for exam results at this point in time.

### **When will I receive an exam mastery report?**

The current lead time to issue an exam mastery report, if you failed your exam, is **8 to 10 weeks** from the exam date.

Note: please check your junk/spam folder, as it is common for emails from TSSA to be filtered by email services (i.e., Gmail, Outlook, etc.).

**Note:** Due to the volume of requests, the examinations team will not respond to email requests for mastery reports at this point in time.

### **Does TSSA provide study materials/guides for my exam?**

No, TSSA does not provide study materials or guides for candidates to prepare for exams.

### **Does TSSA have practice exams that I can use for preparation?**

No, TSSA does not provide practice exams.

### **What are the required code books that I can use for my exam?**

Please review the [TSSA Certification Examination Preparation Guide](#).

### How do I request a receipt for my exam prepayment?

If you are requesting a receipt for an Operating Engineers/Operators or BPV Certificate of Competency exam, please call TSSA Customer Service at 1-877-682-8772.

If you are requesting a receipt for a Fuels Safety or Elevating, Amusement Devices or Ski Lifts exam, please email [certandexams@tssa.org](mailto:certandexams@tssa.org) with your Service Request Number, full name, and exam date.

### I am writing an exam at a special sitting, held by my employer or accredited training provider. Will I receive a formal confirmation of the exam from TSSA?

No, exam candidates are required to confirm exam arrangements with their employer or accredited training provider.

### Are there Proof of Vaccination requirements for TSSA examinations?

As you are aware, TSSA examinations are held in various locations across Ontario. These locations include post-secondary institutions such as private career or community colleges, TSSA Hub City Exam Centres and locations managed by the Ministry of Labour, Training and Skills Development.

At this time, these institutions may be subject to mandatory orders or policies that require proof of vaccination against COVID-19, or proof of a negative COVID-19 test before entering their facilities. As an examination candidate, it is your responsibility to ensure that you are compliant with the policies or mandatory orders where examinations take place.

To ensure compliance in advance of your examination date, TSSA strongly recommends that you contact the institution where you will be taking your examination to determine the requirements. The institutions have the authority to refuse you entry if you are not compliant with their policies or orders, which will lead to the cancellation of your examination.

The following information, provided as of **January 10, 2022**, should be used for guidance only. TSSA is not responsible if the policies change in advance of your examination date.

1. Specific information for each examination location is as follows:

a. Ministry of Labour, Training and Skills Development locations:

- i. Proof of vaccination will not be required at this time
- ii. Candidates will be required to follow all existing public health measures, including the use of masks, physical distancing and capacity restrictions.

b. TSSA Hub City Exam Centres:

- i. Proof of vaccination are mandatory effective January 17, 2022
- ii. Examination candidates attending a TSSA hub city location will be required to provided proof, on the day of examination, that they are:
  1. Fully Vaccinated; or
  2. Have tested negative for COVID-19 by using a rapid-antigen test or PCR test which was taken within 48 hours of their attendance.
- iii. Examination candidates who do not meet the proof of vaccination requirements will not be permitted to attend the examination and will be required to submit a new application/fee for a future examination date/location if unable to meet the requirements.

c. Private Career or Community College Settings (Post-Secondary Institutions):

- i. Please refer to the vaccination policy at the post-secondary institution to learn more about the requirements to be on campus or at an in-person exam setting as each institution must have its vaccination policies in place no later than September 7, 2021.

- ii. Institutions were required to develop and implement a COVID-19 vaccination policy that applies to individuals defined in the Ontario Chief Medical Officer of Health (OCMOH) Instructions — employees, staff, contractors, volunteers, and students — who attend campus.
    - d. TSSA Head Office
      - i. All Contractor, Vendors, Visitors and/or Regulated Parties who attend TSSA premises must provide proof to TSSA by attestation that they are:
        - 1. Fully Vaccinated; or
        - 2. Have tested negative for COVID-19 by using a rapid-antigen test or PCR test which was taken within 48 hours of their attendance.
      - ii. This includes any person who has a scheduled meeting or examination at TSSA. The attestation form can be downloaded [here](#) and should be emailed to [TSSAHR@tssa.org](mailto:TSSAHR@tssa.org) and your examination point of contact at least 24 hours before your scheduled meeting time or expected time of arrival.
2. TSSA continues to evaluate its policies around vaccination and will be releasing further information to candidates as it becomes available.

