

# NHA Exam Accommodations Frequently Asked Questions

Additional information on accommodations, exams, and eligibility can be found in NHA's [Candidate Handbook](#).

## Most Frequently Asked Questions Regarding Accommodations

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## Answers

- How long does it take to receive accommodations?
  - Timelines for accommodation requests vary based on the original request and documentation provided. For this reason, NHA recommends any candidate needing an accommodation to test submit their request at least 30 days prior to their already scheduled exam date. Though NHA strives to complete an accommodation review within 2 weeks of the submission, to ensure that there is ample time to review as well as address any additional needs, 30 days are recommended.

\*Note: It may be that once an accommodation is approved the candidate will require to re-schedule their exam through their institution. Certain accommodations may be distracting to other candidates during the same exam time. This needs to be addressed between the candidate and their institution and there is no penalty or additional cost for re-scheduled exams that test on-site. Any exams re-scheduled through NHA's third-party testing must occur no later than 24 hours before the scheduled exam, otherwise the exam fee may be forfeited, and a new application and payment may be required.
- How long do accommodations apply to a candidate?
  - Once an accommodation is approved by the NHA compliance team, that accommodation is valid for a full year unless the approval was in response to a temporary disability or

medical condition. The accommodation will be automatically applied to any additional exams that may occur within that 365-day timeline. No additional accommodation requests are required unless a different need or request has been identified for review.

- Compliance must be notified if the test taker changes where the exam is taken, otherwise the approved accommodations will not be applied to the new exam. (Example: the testing venue changes from on-site with a school or employer to NHA's third-party testing facility).

When does the candidate need to submit their accommodation?

- It is a best practice to submit the accommodation request as early as possible, at least 30 days before a scheduled exam. The individual candidate is required to have already completed their exam registration in their NHA account prior to submission of the request.
- For Third-Party Testing Candidates: they should not schedule an exam date and time with a third-party testing center until the accommodation(s) is approved and Compliance has provided the candidate special instructions on how to schedule their exam date and time.

Is English as a second language (ESL) considered an accommodation?

- The ADA does not consider ESL to be a disability or medical condition, therefore, NHA does not provide accommodations for ESL candidates.

Who can the candidate's institution administrator contact regarding status or updates to an accommodation?

- If an institution user has additional questions or would like to communicate with NHA regarding a submitted request, they can send inquiries to [compliance@atitesting.com](mailto:compliance@atitesting.com).
- The accommodation communication will originate between the candidate and NHA, and most updates will be sent directly to the individual and not the institution until the accommodation has been tentatively approved. The accommodation request form asks the candidate to provide a contact name, phone number, and email address of a person at the institution who should be contacted regarding the accommodation request. When an accommodation has been tentatively approved, the contact person will be notified by email from NHA's Compliance Team and asked to verify that the institution can administer the exam with the accommodations. Once the institution confirms they can administer the exam as modified, the Candidate is notified of the approved accommodations.

What types of accommodations are considered?

- Accommodations vary based on the individual need and ADA Guidelines. Common requests are for extended time on an exam, an acceptable second individual to read the questions aloud, or other assistance with the exam function.

\*Note: In the scenario where an additional individual is approved, that individual is not required to be an approved proctor since he/she will not be proctoring the test. They must not have a conflict of interest and be able to read well and pronounce medical terminology. A proctor is required for the exam separate from the additional individual. In addition, if the originally scheduled exam was going to take place within a group testing scenario, this candidate will need to have their exam re-scheduled so as not to disturb the other candidates testing at that time.

What documentation is needed (and age of that documentation) for the request?

- Documentation is preferred to be issued within the last 5 years, though older paperwork may be submitted for review. Additional requests may be required based on the individual need or request.
- Documentation applicable for an accommodation includes:
  1. An IEP or acceptable 504 Plan (Please send the entire IEP/504 Plan). The IEP or 504 must include all the information requested below.

