
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 in the Job Opportunity Announcement directly.

This site only explains the process for requesting a reasonable accommodation for the online assessments. You will also find on this site 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 to 888-765-5552 before the Job Opportunity Announcement closes.**

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

Reasonable accommodations for online, proctored 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 to the hiring agency, will be granted.

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 forms:
 - i. Online Assessments Reasonable Accommodation [Fax Cover Sheet](#)
 - ii. Online Assessments Reasonable Accommodation [Request Form](#)
2. Complete the online application process 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 the Request Form and Fax Cover Sheet listed in Step 1 and fax them along with supporting documentation to 888-765-5552. Please note that the

Request Form and Fax Cover Sheet must be submitted prior to the close of the Job Opportunity Announcement. Also note that supporting documentation must be submitted either: (a) within 3 business days of submitting your Request Form, or (b) prior to the deadline you received from the Accommodation Coordinator after requesting an extension to continue in the assessment accommodation process.

5. Please note that you will not receive an email link to schedule the online assessments until a final determination has been 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. 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 of the need for a change or adjustment to the online assessment process because of a qualifying disability by faxing the Fax Cover Sheet and Request Form by the close of the Job Opportunity Announcement
- Providing documentation in support of the need for an assessment accommodation(s) from an appropriate professional, with indication of the nature and extent of the disability, and with sufficient and appropriate information
- Providing information and documentation in a timely manner

What responsibilities do OPM and CBP have?

Assessment Reasonable Accommodation considerations:

- Assessment accommodations will be determined on a case-by-case basis by reviewing documentation of the disability
- Accommodation Coordinators will discuss with the applicant the viability of the accommodation(s)

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 responding to all applicants who request an assessment accommodation

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- 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 – either the accommodated version of the assessments or the non-accommodated (standard) version of the assessments, depending on the determination made

Internal documentation requirements:

- The Accommodation Coordinator will keep and record supporting documentation and the rationale for the final decision
- Medical records submitted will be retained in accordance with existing policies

Processing procedures:

- The Accommodation Coordinator has up to 20 calendar days to process assessment accommodations once complete supporting documentation has been received from the applicant

What standards are applied in the Reasonable Accommodation Process?

- Applicants must request the accommodation either: (a) within 3 business days of submitting your Request Form, (b) prior to the close of the Job Opportunity Announcement, or (c) prior to the deadline you received after requesting an extension to continue in the assessment accommodation process
- Exemption from taking the 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 for the job
- If an applicant's disability 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 (or standard) 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 restriction has expired
- The decision to provide or not provide an assessment reasonable accommodation does not mean 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. 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?

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. In the case where the documentation is inadequate after an additional submission(s), the request may be denied.

If you have complaints about the reasonable accommodation procedures for assessments, 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 4450, 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 EEO complaint must be filed with the U.S. Office of Personnel Management within 45 days of the receipt of the denial letter.