# TSSA Certification: Frequently Asked Questions

## ELEVATING DEVICES

### How do I apply for an EDM-T (“Elevating Device Mechanic-In-Training”)

The process to apply for an EDM-T is summarized below:

- Attend and complete a Safety Training Workshop conducted by an Accredited Elevating Device Safety Training Provider. Accredited Safety Training Providers are listed in [TSSA's directory](#).
- Submit a completed [Application for an Ontario Certificate of Qualification as an Elevating Devices Mechanic](#) to TSSA with the appropriate prepayment and a **copy** of your safety training certificate of completion.

### How do I apply for an EDM-A, EDM-B, EDM-F, etc.?

Please refer to [“Challenge Certificate Assessment for Elevating Devices Mechanics”](#) for more information on the steps to apply for certification.

### What are the training and practical experience requirements for EDM certification?

Please view the table below:

Table 1: Summary of Certificate Requirements:

CERTIFICATE REQUIREMENTS				
Certificate Classification	In-Class/Theoretical Training	Practical/Demonstrated Skills	Examination	Skills Passport
EDM-A	720 hours	4 years	FV	Required
EDM-B	274 hours	2 years	CV	Required
EDM-C	669 hours	4 years	CV	Required
EDM-CE	633 hours	4 years	CV	Required
EDM-CM	417 hours	4 years	CV	Required
EDM-D	133.5 hours	2 years	CV	Required
EDM-E	376 hours	1 year	CV	Required
EDM-F	118 hours	1 year	CV	Required
EDM-BH	157.25 hours	1 year	CV	Required
EDM-VC	518 hours	2 years	CV	Required

Legend:  
Practical/Demonstrated Skills – 1 year = 2000 hours  
FV – Full Version of Provincial Knowledge Examination  
CV – Class Specific Version of Provincial Knowledge Examination

### Do I need approval to write an Elevating, Amusement Devices or Ski Lifts exam?

Yes, you cannot book an exam until you have a formal approval from TSSA.

### How many attempts do I have when writing an Elevating, Amusement Devices or Ski Lifts exam?

The Regulation allows a maximum of three (3) exam attempts.

### How long is my formal approval to write an exam valid for?

The approval to write an exam is valid for 12 months from the date on the approval letter. Should your approval expire, you will be required to submit a new application and all pre-requisite information to TSSA.

## FUELS SAFETY

### **I received advanced notice of my exam results, when will I receive my Fuels Safety Certificate (e.g., G.3, G.2, OBT-3, OBT-2, PMH, etc.)?**

The current lead time to issue a Fuels Safety Certificate is **8 to 10 weeks** from the exam date.

### **How do I request an extension for a full program practical assessment that has exceeded or will be exceeding 12 months?**

Before the expiry date, please email [certandexams@tssa.org](mailto:certandexams@tssa.org) and request a formal extension for your practical assessment. Please reference your service request number and identify the extenuating circumstances for your request. Extensions will be granted on a case-by-case basis.

Requests for extension received after date of expiry will not be accepted. For example: if your practical assessment expired on June 15, 2021, and you did not contact TSSA before that date, the request will not be accepted.

**Note:** TSSA cannot accept your request until we have received both an “*Application for an Ontario Certificate of Qualification*” that has been completed by your Accredited Training Provider, and, a completed “[Application for Fuels Safety Mechanic Examination](#)” with the applicable prepayment.

### **How do I request an extension for my challenge approval that will be exceeding 12 months?**

Before the expiry date, please contact the Training and Certification Advisor listed on your approval letter to request a formal extension for your practical assessment. Please reference your service request number and identify the extenuating circumstances for your request. Extensions will be granted on a case-by-case basis.

### **How do I book a practical assessment to complete the challenge process?**

Once you have passed your exam and the results have been processed, TSSA will send you an email that provides information on the practical assessment process, including the contact information for a TSSA Training and Certification (T&C) Advisor. Once you receive this email, please contact the T&C advisor to schedule your practical date and location.

