



## Case Study

# The **Right** Approach for Testing Accommodations

### Background

*Testing Accommodations* help enable all test takers, regardless of physical ability, to test on a level playing field by providing them with some type of aide during their testing experience. *Testing Accommodations* can include a sign language interpreter, additional testing time, or a reader and/or recorder for sight impaired candidates. They may also include permission to bring special items into the testing room for medical purposes (i.e. food, drink, medication, devices that make sounds, etc.).

Requests for *Testing Accommodations* must be reasonable, approved (based upon appropriate documentation) and scheduled prior to a test taker appearing for an examination.

### The Prometric Difference

Prometric is committed to making our testing centers accessible to candidates who require *Testing Accommodations*, and we strive to make their experience as comfortable and user friendly as possible. We recently interviewed a *Testing Accommodations* test taker who took the Certified Financial Planner exam with Prometric. Here is what she had to say:

“Everyone at Prometric was really nice, from helping me arrange my *Testing Accommodations* to getting me settled in the test center. They were concerned, understanding, professional and attentive. They made the testing experience really smooth for me which was so important and included the following:

- + The Prometric representative who helped me to coordinate my accommodation
- + The test center staff who greeted me nicely, helped me check in quickly and showed me to my seat
- + The proctor who watched me take my exam and trusted in me to do a good job

Sometimes it is easy to lose sight of the fact that we are real people. I know that we must follow rules, but I think the test center personnel who helped me on the day of my test struck a good balance between treating me like a human being and ensuring that all rules were followed. They made sure I was taking the time I was supposed to take and that my set up was like everybody else’s setup. I was given the resources that I needed and was given as equal a chance as everybody else, and the special requirements that I had requested were met in a respectable manner.”

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*Testing Accommodations Candidate Seeking a Career as a Certified Financial Planner*

### Find Out More

Learn more about our *Testing Accommodations Solutions* by visiting [www.prometric.com](http://www.prometric.com)  
or by calling toll-free 1-855-855-2241.

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