



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 Opportunity 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 Opportunity Announcement.

This document only explains the process for requesting a reasonable accommodation for the USA Hire Assessments. You will also find instructions for uploading the documents required for making a request. **Please make requests for reasonable accommodations prior to beginning the USA Hire Assessments.**

What is a reasonable accommodation for an unproctored USA Hire Assessment?

Reasonable accommodations for the unproctored 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.

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 at: <https://usahire.opm.gov/assess/default/sample/Sample.action>. Please review these questions and their accompanying instructions carefully. If your asserted impairment will affect your performance on questions similar to these, please submit a request for a reasonable accommodation. If you still have questions about the process, please contact the USA Hire Program Office by submitting a help desk ticket at <https://apply.usastaffing.gov/HelpTicket>.

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.



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

If after reviewing the information above and the sample questions, you would like to request an assessment accommodation, please take the following steps as soon as possible:

1. Download the [USA Hire Reasonable Accommodation Request Form](#).
2. If the Job Opportunity Announcement is open, proceed to the online application as instructed in the Job Opportunity Announcement.
 - a. During the online application process, when prompted, indicate you wish to request an accommodation for the USA Hire Assessments. Note, you may update your responses to this question at any time while the Job Opportunity Announcement is open.
 - b. Complete the [RA Request Form](#) listed in Step 1 and upload it, along with any supporting documentation, to your application. Please try to upload the Request Form and supporting documentation prior to the close of the Job Opportunity Announcement.
3. If you need to request a reasonable accommodation after the close of the Job Opportunity Announcement, please contact the USA Hire Reasonable Accommodation Program Team by submitting a help desk ticket at <https://apply.usastaffing.gov/HelpTicket>.
 - a. Complete the [RA Request Form](#) listed in Step 1.
 - b. Complete the [Fax Cover Sheet](#).
 - c. Fax the Fax Cover Sheet, Request Form, and any supporting documentation, to (888) 765-5552.
 - d. Or, you may attach the RA Request Form and supporting documentation to your help desk ticket by responding to the automatic reply from the help desk.

What responsibilities do I have as an applicant?

Applicants are responsible for:

- Completing the application for the Job Opportunity Announcement of interest. Please be sure to indicate that you wish to request an assessment accommodation when completing your application.
- Informing the USA Hire Program Office you may need a change or adjustment to the USA Hire Assessment process because of a qualifying impairment by uploading the [USA Hire Reasonable Accommodation Request Form](#) and supporting documentation.
 - Please try to upload materials before the close of the Job Opportunity Announcement. If you need to request a reasonable accommodation after the close of the Job Opportunity Announcement, please contact the USA Hire Program Office by submitting a help desk ticket at <https://apply.usastaffing.gov/HelpTicket>.
 - 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?



- Cooperating with the USA Hire Reasonable Accommodations Program in the process of determining appropriate USA Hire Assessment reasonable accommodations by providing information and documentation in a timely manner.
- Not accessing the USA Hire Assessment(s) before the accommodation decision is made.
- If the Job Opportunity Announcement has not closed when notification of the accommodation decision is given, completing the assessment(s) within 48 hours after the Job Opportunity Announcement closes.
- If the Job Opportunity Announcement has closed when notification of the accommodation decision is given, completing the assessment(s) within 48 hours after an email invitation to the assessments is sent.

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 documentation of impairment.
- Decisions on the reasonableness of a requested accommodation will incorporate consideration of whether a requested accommodation would impact the assessment of an applicant's 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 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.

What standards are applied in the Reasonable Accommodation Process?

- Applicants must request the accommodation before beginning the USA Hire Assessments. Applicants are encouraged to submit requests and supporting documentation prior to the close of the Job Opportunity 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.



- 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.
- The decision to provide or not provide an assessment reasonable accommodation does not mean the USA Hire Reasonable Accommodations Program 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.

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. Further, the documentation provided for a USA Hire Assessment reasonable accommodation may not be sufficient to be evaluated for a job accommodation. Receiving a USA Hire Assessment reasonable accommodation does not guarantee a job reasonable accommodation should you be offered a job. If you believe you may need a job accommodation, you should request this from the hiring agency after you have received a job offer.

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 deficiencies and resubmit your request within the timeframes established by the USA Hire Program Office. 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 complaints about the USA Hire Reasonable Accommodation Program's procedures, you may contact the USA Hire Reasonable Accommodation Program by submitting a help desk ticket at <https://apply.usastaffing.gov/HelpTicket>. 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.