### **How do I challenge a higher-level certificate (e.g., G.2, OBT-2, etc.)?**

Please refer to “[Challenge Certificate Assessment for Fuels/Petroleum Mechanic Certification](#)” for more information on the steps to apply for certification.

### **What does it mean to challenge a Fuels Safety certification exam?**

Please review section 7 of the “[Gas and Oil Burner Technician Policies and Procedures](#)” for more information on the challenge process and requirements.

### **How do I achieve a higher-level certificate (e.g., G.2, OBT-2, etc.)?**

Please review section 6 of the “[Gas and Oil Burner Technician Policies and Procedures](#)” for more information on the process.

### **How do I apply to reinstate a certificate?**

Please review section 9 of the “[Gas and Oil Burner Technician Policies and Procedures](#)” for more information on the reinstatement process.

### **How do I apply for labour mobility (i.e., the process to transfer a certificate from one Canadian jurisdiction to another)?**

A certification candidate who holds a matched equivalency from a matched jurisdiction is eligible to apply for certification according to our [Labour Mobility Certification Process for Fuels Safety/Petroleum Mechanics](#).

**Note:** Please follow all form instructions and include your photo identification, matched certificate, and payment.

## **OPERATING ENGINEERS/OPERATORS**

### **How long is my certificate valid for?**

An Operating Engineer/Operator certificate is valid for one (1) year and expires on your date of birth.

### **How long are my passed exams valid for?**

Operating Engineer/Operator exams are valid for a period of five (5) years from the date the exam was written. For example, if an exam was completed on 15-Jan-2020 and resulted in a passing grade, it would be valid until 15-Jan-2025.

### **How do I apply for labour mobility (e.g., the process to transfer a certificate from one Canadian jurisdiction to another)?**

A certification candidate who holds a matched equivalency from a matched jurisdiction is eligible to apply for certification according to our [Labour Mobility Certification Process for Operating Engineers/Operators](#).

**Appendix A: Registering/Booking a TSSA Fuels Safety Examination**

Task Description	Screenshot / Photograph																																										
<p>TASK 1: CONFIRM YOUR ACCREDITED TRAINING PROVIDER HAS SUBMITTED YOUR COMPLETED APPLICATION FOR AN ONTARIO CERTIFICATE OF QUALIFICATION, WITH THE SECTION C COMPLETED (“ACCREDITED TRAINING PROGRAM”)</p> <ul style="list-style-type: none"> <li>Note: you must complete you exam attempts (maximum of 3) within 1-year of program completion otherwise you are not eligible to write an exam.</li> </ul>	<div style="border: 2px solid red; padding: 5px;"> <p><b>C. ACCREDITED TRAINING PROGRAM:</b> To be completed and submitted by the signing authority of the Accredited TSSA Training Provider. This section does <u>not</u> apply for Challenge requests.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">Training Provider ▼</td> <td colspan="2">Address ▼</td> <td colspan="2">Accreditation Number ▼</td> </tr> <tr> <td colspan="2">Program Name ▼</td> <td colspan="2">Program Start Date ▼</td> <td colspan="2">Program Completion Date ▼</td> </tr> <tr> <td colspan="2">Program Hours ▼</td> <td colspan="2">Signing Authority Name ▼</td> <td colspan="2">Signing Authority Phone No. ▼</td> </tr> <tr> <td colspan="2">Signing Authority Email ▼</td> <td colspan="2">Practical Evaluation Completion Date ▼</td> <td colspan="2">Practical Evaluation Mark (%) ▼</td> </tr> <tr> <td colspan="2">Candidate Training Program Attendance (%) ▼</td> <td colspan="2">Training Program Result (%) and Pass / Fail ▼</td> <td colspan="2">Attestation: As the signing authority for the accredited training provider, I certify that the above information is true and correct and the candidate applying for certification has met all requirements to obtain an Ontario Certificate of Qualification ▼</td> </tr> <tr> <td colspan="2"> <input type="checkbox"/> Pass  <input type="checkbox"/> Fail                 </td> <td colspan="2"> <input type="checkbox"/> Yes, all requirements have been met             </td> <td colspan="2"> <input type="checkbox"/> No             </td> </tr> <tr> <td colspan="6">Signature of Signing Authority ▼</td> </tr> </table> </div>	Training Provider ▼		Address ▼		Accreditation Number ▼		Program Name ▼		Program Start Date ▼		Program Completion Date ▼		Program Hours ▼		Signing Authority Name ▼		Signing Authority Phone No. ▼		Signing Authority Email ▼		Practical Evaluation Completion Date ▼		Practical Evaluation Mark (%) ▼		Candidate Training Program Attendance (%) ▼		Training Program Result (%) and Pass / Fail ▼		Attestation: As the signing authority for the accredited training provider, I certify that the above information is true and correct and the candidate applying for certification has met all requirements to obtain an Ontario Certificate of Qualification ▼		<input type="checkbox"/> Pass <input type="checkbox"/> Fail		<input type="checkbox"/> Yes, all requirements have been met		<input type="checkbox"/> No		Signature of Signing Authority ▼					
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<input type="checkbox"/> Pass <input type="checkbox"/> Fail		<input type="checkbox"/> Yes, all requirements have been met		<input type="checkbox"/> No																																							
Signature of Signing Authority ▼																																											

