



CIRO · OCRI

Canadian Investment
Regulatory
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Organisme canadien
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des investissements

CIRO Proficiency Program

1006 – Accommodations Policy

Supported by



FitchLearning



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Purpose of Policy

The purpose of this document is to set out CIRO and Fitch Learning's standards, policy and procedures in relation to the accommodation of exam Candidates.

Scope of Policy

This policy applies to all Candidates enrolling in CIRO Exams.

Definitions and Terminology

The following terminology applies throughout this document:

- **CIRO Exams:** an exam offered by CIRO, delivered and supported by Fitch Learning.
- **Candidate:** an individual who is taking, or intends to take, a CIRO Exam.
- **Exam Accommodation:** a modification to the standard administration of an exam, made in response to a request for accommodation, the purpose of which is to respond to the request in a manner that is fair and reasonable, having regard to the circumstances.
- **Accommodation Application Form:** a prescribed application form completed by the Candidate and a Licensed Healthcare Professional, and submitted to Fitch Learning by the Candidate/on the Candidate's behalf along with appropriate Supporting Documentation.
- **Supporting Documentation:** documentation that confirms the existence of an impairment or functional limitation that may impact the ability to take exams under standard conditions.
- **Licensed Healthcare Professional:** an individual whose scope of practice is subject to regulation in Canada, who must meet prescribed requirements and a prescribed course of study, and whose professional conduct is subject to oversight by a regulatory body that has compliance, enforcement and disciplinary powers, in respect of the individual's professional conduct, including the power to suspend or terminate the ability of the individual to practice.

Policy Statement

CIRO and Fitch Learning are committed to providing accessible services to all exam Candidates, and to reasonably address any identified barriers to accessibility.

Exams are intended to assess Candidate competence. Where an Exam Accommodation is made, it is for the purpose of giving a Candidate a fair and reasonable opportunity to demonstrate such competence. Exam Accommodations are not intended to provide preferential treatment to the Candidate to whom the accommodation is granted, or to guarantee any specific outcome. Candidates to whom Exam Accommodation is given must take the same exam and will be subject to the same grading standards as all other Candidates. CIRO and Fitch Learning do not modify exam content or grading standards in response to accommodation requests.

Policy Requirements

The accommodation process is individualized, which means that it is specific to the person making the request. The duty to accommodate is a shared responsibility, meaning that everyone involved must act reasonably, work cooperatively, share information and search for potential solutions.

We will correspond with Candidates making a request for accommodation to obtain supporting information from the Accommodation Application Form to consider their request and work cooperatively with them or their



Licensed Healthcare Professional, as required, to ensure that any accommodation offered to them is reasonable and responsive to the particular needs that have been identified, and that are supported with appropriate documentation.

Accommodations cannot be added to existing scheduled exams. Candidates must request an accommodation and receive approval before scheduling their exam. Candidates must inform us that the accommodation will be required for future exam and exam attempts, and inform us when the accommodation is no longer required.

We will attempt to respond to all accommodation requests within 10 business days. However, our ability to respond is dependent upon receiving reasonable and timely communication from Candidates, any individuals communicating on their behalf and/or any other parties who may be providing information in support of the request for accommodation.

Candidates should be aware that accommodations can take up to two weeks for approval, depending on the type of accommodation requested and any further information needed.

Permitted Pre-approved Accommodations

Certain items and medical devices have been pre-approved for Candidates taking exams remotely or in-person and do not require an application.

Please visit <https://www.prometric.com/pre-approved-items> to verify all such permitted items that do not require approval.

Any required item or medical device that is not included on the pre-approved list must be requested through the accommodation application process.

Accommodations Application Process

The Candidate must request an accommodation by completing and submitting the Accommodation Application Form and attaching appropriate additional documentation that supports the request.

Where a Candidate is unable to have the clinical assessment section of the application form completed by a Licensed Healthcare Provider, the Candidate should include a written explanation of their circumstances on the application form for further review.

Accommodations will be considered on a case-by-case basis. The following is a non-exhaustive list of types of accommodation that may be considered:

- Special equipment, such as a computer equipped with text-to-speech software.
- An exam room with a limited number of Candidates.
- A reader or scribe.
- Additional time to write the exam.

Review and Decision Process

After considering the request for accommodation and any supporting information, we will determine whether an accommodation is required and, if so, what form of accommodation is reasonable in the circumstances. If approved, we will guide the Candidate on next steps of booking their exam.

If, after an accommodation is finalized, there are additional changes to a Candidate's requirements, they should notify us as soon as possible.

Approved accommodations will be applied to multiple exams as long as they remain appropriate.



