

Examinations Disability Accommodation Procedure



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1. Purpose

This procedure provides guidance to persons with disabilities who may require accommodations to complete TSSA-mandated examination(s).

TSSA is committed to ensuring that persons with disabilities have an equal opportunity to become certified to work in TSSA regulated occupations. TSSA recognizes its obligations to accommodate persons with disabilities under the Ontario Human Rights Code and is committed to ensuring that its certification practices meet the needs of all qualified candidates wishing to take the required examination(s) for the appropriate TSSA-issued certificate of qualification.

All examination accommodation requests are evaluated in accordance with TSSA's internal *Examination Disability Accommodation Policy*.

2. Definitions

- **“disability” has the same definition as in the OHRC, which is:**
 - any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
 - a condition of mental impairment or a developmental disability,
 - a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - a mental disorder, or
 - an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*
- **“Ontario Human Rights Code” or “OHRC”** mean the Ontario Human Rights Code, R.S.O. 1990, c. H.19.
 - “protected grounds” means the prohibited grounds for discrimination in the delivery of services that are set out in s. 1 of the OHRC, which include age, ancestry, colour or race, citizenship, ethnic origin, place of origin, creed, family status, marital status (including single status), gender identity or gender expression, sex (including pregnancy and breastfeeding), and sexual orientation.

For definitions above that are based on a legislative definition, the definition in the legislation prevails in case of conflict or change.



3. Accommodation Request Process

Accommodation(s) for examinations are made solely upon the voluntary self-identification of need by the requester. TSSA respects the requester's right to maintain privacy and dignity; however, in order to best determine the most appropriate accommodation, TSSA requires the examination candidate to:

- Provide a full description of the candidate's disability and the accommodation needs, in writing using the *Examinations Disability Accommodation Application*, at the earliest possible stage in the certification process;
- Provide all available supporting information and documentation relating to the disability;
 - For candidates indicating a learning disability, a Ministry of Education approved Individual Education Plan (IEP) will be required.
 - All other supporting documentation must be current (i.e., within the last three years), issued by a qualified medical professional, printed on official letterhead and signed.
 - Note: a doctor's note does not constitute a valid form of supporting documentation.
- Participate in further discussions regarding possible accommodation solutions with TSSA; and,
- Inform TSSA promptly of any relevant changes to the disability or accommodation needs.

Requests must be made in writing via email to: certandexams@tssa.org or made by submitting hard copy documentation via courier. Examination candidates are required to submit a completed *Examinations Disability Accommodation Application* and are encouraged to review [Appendix A: Guideline – Examination Accommodation Requests](#) for further information.

Requests for examination accommodations can be made on behalf of the candidate by the Accessibility Learning Services, Disabilities Office, Counselling and Accessibility Services, Disability Advisor, etc. of an Accredited Training Provider. In these instances, a formal request printed on official letterhead and signed by the Disability Advisor, Counselling Advisor, etc. is required for submission with the candidates *Examinations Disability Accommodation Application*. The request must include but is not limited to: the name of the examination candidate, date of birth, other relevant contact information, accommodation type(s) or recommendations, date of accommodation assessment/expiration, etc.

When a request for accommodation on the basis of a disability is received, TSSA will consider the following while evaluating the request:

- Is the request in relation to a requirement imposed by TSSA?
- Does the candidate have a disability?
- Is TSSA capable of providing the requested accommodation?
- Would granting the accommodation impose undue hardship on TSSA?
- Would granting the accommodation unduly risk health and safety?
- Are there any alternate forms of accommodations that can be provided?

All accommodation requests must be pre-approved by TSSA before the examination candidate schedules/writes an examination. Examination candidates should recognize that the failure to disclose relevant information in advance of an examination or the refusal to cooperate with TSSA may hinder or delay the accommodation process.

4. Accommodation Examples

Accommodations and/or special measures are individually based and disability specific. Examples of examination assistance accommodations may include, but are not limited to:



- Extended time to complete examinations
- Use of special equipment such as a computer
- Use of private rooms or provision of other distraction-reduced environment
- Preferred seating
- Examinations in alternative forms such as text to speech
- Large print exams or magnification tools
- Supervised rest breaks

TSSA will ensure all of its policies, procedures and practices comply with the *Accessibility for Ontarians with Disabilities Act* and related standards, guidelines, directives and/or legislation.

5. Confidentiality

All information obtained by TSSA related to an accommodation request shall remain confidential and such information will only be released by the TSSA or education service provider on a need to know basis, pursuant to the accommodation of the individual, and with the express permission of the applicant. TSSA is also subject to its Access and Privacy Code.

6. Terms or Conditions on Authorization

In the event that an examination candidate with disabilities is accommodated and such candidate successfully completes and passes the certification examination, the relevant statutory director may, at his or her discretion, and for the sole purpose of protecting public safety, attach restrictions or conditions to the certificate.

7. Amendments to this Procedure

TSSA may amend this policy from time to time, and the amended policy will then become applicable and mandatory to all examination accommodation requests.