TASK 2: GO TO [www.tssa.org](http://www.tssa.org)

- On the Home Page, navigate to the register for an exam section



TASK 3: DOWNLOAD THE  
“APPLICATION FOR FUELS  
SAFETY MECHANIC  
EXAMINATION”

Registration process +

Application forms -

Complete the required application related to your industry. Each application form includes directions for the examination registration process.

Amusement devices +

Elevating devices +

Ski lifts +

Operating engineers (operators) +

Fuels safety -

Application for Fuels Safety Mechanic Examination

Please note: an examination candidate who is challenging a higher level certification (i.e. G.2, OBT-2, etc.) must have a formal approval issued by the TSSA before they are eligible to request an examination date/time.



## TASK 6: COMPLETE THE APPLICATION FORM

- Complete all sections of the application form
- Section A requires all personal information to create or update your TSSA account

### A. EXAMINATION CANDIDATE INFORMATION:

Note: All information must reflect the information as written on your government issued photo identification.

First Name ▼		Middle Name ▼		Last Name ▼	
Date of Birth ▼ DD - MM - YYYY	Suite/Unit No. ▼	Street No. ▼	Street Name ▼		
City ▼		Province ▼		Postal Code ▼	
Primary Phone ▼		Secondary Phone ▼		Email ▼	
Current Certificate Classification ▼			Current Certificate No. ▼		

For Office Use Only
Date
Account No.
SR No.
Comments

TSSA must be notified of any change of address or contact information.

This form collects personal information for the purpose of administering certification and examination activities authorized by the Technical Standards and Safety Act, 2000, S.O. 2000, c. 16.

- Section B is where you select the exam type you are applying for, be sure to use the selection lists (as applicable)

### B. I AM APPLYING FOR THE FOLLOWING EXAMINATION: Please check (✓) appropriate exam.

<input type="checkbox"/> Crop Dryer Technician (CDT)	<input type="checkbox"/> Liquid Propane Fitter (LP)
<input type="checkbox"/> Domestic Appliance Technician (DA)	<input type="checkbox"/> Oil Burner Activation Technician (OBAT)
<input type="checkbox"/> Gas Pipeline Inspector (GPI)	<input type="checkbox"/> Oil Burner Technician
<input type="checkbox"/> Gas Piping Fitter (GP)	<input type="text" value="Select one"/>
<input type="checkbox"/> Gas Technician	<input type="checkbox"/> Oil Pipe Fitter (OP)
<input type="text" value="Select one"/>	<input type="checkbox"/> Oil Pipeline Inspector (OPI)
<input type="checkbox"/> Gas Utility Technician	<input type="checkbox"/> Petroleum Mechanic
<input type="text" value="Select one"/>	<input type="text" value="Select one"/>
<input type="checkbox"/> Industrial Maintenance Technician (IMT)	<input type="checkbox"/> Recreational Vehicles Technician
<input type="checkbox"/> Internal Combustion Alternate Fuel Technician	<input type="text" value="Select one"/>
<input type="text" value="Select one"/>	<input type="checkbox"/> Refueling Station Installer – Natural Gas (RSI-NG)
<input type="checkbox"/> Internal Combustion Alternate Fuel Technician – Industrial Equipment	<input type="checkbox"/> Refueling Station Service Technician – Natural Gas (RST-NG)
<input type="text" value="Select one"/>	