Roles and Responsibilities

Candidate

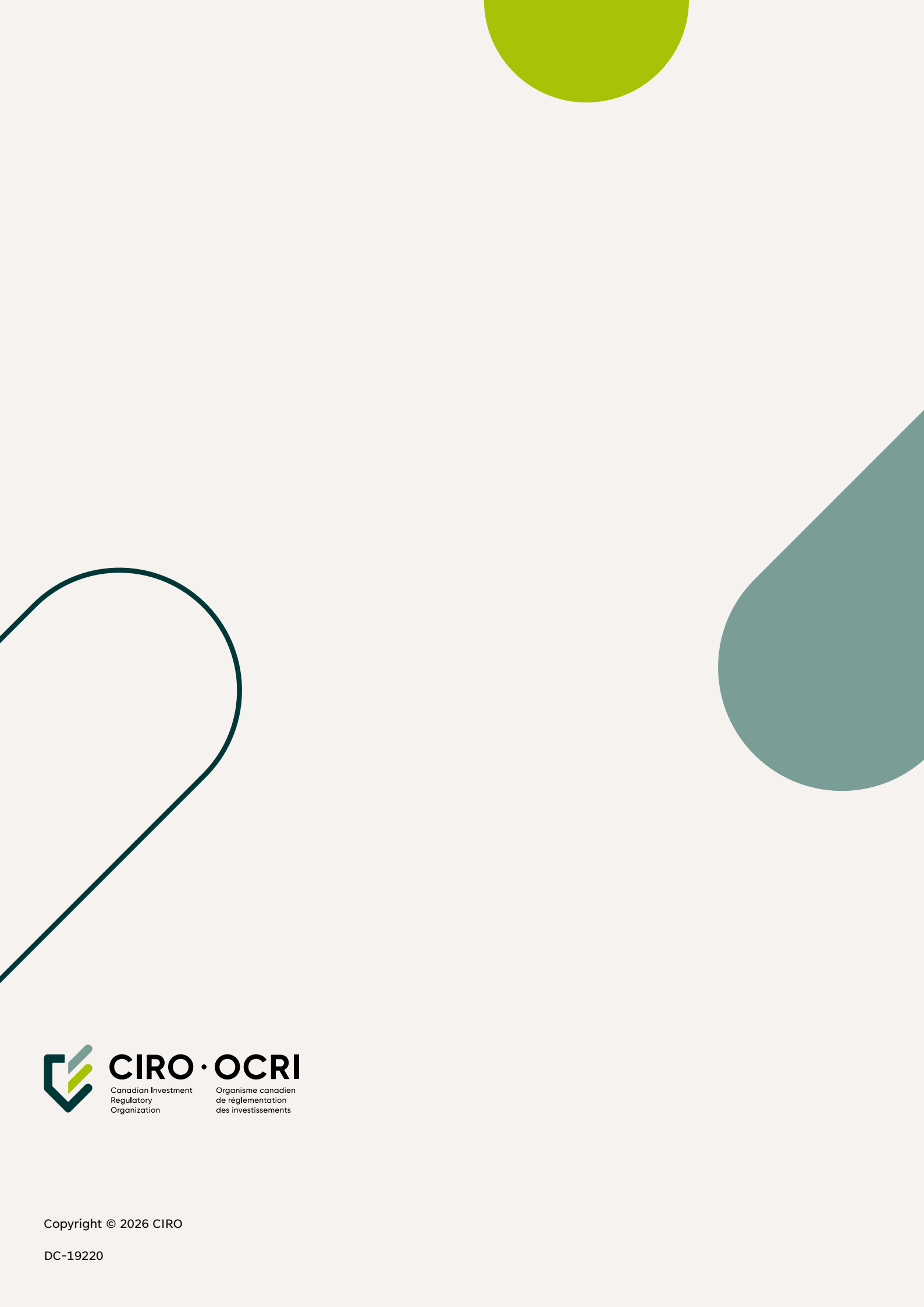
- Informing us that they need accommodation and completing the Accommodation Application Form. Approval must be received before booking an exam.
- Answering questions and providing information to us within specified deadlines to permit us to better understand their needs.
- Informing us that the accommodation will be required for future exam and exam attempts, and informing us when the accommodation is no longer required.

Fitch Learning and CRO

- Responding to requests for accommodation in a reasonable and timely way.
- Working cooperatively with Candidates who request accommodation and any necessary experts.
- Creating an inclusive environment by treating everyone with dignity and respect.
- Requesting information and documents, as may be necessary, to better understand a Candidate's needs and working in conjunction with the Candidate and their Licensed Healthcare Provider to assist in assessing the extent to which accommodation may be required and, where required, approaches to accommodation that might effectively address the specific needs that have been identified.

Resources and References

- [Privacy Notice Policy](#)
- [Complaints Policy](#)



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