

Trademark Knowledge Examination: Candidate Guide

The purpose of the *College of Patent Agents and Trademark Agents (CPATA) Trademark Knowledge Examination* is to ensure that test-takers have the foundational knowledge necessary for trademark agent practice.

Examination Content

The exam assesses the trademark-related knowledge concepts specified in [the College of Patent Agents and Trademark Agents Technical Competencies](#) document.

To help candidates study for the exam, CPATA has developed these resources which indicate the percentage of questions for each examination that will focus on a particular area of knowledge, as well as the specific knowledge concepts from [the College of Patent Agents and Trademark Agents Technical Competencies](#) associated with that area. Additional details regarding the content, format, and structure of the examinations can be found in the test specifications. Candidates should review the full test specifications as part of their preparation for the examinations.

[Trademark Knowledge Examination](#)

[TRADEMARK KNOWLEDGE EXAMINATION TEST SPECIFICATIONS](#)

Examination Instructions

Candidates have a maximum of four (4) hours to complete the examination.

It is the candidate's responsibility to ensure that their environment is adequate for testing (see below).

The examination is displayed in the language of choice the candidate selected on the exam registration form.

As this is an individual examination, candidates are strictly forbidden from consulting any other individuals or materials. It is strongly recommended that the candidate isolate themselves to complete the exam.

This exam consists of 135 independent multiple-choice questions with 4 response options, of which up to 10% will be designated as non-scored experimental. (Candidates will not know which items are operational or which are experimental.)

Each question has 4 answer options, only one of which is correct. Multiple-choice questions are electronically scored using a "0" for an incorrect response and a "1" for a correct response.

The timer at the top right corner of the screen in the exam platform will show the remaining test time.

Each question will appear on the screen one at a time. Candidates must read each question and the answer options carefully before making their choice.

Candidates must select 1 correct or best answer for each question. To select the answer, candidates must click on the circle next to their chosen option. The answer will be automatically saved when the candidate moves to the next question.

There is no penalty for incorrect answers, so candidates are encouraged to try to answer all questions.

Candidates can skip questions and return to them later.

Exit Survey: Upon submission of the exam, candidates will be presented with a link to an optional survey that asks about any issues they may have experienced during the exam. To complete the survey, candidates must click on “survey” on the submission page. A new window will open with the survey questions. Once the survey has been submitted, the candidate must close the survey tab and then click on “Close” on the exam submission page.

Exam Aid Translations: A pdf of the French version of the exam is included as an Exam Aid in the exam platform. Candidates can review the French questions and response options using that pdf, if needed, throughout the exam.

Late start: Any time missed due to late start, which was not attributed to a technology issue, will be deducted from the total examination time.

Logistics

The Trademark Knowledge Examination will be electronically administered and remotely proctored by MonitorEDU/Paradigm Testing.

In addition to the information in this guide, candidates must review the set-up Guide to ensure that their testing environment and computer systems meet the requirements.

Live Proctor Check-Ins: During the week before the exam, candidates will be able to connect with a live proctor to test their login and systems. The practice sample exam questions will be available on the platform during this check-in so that candidates can also test the response functionality. The intent of these sessions is to confirm the candidate’s set up and familiarize themselves with the platform, navigation, responding to questions etc. It is NOT a full mock exam experience.

Incident Reports: MonitorEDU uses Google Meets to support their proctoring services. This will allow exam sessions to be recorded. The recordings will be saved with MonitorEDU for finite period of time. If something occurs during the exam that CPATA should be aware of such as illness or

technical issues, candidates must send a request to schedule@monitoredu.com with their name, candidate number and the date of the exam when the incident occurred, to request that they share the exam recording with CPATA for further investigation. These requests must be submitted to MonitorEDU prior to the release of the examination results.

Multiple Monitors: Candidates can only use one monitor but may choose which monitor they use if they have multiple monitors.

Snacks and Water: Candidates may have a drink with them but it must be in a **clear vessel** (clear bottle, cup, glass, etc.) with no labels (i.e. bottles must have labels removed). Candidates may also have snacks but they must be in a clear ziplock style bag so that the proctor can see what is in the bag. Also, candidates must advise the proctor when they are checking in that they would like to have snacks during the exam so they are aware.

Ear Plugs: If candidates wish to wear ear plugs during the exam, they will need to be new foam ones that are still in the package. Candidates must open the package in front of the proctor. Candidates must advise CPATA if they wish to use ear plugs prior to the start of the exam so that the proctors are informed.

Jewellery: To support the integrity of the exam security, candidates will be asked to remove any jewelry before the exam (i.e. earrings, necklace, bracelet etc.).

Email confirmation from MonitorEDU: Candidates will receive an email confirmation from MonitorEDU about a week before the exam that will reiterate the protocol for the exam days and system set up information.

Privacy Policies: MonitorEDU has its privacy policies available in both English and French:

English: <https://monitoredu.com/privacy>

French: <https://monitoredu.com/privacy-fr>

Exam Platform Navigation Instructions

During the examination, candidates will be able to use the software's highlighting, strikethrough, and note-taking tools. Candidates may also flag (bookmark) questions for later review, skip questions, review previously bookmarked or answered questions, and change answers.