**-OR-**

2. A letter from an objective qualified professional (i.e., Medical Doctor, psychiatrist, etc.) who can provide a diagnosis of your medical condition or disability. Mental/emotional diagnosis must be accompanied by a DSM classification code. An “objective” professional cannot be the candidate requesting the accommodation or a relative of the candidate.
  - a. The professional must provide a brief explanation of how your diagnosis prevents you from taking the exam under standard conditions.
  - b. If this is not a permanent diagnosis, the professional should include the first date diagnosis, approximate duration, and method used to make the diagnosis.
  - c. The professional must list the specific accommodations required
  - d. The letter must be on the professional’s letterhead, signed by the professional and dated.

If the institution’s disability office has approved accommodations, will NHA honor this and automatically apply them, or do candidates still need to submit a request.

- It is required that the candidate submit the request through the NHA Compliance Department to ensure that it is applied to the high-stakes exam. Though accommodations may be reviewed by an institution, NHA’s governance and exam security requires that it be reviewed and applied by NHA directly. For example, proctors or schools do not have the authority or ability to add additional time to NHA’s accredited exams and can only be done through the NHA accommodation process.

What accommodations can PSI support?

- PSI, NHA’s primary third-party testing provider, can administer all NHA approved accommodations. However, if the Candidate’s approved accommodations include anything other than extended time, the candidate must take their exam on-site at a PSI testing center and cannot test with a Live Remote Proctored exam.

If accommodations are approved, are they allowed to test through third party/PSI?

- Candidates can test with accommodations through NHA’s third party testing provider. PSI can administer all NHA approved accommodations. However, if the Candidate’s approved accommodations include anything other than extended time, the candidate cannot take the exam via Live Remote Proctoring and will be required to take the exam on site at a PSI testing center. The candidate will receive an email from the NHA Compliance Team listing the approved accommodations and directions on how to schedule the exam date and time with PSI. PSI will assist them with their testing options, either through remote proctoring or at the nearest and most convenient on-site testing center.

- If a candidate is approved for an accommodation but then needs to transition to a different testing modality (for example from an institution administered exam to one administered through PSI) the candidate must notify NHA Compliance in writing that the exam is being administered at a different venue. It is not necessary to complete the Accommodation Request form unless the Candidate is requesting different or additional accommodations, or it has been more than one year since the original accommodations were approved.
- The Candidate should send an email to [compliance@atitesting.com](mailto:compliance@atitesting.com) and include:
  - The candidate's name
  - NHA Account ID
  - City and State of the candidate that matches the information in the Candidate's NHA account
  - The information that he or she is taking their exam at a different location and wants to have the previously approved accommodations provided to the new test administrator

□ Is the process of applying to test the same for those seeking accommodation?

- The application process does not change for candidates who are seeking accommodation. The Candidate must register for the exam prior to accommodation requests being sent.
- It is not necessary to complete the Accommodation Request form again unless the Candidate is requesting different or additional accommodations, or it has been more than one year since the original accommodations were approved.
- Candidates who are taking either a second exam or retaking a previously unsuccessful exam, should follow the same application process with the following notes:
  - If this new exam attempt is being administered at the same institution as the first attempt, prior to the date of the exam, the Candidate should check with his/her institution to confirm the previously approved accommodations will be available for this subsequent exam.
  - If PSI administered the first exam and will also be administering the second test, the Candidate should call PSI at 800.537.1565, extension 6750 to confirm that the previously approved accommodations are available for this attempt. It is essential that the Candidate enter the extension when prompted so that he/she will be connected to the PSI Accommodation Team to guarantee that the approved accommodations will be applied to this new exam.
  - If the Candidate is changing modalities (as an example, going from an institution administered exam to an exam administered through PSI), the Candidate should register for his/her exam in his NHA account and then notify the Compliance Team via email at [compliance@atitesting.com](mailto:compliance@atitesting.com). The email should include:
    - The candidate's name
    - NHA Account ID
    - City and State of the candidate that matches the information in the Candidate's NHA account
    - The information that he or she is taking their exam at a different location and wants to have the previously approved accommodations provided to the new test administrator