

ADA OFFICE PROCEDURES

Bureau of Education and Testing "Special Testing Office"

Florida Department of
Business & Professional
Regulation



2009

Prepared by Bureau of Education and Testing
Department of Business and Professional Regulation
State of Florida

Introduction

The Department of Business and Professional Regulation administer numerous licensure examinations each year at various locations in Florida. The Department will provide special assistance to candidates with documented disabilities. If a candidate has a physical or mental impairment that substantially limits one or more major life activities, he/she may request special assistance for the examination process.

Policy for Assistance

Candidate's needing assistance due to a disability shall apply to the Bureau of Education and Testing in writing. The candidate must provide documentation of such disability. It is the policy of the Bureau of Education and Testing to provide procedures to ensure that only those candidates who have a documented disability, and have met appropriate requirements, be accommodated at the examination site.

Purpose of Documentation

The purpose of documentation is to validate that the individual is covered under the Americans with Disabilities Act as a disabled individual. The documentation supports the accommodation request, and will reflect the type of accommodation that is made.

Examples of Disabilities

Learning Disabilities
Attention-Deficit/Hyperactivity Disorder (ADHD)
Chronic Health Problem
Hearing Disability
Physical Disability
Visual Disability
Temporary Accidental Injury

Sample Accommodations

Private Room
Additional Time
Reader
Large Print Exam
Assistance in Marking Answers
Printed Copy of Verbal Instructions
Wheelchair Accessible Table

What Procedures are followed?

- ◆ An Application for Disability Accommodation with appropriate medical documentation is received in the Bureau of Education and Testing from the candidate.
- ◆ A file is created, to include a "checklist", which documents the individual status.
- ◆ A phone call to DOH is made, to verify the qualified professional's license number and active status.
- ◆ The candidate is notified by phone or mail if their request has been received and is not complete.
- ◆ If the request is for a documented Learning Disability, the file contents are copied and accompanied by a cover letter, are mailed to the Department's consultant for validity and determination.
- ◆ The documentation is reviewed and evaluated, and the request could be approved or denied, based on the documented evidence provided by the candidate. The request could be denied for a lack of documentation, incorrect documentation, or insufficient evidence. If so, the candidate is notified in writing and the paperwork is placed in a pending file.
- ◆ Upon approval, an email request for the admission packet is sent to the Scheduling staff. An email and letter is sent to the testing vendor, and the Examination

Supervisor, notifying them of the approved ADA candidate. For all National exams, a letter of notice and request of approval is mailed and faxed to the vendor's appropriate contact person, identifying each candidate's modification of the testing process. All correspondence is always copied to the Examination Supervisor.

- ◆ For each exam administration, coordination with the Examination Supervisor and the exam site personnel is made to arrange the special accommodations and confirm the test site for each candidate.
- ◆ A chart is prepared for the Examination Supervisor showing all ADA candidates at each site, and their specific accommodations.
- ◆ When the Special Testing Coordinator receives the admission packet for the candidate, a cover letter stating confirmation and a site map is inserted, and then mailed to the candidate.
- ◆ An ADA "Site Verification Form", the "Chart", a copy of the "confirmation letter", and when appropriate, a "Reader/Sign Interpreter Form", are given to the Exam Supervisor for each candidate.
- ◆ Telephone conversations with the special candidate and/or their representative are sometimes necessary throughout this process.

How long does this process take?

It can take up to 2 months for processing. It is necessary for the candidate to provide the application for special testing accommodations to the Bureau of Education and Testing at the same time they apply to the Board office for the state board exam, and 2 months prior for first time applicants. This allows for processing of the request and for any additional documentation that may be required. For retake candidates that have been previously approved for special testing accommodations, a letter in writing addressed to the Bureau of Education and Testing, Special

Testing Office, requesting accommodations is required for each exam.

Who has access to ADA files?

The Special Testing Coordinator and the Department's licensed consultant have access to the candidate's files. To maintain the security and integrity of the candidate's file, they are considered confidential and remain in the Special Testing Office.

How does this process apply with CBT examinations?

Once the candidate has been approved for special testing accommodations, the BET Special Testing Coordinator mails an approval letter to the candidate and contacts the testing vendor's ADA Coordinator. An email followed by a faxed copy of the approved candidate's special testing details is sent to Pearson VUE, and is addressed to Ms. Sharon Taylor, their ADA Coordinator. Only after the candidate has been approved by the Board and also receives the authorization from Pearson VUE to make their testing arrangements, can the candidate schedule their test date. Candidates should then call Ms. Taylor at 1.800.274.3444, ext. 5359.

Other Than ADA

The Special Testing Coordinator for the Bureau of Education and Testing receives and handles at least 2 types of requests from candidates preparing to take state board examinations. In addition to the ADA type request, we receive requests from candidates who have a religious conflict with the administration date or time. With documentation, an alternate test date or time is arranged.

How Does the Candidate Apply for Special Testing Accommodations?

Each Board office's original examination application provides the telephone number for information regarding special testing accommodations. Candidate's may call the Bureau of Education and Testing, Special Testing Office and request an application, or they can obtain a copy of both the Instructions Booklet and the Special Testing Application from our web site. For each examination test administration, original or retake, the candidate's request for accommodations must be made in writing.

Where to Apply?

To apply for special testing accommodations, mail the completed "Application for Candidate's Requesting Special Testing Accommodations", along with supporting documentation to:

**Department of Business and Professional
Regulation
Bureau of Education and Testing
ATTN: Special Testing Coordinator
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Tallahassee, Florida 32399-0791
Phone: 850.487.9755
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