Appendix A: Guideline – Examination Accommodation Requests

As outlined in the attached procedure, examination candidates with disabilities who may require accommodations for a TSSA certification examination are required to submit documentation for assessment before scheduling/writing an examination.

To assist in initiating the process to request an examination accommodation, a checklist detailing the mandatory steps has been provided below.

- 1) Download and complete the *Examinations Disability Accommodation Application* form.
- 2) Include all supporting information and documentation relating to the disability/accommodation request.
 - For candidates indicating a learning disability, a Ministry of Education approved Individual Education Plan (IEP) will be required.
 - All other supporting documentation must be current (i.e., within the last three years), issued by a qualified medical professional, printed on official letterhead and signed.

Note:

- Requests for examination accommodations can be made on behalf of the candidate by the Accessibility Learning Services, Disabilities Office, Counselling and Accessibility Services, Disability Advisor, etc. of an Accredited Training Provider. In these instances, a formal request printed on official letterhead and signed by the Disability Advisor, Counselling Advisor, etc. is required for submission with the candidates *Examinations Disability Accommodation Application*. The request must include but is not limited to: the name of the examination candidate, date of birth, other relevant contact information, accommodation type(s) or recommendations, date of accommodation assessment/expiration, etc.

- 2) Submit the completed request to TSSA via email to: certandexams@tssa.org or via courier to:

TSSA Certification and Examinations Department
345 Carlingview Drive
Toronto, Ontario
M9W 6N9
Attn: Examination Accommodation Request

Note:

- A Certification and Examinations Department representative will respond to the request for examination accommodations advising of the status within 5 business days of receipt.



Technical Standards and Safety Authority
 345 Carlingview Drive
 Toronto, Ontario M9W 6N9
 Fax: 416.231.4903
 Customer Service: 1.877.682.8772
 Email: certandexams@tssa.org
www.tssa.org

Examinations Disability Accommodation Application

*Technical Standards and Safety Act
Examinations Disability Accommodation Procedure*

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 ▼		For Office Use Only			
Date of Birth ▼ <small>DD - MM - YYYY</small>		Suite/Unit No. ▼		Street No. ▼		Date			
City ▼		Province ▼		Postal Code ▼		Account No.			
Primary Phone ▼		Secondary Phone ▼		Email ▼		SR No.			
Current Certificate Classification ▼				Current Certificate 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.

B. I AM APPLYING FOR THE FOLLOWING DISABILITY ACCOMMODATION: **Note:** Please check (✓) appropriate accommodation type.

- | | |
|--|---|
| Extended Time to Complete Examinations | Supervised Rest Breaks |
| Private Room/Distraction-Reduced Environment | Large Print Examinations and/or Magnification Tools |
| Use of Adaptive Technology, i.e. text to speech software | Other: _____ |

All requests must include acceptable forms of documentation, as outlined in the Examination Disability Accommodation Procedure and summarized below, which supports the formal request relating to the disability;

- a) For candidates indicating a learning disability, a Ministry of Education approved Individual Education Plan (IEP) will be required.
- b) All other supporting documentation must be current (i.e., within the last three years), issued by a qualified medical professional, printed on official letterhead and signed. Note: a doctor's note does not constitute a valid form of supporting documentation.
- c) Requests for examination accommodations can be made on behalf of the candidate by the Accessibility Learning Services, Disabilities Office, Counselling and Accessibility Services, Disability Advisor, etc. of an Accredited Training Provider. In these instances, a formal request printed on official letterhead and signed by the Disability Advisor, Counselling Advisor, etc. is required for submission with this completed application form.

C. REGISTRATION PROCEDURES AND INFORMATION:

- a) Accommodation(s) for examinations are made solely upon the voluntary self-identification of need by the requester. TSSA respects the requester's right to maintain privacy and dignity; however, in order to best determine the most appropriate accommodation, TSSA requires the examination candidate to self-identify which accommodations they wish to be considered for through the certification and examination processes. Examination candidates may be required to participate in further discussions regarding possible accommodation solutions with TSSA and shall inform TSSA promptly of any relevant changes to the disability or accommodation needs.
- b) All accommodation requests must be pre-approved by TSSA before the examination candidate schedules/writes an examination. Examination candidates should recognize that the failure to disclose relevant information in advance of an examination or the refusal to cooperate with TSSA may hinder or delay the accommodation process.
- c) All information obtained by TSSA related to an accommodation request shall remain confidential and such information will only be released by the TSSA or education service provider on a need to know basis, pursuant to the accommodation of the individual, and with the express permission of the applicant.
- d) In the event that an examination candidate with disabilities is accommodated and such candidate successfully completes and passes the certification examination, the relevant statutory director may, at his or her discretion, and for the sole purpose of protecting public safety, attach restrictions or conditions to the certificate.

D. DECLARATION

As the applicant submitting for a disability accommodation request examination, I attest that I have read and understand the Examination Disability Accommodation Procedure, and agree that I will be bound by the applicable Certification and Examinations Policies and Procedures.

Signature of Examination Candidate	Date (dd-mm-yyyy)
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