
PROCEDURES FOR ASSESSMENT ACCOMMODATIONS FOR ONLINE ASSESSMENTS

Rehabilitation Act of 1973 as amended and the Americans with Disabilities Act of 1990 as amended Reasonable Accommodation Overview

Federal agencies must provide reasonable accommodations to applicants with disabilities when appropriate. Applicants who wish to request a reasonable accommodation for the online assessments should follow the guidance provided on this website.

Applicants who may need an accommodation for any other part of the application and hiring process other than the online assessments, should contact the hiring agency listed on the Job Opportunity Announcement directly.

This site only explains the process for requesting a reasonable accommodation for the online assessments. You will also find copies of the documents required for making a request and contact information for Accommodation Coordinators. **Requests for reasonable accommodations for the online assessments must be faxed before the Job Opportunity Announcement closes.**

What is a reasonable accommodation for an online, unproctored assessment?

Reasonable accommodations for online, unproctored assessments are modifications to the online testing process that may be provided to qualified individuals with disabilities as provided for in the Rehabilitation Act of 1973 as amended and the Americans with Disabilities Act of 1990 as amended. The purpose of an accommodation is to provide equal access to the assessment process for applicants with disabilities. Applicants who request a reasonable accommodation will have their request reviewed on a case-by-case basis. Requests that are determined to be warranted, and do not cause undue hardship, will be granted.

How do I know if I will need an accommodation for this assessment process?

To help you evaluate your need for an assessment accommodation, as well as determine whether your computer system meets the necessary technical requirements, we have provided sample questions for each aspect of the assessment process: <https://www.usajobsassess.gov/assess/default/sample/Sample.action>. Please review these questions and their accompanying instructions carefully. If your asserted impairment will affect your performance on questions similar to these, please submit a request for a reasonable accommodation. If you still have questions about the process, please email an Accommodation Coordinator at: USAHire_Accommodations@opm.gov.

How do I request a reasonable accommodation for the assessment process?

If after reviewing the information above and the sample questions, you would like to request an assessment accommodation, please take the following steps as soon as possible:

1. Download the following Reasonable Accommodation Request forms:
 - i. Online Assessments Reasonable Accommodation [Fax Cover Sheet](#)
 - ii. Online Assessments Reasonable Accommodation [Request Form](#)
2. Proceed to the online application as instructed in the Job Opportunity Announcement
3. During the online application process, when prompted, indicate you wish to request an accommodation for the online assessments
4. Complete and fax the request forms listed in Step 1, along with any supporting documentation, as soon as possible but no later than the Job Opportunity Announcement Application Deadline
5. Please note that you will not receive an email link to the online assessments until a final determination is made regarding your request for an assessment accommodation

What types of accommodations are available during the online assessment process?

All requests for reasonable accommodations for the online assessments received by specified deadlines will be considered on a case-by-case basis through an interactive process between the United States Office of Personnel Management (OPM) and the applicant. Therefore, there is no standard set of accommodations available. If you need a specific accommodation, please follow the steps outlined for requesting that accommodation.

What responsibilities do I have as an applicant?

Applicants are responsible for:

- Completing the application for the Job Opportunity Announcement of interest
 - Please be sure to indicate that you wish to request an assessment accommodation when completing your application
- Informing OPM they may need a change or adjustment to the online assessment process because of a qualifying impairment (by faxing the request forms by the close of the Job Opportunity Announcement)
- Providing supporting documentation from a professional in support of the need for an assessment reasonable accommodation (including the nature and extent of the impairment sufficient to determine the assessment accommodations required)
- Cooperating with OPM in the process of determining appropriate online assessment reasonable accommodations by providing information and documentation in a timely manner
- Not accessing the assessment(s) before the accommodation decision is made
- If the job announcement has not closed when notification of the accommodation decision is given, completing the assessment(s) within 48 hours after the job announcement closes
- If the job announcement has closed, completing the assessment(s) within 48 hours after an email invitation to the assessments is sent

What responsibilities does OPM have?

