

**Altus Assessments Inc.
CASPer Test Accommodations**

Policy and Process

Policy Title: CASPer Test Accommodations for Applicants with Disabilities

Date of last edit: December 3rd 2018

Statement of commitment: At Altus Assessments Inc. (“Altus Assessments”), we aim to foster a culture of inclusion by creating a test-taking environment that is accessible to all applicants. We recognize that barriers to participation exist and that the provision of accommodations for applicants with disabilities is of utmost importance. Our intention is to provide equitable opportunity for all applicants, including those with functional limitations of any kind, by considering, assessing and accommodating for all applicant needs on an individual basis. This policy outlines our commitment to meet the needs of persons with disabilities looking to write the CASPer test.

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Section 1: Definitions

For the purposes of this document, the term **Disability** will be defined as follows:

- a) 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 coordination, 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;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; and
- d) a mental health disorder/illness, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act of Ontario*, or similar legislation in the jurisdiction where the applicant resides.

Section 2: Guiding Principles

- A **CASPer Test Accommodation** is an individual arrangement that reduces or removes barriers that limit the ability of an applicant with disabilities to participate in the CASPer test. Appropriate accommodation results in equitable opportunity to attain the same level of performance.
- CASPer test accommodations are developed based on the functional limitation(s) of the applicant, as it relates to the test-taking environment.
- Accommodation requests are assessed on a case-by-case basis to ensure equal opportunity for all.
- Altus Assessments abides by the **Principle of Most Appropriate Accommodation**. This principle dictates that the decided upon accommodation will be one that “most respects the dignity of the individual with a disability, meets individual needs, best promotes integration and full participation and ensures confidentiality”.
- CASPer test accommodations are a shared responsibility between the applicant and Altus Assessments. Both parties must be equally involved and engaged to effectively provide all necessary accommodations.
- Except as provided herein, all CASPer test accommodation requests require **supporting documentation from a regulated health professional** in the jurisdiction where the applicant resides. By way of example, in Ontario, Canada, a regulated health professional is defined as a member of one of the following colleges:
 - College of Audiologists and Speech-Language Pathologists of Ontario
 - College of Chiropractors of Ontario
 - College of Nurses of Ontario
 - College of Occupational Therapists of Ontario

- College of Optometrists of Ontario
- College of Physicians and Surgeons of Ontario
- College of Physiotherapists of Ontario
- College of Psychologists of Ontario
- College of Registered Psychotherapists/Registered Mental Health Therapists of Ontario
- Supporting documentation is not required to support accommodation requests based on religious reasons. (Please see the Accommodations Request Forms for details regarding supporting documentation)
- Accommodation requests are assessed on a case-by-case basis to ensure equal opportunity for all. Please note that submission of a request does not guarantee the receipt of an accommodation; all requests will be assessed in accordance with the terms of this policy and decisions shall be made by Altus Assessments accordingly.
- All approved accommodations are provided free of charge to applicants.

Section 3: Understanding the CASPer test

CASPer Test Conditions and Technical Requirements:

- The CASPer test is written online, on a computer with:
 - An updated Chrome or Firefox 7+ browser
 - Stable broadband internet connection
 - A Keyboard
 - Audio Output (Speakers or headphones)
 - A Webcam
- Applicants are encouraged to situate themselves in a quiet environment, alone, with minimal distractions.
- The test itself is a video-based situational judgement test (SJT) composed of 12 sections and open-ended questions. The CASPer test is designed to measure the applicants' people skills for high-stakes admissions programs like Medical Education.
- Applicants are given 5 minutes to answer each test section containing 3 open-ended questions. **This 5-minute time cap is a critical aspect of the test and helps to evoke the most authentic response possible from applicants. It is normal for an applicant to feel rushed or short for time during the CASPer test.**

Section 4: Accessibility Plan- Accommodations Application Process

****Reminder: You must first register for a CASPer test in order to request an accommodation.****

1. Once the registration process is complete, applicants have the option to apply for a CASPer test accommodation(s). To do so, applicants are required to complete and submit the following:
 - Accommodations Request Form Parts 1 and 2 (downloadable from our website- www.altusassessments.com)
 - Part 1- Candidate Form
 - Part 2- Medical Form
 - Additional supporting documentation (if applicable)
2. All required documents should be submitted as soon as reasonably practicable (***minimum three (3) weeks prior to the time of an applicant's scheduled CASPer test***). Applicants may submit their documents via 1 of 3 options:
 - I. Email: support@takecasper.com
 - II. Fax: 1-416-352-7615
 - III. Secure upload link: *Applicant's may request a secure upload link for their accommodations documents by emailing support@takecasper.com.*
3. All documentation pertaining to the accommodation request must be **current**, which in most cases means **within the last five (5) years**. If supporting documentation is more than five years old, written confirmation from a regulated professional (as defined above) stating that the disability is still actively being managed is required.
4. Applicants will receive a response from Altus Assessments within **three (3) business days** of their request. This response will confirm 1 of 3 outcomes:
 1. Approved
 2. Denied
 3. Request for further information
 - a. In some cases, the Altus Assessment team may require more information or additional documentation from the applicant.
5. **Appeals process:** If the requested accommodation is not approved, applicants shall have the option to appeal their accommodation request. If an applicant chooses to launch an appeal, the accommodation application will be forwarded to the Altus Review Panel for further review. Please allow **ten (10) business days** for review by the Review Panel (see below for more information).

6. **Rescheduling an accommodated test:** if an applicant chooses to reschedule an accommodated test reservation, the applicant must contact CASPer support (support@takecasper.com) to indicate their intent to reschedule. Applicants are permitted to reschedule an accommodated test, however, the rescheduling will be done by a member of the Altus Assessments team (**the applicant is NOT able to reschedule their own test**).

Section 5: Appeals and Review

Accommodations Appeals

After receiving the initial decision that their request for accommodation has been denied, applicants will have **seven (7) business days** to launch an appeal. All appeals are handled by the Altus Review Panel. The Altus Review Panel may ask for additional information or documentation from the applicant and it may take up to **ten (10) business days** to formulate a decision. All decisions from the Altus Review Panel are final.

Altus Review Panel

Altus Assessments has assembled a review panel that will handle all accommodation requests requiring further review. The panel is comprised of the following members:

- **Internal Altus Member** (1)- this panel member will provide any helpful information that is necessitated by the panel in order to make their decision(s). This member is not involved with the final decision, but rather is simply a provider of information.
- **External Expert** (1)- this panel member will be consulted on each accommodation request case (as required) and will provide advice based on their area of expertise.
- **Neutral Internal Member** (1)- this panel member will be an internal team member, but will be a neutral party. They will not have had any previous exposure to the case, nor will they have a vested interest in the outcome. They will, however, have experience with escalated or challenging accommodation request cases.

Section 6: Feedback

Altus Assessments welcomes feedback on how we provide accessible customer service. Applicants' feedback will help us identify barriers and respond to concerns. Applicants can provide feedback by email Altus Assessments at: support@takecasper.com. All feedback, including complaints, will be handled in the following manner:

- Feedback will be assessed by the internal applicant support team and escalated to the Altus Assessments Operations Manager for further review, if required.
- Applicants can expect to hear back in three (3) business days.
- Altus Assessments will make sure that the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.