- Complete the examination date/time for your preferred and alternate date
- Important note:
  - If you wish to be scheduled for the next date/time available, you can select the radio button and location where you would like to be scheduled
  - Selecting this button will guarantee you are scheduled for an exam

### Examination Date/Time: Please complete the required fields.

Preferred Examination Date/Time: _____ (dd-mm-yyyy)	Examination Location: <input type="text" value="Select one"/>
Alternate Examination Date/Time: _____ (dd-mm-yyyy)	Examination Location: <input type="text" value="Select one"/>
<input type="checkbox"/> Should the preferred/alternate date be unavailable, I agree to be scheduled for the next available date at: <input type="text" value="Select one"/>	
Is this a re-write? <input type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> First <input type="checkbox"/> Second <input type="checkbox"/> Other: _____	
Is this a challenge? <input type="checkbox"/> NO (If "NO", include \$190.00 non-refundable) <input type="checkbox"/> YES (If "YES", include \$215.00 non-refundable)	

- Be sure to sign each application page, and submit the applicable fee on the “Payment Authorization” form
- Where TSSA is unable to collect the prepayment for the examination, the candidate will be removed from the exam schedule, and notified to submit a new request



Technical Standards and Safety Authority  
 345 Carlingview Drive  
 Toronto, Ontario M9W 6N9  
 Tel: 416.734.3300  
 Fax: 416.231.7290  
 Customer Service: 1.877.682.8772  
 www.tssa.org

### PAYMENT AUTHORIZATION FORM

Clear Form

Print Form

**For Office Use Only**

SR/Work Order Number:

This form must accompany all applications submitted to TSSA. A separate payment form is required for each application. Please refer to our fee schedule posted on our website [www.tssa.org](http://www.tssa.org). Please pay by cheque, bank draft or money order payable to **Technical Standards and Safety Authority** or by Visa or Mastercard. The HST Registration No: 891131369

Check the appropriate box to indicate your method of payment

Credit Card  
 (complete Section A & B)

Cheque, Bank Draft or Money Order  
 **(payable to Technical Standards and Safety Authority)**  
 (enclosed & complete Section A)  
 Cheque/Bank Draft/Money Order #: \_\_\_\_\_

### TASK 7: EMAIL THE APPLICATION FORM TO TSSA

- Email [certandexams@tssa.org](mailto:certandexams@tssa.org)
- Include in the subject line the following: **Exam Scheduling Request**
- Ensure that you attach the .pdf application form that has been signed and completed in your email to TSSA

To: certandexams@tssa.org

Cc:

Exam Scheduling Request

Hello,

Please find my exam application form to be scheduled for a G.3 exam.

## TASK 8: WAIT FOR A RESPONSE FROM TSSA

- TSSA will respond to your request on a first come, first serve basis. COVID-19 has created a significant demand, and it may take up to 20 days before a response is received.
- Please do not email multiple times or send multiple requests.
- Once an exam is scheduled, an automated notification will be forwarded to your email address

### Re: Examination Confirmation – Notice of Examination Date, Location and Time



5 May 2021

Re: Examination Confirmation – Notice of Examination Date, Location and Time

This will serve as the formal confirmation that you have been scheduled for an examination, as indicated below:

Examination Candidate Name:	
Candidate Email Address:	
Examination Date (MM/DD/YYYY):	
Examination Name:	
Examination Location/Time:	

Please be advised that the non-refundable examination pre-payment will be processed prior to the examination date. If TSSA is unable to collect the pre-payment the scheduled examination will be cancelled, and the candidate will be required to submit a new examination application to TSSA.

345 Carlingview Drive  
Toronto, Ontario M9W 6N9  
Tel: 416.734.3300  
Fax: 416.231.1626  
Toll Free: 1.877.682.8772

[www.tssa.org](http://www.tssa.org)