Assessment Reasonable Accommodation considerations:

- Assessment accommodations will be determined on a case-by-case basis by reviewing documentation of impairment
- Accommodation Coordinators will engage with the applicant in a discussion on the viability of various accommodations
- When there is some question as to whether providing a requested accommodation would preclude the valid assessment of the applicant's qualifications, an OPM employment testing expert will be consulted for final determination

Communication requirements:

- Accommodation Coordinators will interact with the applicant to ensure the applicant knows what is required
- The accommodation offered by an Accommodation Coordinator to the applicant will be of a type that presents minimal risk of undermining the assessment's validity or providing an undue advantage to the applicant
- An Accommodation Coordinator will be responsible for following up with all applicants who request an assessment accommodation
- As needed, an Accommodation Coordinator will notify the HR Specialist responsible for case examining of the number of applicants requesting test accommodations and the current disposition
- After the accommodation determination is made, an Accommodation Coordinator will ensure that the applicant is provided access to the assessments

Internal documentation requirements:

- Accommodation Coordinators will keep and record supporting documentation and the rationale for the final decision
- Medical records submitted will be retained in accordance with existing OPM policy

Processing procedures:

- Accommodation Coordinators have up to 20 calendar days to process assessment accommodations once complete supporting documentation has been received from the applicant, but many requests can be handled sooner
- Applicants who test after the certificate is released to an agency may be added to an open register

What standards are applied in the Reasonable Accommodation Process?

- Applicants must request the accommodation before the close of the Job Opportunity Announcement and provide supporting documentation within the set timeframe (e.g., 3 business days) or request an extension(s) to continue in the accommodation process

- Exemption from taking the online assessments is not a viable form of reasonable accommodation
- The determination of an assessment accommodation is not required if the applicant does not meet the minimum qualifications
- If an applicant's impairment does not qualify for an accommodation or if there is not an effective reasonable accommodation, the applicant will be provided with access to a non-accommodated version of the online assessments
- Applicants who begin an assessment without an accommodation must complete that assessment in the non-accommodated form and cannot re-test on that assessment with a reasonable accommodation until the one-year re-test interval has expired
- The decision to provide or not provide an assessment reasonable accommodation does not mean that OPM has determined that an applicant is a person with a disability as defined by the Rehabilitation Act of 1973 (as amended) or the Americans with Disabilities Act of 1990 (as amended) for a job reasonable accommodation

Does receiving an assessment reasonable accommodation mean I would receive a job accommodation if I was selected for the job?

The process for requesting and receiving an assessment reasonable accommodation is not related to the job accommodation process. If you receive an assessment reasonable accommodation, you may or may not need a job accommodation. Further, the documentation provided for an assessment reasonable accommodation may not be sufficient to be evaluated for a job accommodation. Said differently, receiving an assessment reasonable accommodation does not guarantee a job reasonable accommodation should you be offered a job. If you believe you may need a job accommodation, you should request this from the hiring agency after you have received a job offer.

What can I do if I am denied an accommodation for the online assessments or disagree with the accommodation that is granted to me?

OPM will email you an explanation if your request is denied. If the denial results from inadequate documentation, you may correct any deficiencies and resubmit your request within the established timeframe. In some instances, the documentation may be sufficient but may show the nature and severity of the disability does not warrant all or some of the accommodations requested. In other cases, the accommodation requested may not be feasible because it impacts the validity of the test results.

If you have complaints about OPM's procedures, you may e-mail us at USAHire_Accommodations@opm.gov or write to OPM, HR Strategy and Evaluation Solutions (HRSES), 1900 E Street, NW, Room 6500, Washington, DC 20415. In addition, you may have the right to file an equal employment opportunity (EEO) complaint and/or other grievance procedure, if you believe that you have been discriminated against by the online assessments because of your race, color, religion, sex, national origin, age, disability, sexual orientation, or in reprisal for participating in an activity protected by the various civil rights statutes. Please note an Equal Employment Opportunity (EEO) complaint must be filed within 45 days of the receipt of the denial letter with the U.S. Office of Personnel Management.