Click the **Next** button to move to the next question.

Click the **Previous** button to move to the previous question.

Candidates can flag any number of questions by selecting the question and clicking on the **Bookmark** button.

Select the **Bookmark** button a second time to remove the **Bookmark**.

Candidates can change their answer to any question at any time before submitting the examination by selecting a different answer.

The **Question navigation** area can be shown or minimized by clicking on the orange **Question navigation** tab at the bottom centre of the examination window.

Candidates can use the **Question Review** feature at the bottom right of the examination window to filter questions by **Unattempted, Attempted, or Bookmarked**. Select **Review All** to return to unfiltered navigation.

IMPORTANT NOTE: For questions that contain larger amounts of text, you may find that you are not able to click on the **Next, Previous, and Bookmark** buttons. To activate the buttons (to allow them to be selected) minimize the **Question Navigation** area by clicking on the orange **Question navigation** tab.

Click on the icons in the **Exam Aids** tool bar on the right side of the examination window to access reference material and take notes.

Candidates use their mouse to select any text in the examination to activate the highlight and strikethrough tool. Use this tool to add or remove highlighting and strikethrough in the examination text.

Candidates click on the **Submit** button to submit their answers. A submission confirmation will be displayed along with the link to the exit survey.

If the examination time has elapsed, the system will automatically submit the examination.

Before beginning the examination, candidates must agree to the Candidate Agreement by clicking **Accept**.

Troubleshooting:

In the event of any of the following situations, candidates must get the proctor's attention. This will allow the candidate to communicate with a proctor who will assist them.

If a candidate needs the proctor at all during an exam, they must say their name, raise their hand and wait for the proctor to connect back through audio. Proctors can manage more than one candidate at the same time, so if it takes them a minute to respond, it could be that they are assisting someone else. If they do not respond, the candidate must pick up their phone and wave at the camera or hold their phone so they can see that you need something. Candidates should **not** disconnect from the video chat without talking to the proctor first.

Power outages: A sudden loss of electricity that interrupts the exam delivery or causes candidate's devices to shut down.

If a candidate loses power and the device shuts down, they need to remain calm, if the computer is off then the exam timer is paused. Additionally, the candidate's work is saved every few seconds. The candidate should get their proctor's attention to let them know what has happened and they can guide them on what to do. MonitorEDU will escalate this issue to CPATA to discuss backup locations/options if the power is not restored right away.

Network connectivity issues: Problems with internet connectivity that prevent candidate's from accessing the exam platform or cause the exam to freeze or disconnect.

If a candidate has internet connectivity issues, they will need to let the proctor know right away. The proctor will then ask the candidate to restart the computer. While this is happening if the candidate has access to the internet router/modem they will need to restart that as well. If the issue does not resolve itself, MonitorEDU will escalate this issue to CPATA to discuss backup locations/options if the issue persists.

Environmental disturbance: External factor like noise, construction activity, or an unexpected interruption (e.g., fire alarm) that creates distractions for candidates during the exam

If a candidate is having an environmental distraction they will need to let the proctor know what is going on so they can document it. If there is an emergency (fire alarm) the proctor will ask the Manager on Duty to pause the exam so the candidate does not lose time. The proctor will escalate this issue to CPATA.

Personal disturbance: Factor experienced by an individual candidate (e.g., a medical issue) that creates a distraction for the individual during the exam

If a candidate is having a medical situation, they will need to let the proctor know what is going on so they can document it. If there is an emergency the proctor will ask the Manager on Duty to pause the exam so the candidate does not lose time and will escalate this issue to CPATA.

Proctoring or monitoring challenge: Technical difficulty with a remote proctoring tool, such as a webcam malfunction impacting the monitoring process; getting the proctor's attention.

If a candidate loses the web camera, the exam will be paused, and the candidate will be asked to restart the computer and reconnect their device. If the issue persists, the proctor will escalate to CPATA.

Test-taker error: Mistake made by a test-taker, such as accidentally closing the exam window, losing internet connection due to user actions, or encountering difficulties in navigating the exam platform.

If a candidate makes a mistake as described above, they will need to let the proctor know what is going on. Once reported to a proctor, the candidate would receive troubleshooting assistance to resolve the issue.

Accessibility: Barriers to accessing or navigating an exam as intended, such as due to difficulties with peripherals (e.g., use of mouse or keyboard) or navigating the exam software.

The exam platform offers the following accessibility features, including, but are not limited to:

- *Support for screen readers:* The exam platform is compatible with popular screen reader software such as JAWS, NVDA etc., enabling users with visual impairments to access and navigate the content effectively.
- *Alternative text for images:* The exam platform provides alternative text descriptions for images, allowing users who rely on screen readers to understand visual content.
- *Color contrast and visual design:* The exam platform adheres to WCAG 2.0 guidelines for color contrast, ensuring that text and visual elements are distinguishable for individuals with color vision deficiencies.
- *Adjustable font sizes:* Users have the ability to increase or decrease font sizes within the exam platform, accommodating various visual needs.