



USA Hire Assessments Reasonable Accommodations FAQs

Reasonable Accommodation Overview in accordance with the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990, as amended

Federal agencies must provide reasonable accommodations to applicants with disabilities when appropriate. Applicants who wish to request a reasonable accommodation for the [USA Hire Assessments](#) should follow the guidance provided in this document and outlined in the Job Announcement.

Applicants who may need an accommodation for any other part of the application and hiring process other than the USA Hire Assessments should contact the Point of Contact(s) listed in the Job Announcement.

This document only explains the process for requesting a reasonable accommodation for the USA Hire Assessments. You will also find instructions for submitting the documents required for making a request.

Reasonable accommodation requests must be made prior to beginning the USA Hire Assessments.

1. What is a reasonable accommodation for an unproctored (online) USA Hire Assessment?

Reasonable accommodations for the unproctored (online) USA Hire Assessments are modifications to the online testing process that may be provided to qualified individuals with disabilities as provided for in the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990, as amended. The purpose of an accommodation is to provide equal access to the assessment process for applicants with disabilities. Applicants who request a reasonable accommodation will have their request reviewed on a case-by-case basis. Requests that are determined to be warranted and reasonable will be granted.

2. How do I know if I will need an accommodation for this assessment process?

Examples of the types of assessments that may be administered can be found [here](#). Please review these questions and their accompanying instructions carefully. If your disability affects your performance with these types of questions, then please submit a request for a reasonable accommodation. If you still have questions about the process, please contact the USA Hire Reasonable Accommodation team by [submitting a help desk ticket](#).

3. What types of accommodations are available during the USA Hire Assessment process?

All requests for reasonable accommodations for the USA Hire Assessments received by specified deadlines will be considered on a case-by-case basis. There is no standard set of accommodations available. If you need a specific accommodation, please follow the steps outlined for requesting that accommodation.

4. How do I request a reasonable accommodation for the assessment process?



If the Job Announcement is open, during the online application process, respond "Yes" to the question asking if you would like to claim a reasonable accommodation for the USA Hire assessments. Note, you may update your application to modify your response to this question at any time while the Job Announcement is open.

If you've already applied to the Job Announcement but it is now closed, please contact the USA Hire Reasonable Accommodation team by [submitting a help desk ticket](#). Your request for an accommodation must be made before the assessment completion deadline and before you begin the USA Hire Assessments.

5. What documents do I need to provide to verify my eligibility for an assessment reasonable accommodation?

You must provide:

- A. A completed [USA Hire Reasonable Accommodation Request Form](#), and
- B. Medical documentation from a qualified professional that includes the following information:
 1. What is the disability, to include how it affects your ability to complete the assessments?
 2. What accommodation is requested to assist with the assessments?
 3. How will the accommodation help you take the assessments?

6. What responsibilities do I have as an applicant?

- Complete the application for the Job Announcement and respond to the Reasonable Accommodation question within the questionnaire. Once the application is submitted you will receive an email from the Reasonable Accommodation help desk outlining what's required.
- If you did not request reasonable accommodation at the time of application and wish to do so after the close of the Job Announcement, contact the USA Hire Reasonable Accommodation team by [submitting a help desk ticket](#). Your request for an accommodation must be made before the assessment completion deadline and before you begin the USA Hire Assessments.
- Once you receive the help desk email, provide the requested [USA Hire Reasonable Accommodation Request Form](#) and medical documentation to support your reasonable accommodation request. Supporting documentation should be from a qualified professional supporting the following:
 1. What is the disability, to include how it affects your ability to complete the assessments?
 2. What accommodation is requested to assist with the assessments?
 3. How will the accommodation help you take the assessments?
- Be responsive to the USA Hire Reasonable Accommodation team by providing information and documentation in a timely manner.
- Do not access the USA Hire Assessment(s) before the accommodation decision is made.
- Once notified of the reasonable accommodation decision, access and complete the USA Hire



assessments within the deadline provided in your email invitation (a minimum of 48-hours).

7. What responsibilities does the USA Hire Program Office have?

Assessment Reasonable Accommodation considerations:

- Assessment accommodations will be determined on a case-by-case basis by reviewing submitted documentation.
- The Reasonable Accommodation team will determine if the requested accommodation is reasonable by considering whether the requested accommodation would impact the assessment of applicant qualifications.

Communication requirements:

- The applicant will be informed what is required to submit a request.
- The accommodation offered will be of a type that presents minimal risk of undermining the assessment's validity or providing an undue advantage to the applicant.
- After the accommodation determination is made, the applicant will be notified via email and provided access to the assessments.

Internal documentation requirements:

- All supporting documentation including medical records and rationale used for final adjudication decisions will be retained in accordance with USA Hire Reasonable Accommodations Program policy.

8. What standards are applied in the Reasonable Accommodation Process?

- Applicants who did not request a reasonable accommodation in their initial application must request the accommodation before the assessment completion deadline and before beginning the USA Hire Assessments.
- Applicants who begin a USA Hire Assessment without an accommodation must complete that assessment in the non-accommodated form and cannot retake that assessment with a reasonable accommodation until the one-year retest interval has expired.
- Applicants are encouraged to submit requests and supporting documentation prior to the close of the Job Announcement or request an extension(s) to continue in the accommodation process.
- Exemption from taking the USA Hire Assessments is not a viable form of reasonable accommodation.
- The determination of an assessment accommodation is not required if the applicant does not meet the minimum qualifications.
- If an applicant's claimed impairment does not qualify for an accommodation or if there is not a reasonable accommodation that may be offered, the applicant will be provided with access to a non-accommodated version of the USA Hire Assessments.



- The decision to provide or not provide an assessment reasonable accommodation does not mean the USA Hire Reasonable Accommodation team has determined an applicant is or is not a person with a disability as defined by the Rehabilitation Act of 1973 (as amended) or the Americans with Disabilities Act of 1990 (as amended) for a reasonable accommodation on the job.

9. Does receiving a USA Hire Assessment reasonable accommodation mean I would receive a job accommodation if I was selected for the job?

The process for requesting and receiving a USA Hire Assessment reasonable accommodation is not related to the job accommodation process. If you receive a USA Hire Assessment reasonable accommodation, you may or may not need a job accommodation. If you believe you may need a job accommodation, you should request this from the hiring agency after you have received a job offer.

10. What can I do if I am denied an accommodation for the USA Hire Assessments or disagree with the accommodation that is granted to me?

You will be notified if your request is denied. If the denial results from inadequate documentation, you may correct any documentation deficiencies and resubmit your request within the timeframes established by the Reasonable Accommodation team. In some instances, the documentation may be sufficient, but may show the nature and severity of the disability does not warrant all or some of the accommodations requested. In other cases, the accommodation requested may not be feasible because it impacts the validity of the test results.

If you have questions or concerns about the USA Hire Reasonable Accommodation procedures, you may contact the USA Hire Reasonable Accommodation team by [submitting a help desk ticket](#). In addition, you may have the right to file an Equal Employment Opportunity (EEO) complaint and/or other grievance procedure, if you believe that you have been discriminated against because of your race, color, religion, sex, national origin, age, disability, sexual orientation, or in reprisal for participating in an activity protected by the various civil rights statutes. Please note: An Equal Employment Opportunity (EEO) complaint must be filed with the hiring agency within 45 days of the receipt of the denial notification.