

**Arizona State Board of Nursing  
Policy and Procedure**

<b>POLICY NAME</b>	<b>Accommodation Requests: NCLEX®, Nursing Assistant (NA), Medication Assistant (MA) Written and Manual Skills Certifying Exams</b>
<b>EFFECTIVE DATE:</b>	<b>July 2008 (NCLEX); November 2011 (NA)</b>  <i>Jody Kidenow RN MN FAAN</i> <span style="float: right;">Signature</span>
<b>REVISION DATE(s)</b>	<b>11/2011; 7/2008; 1/2016; 7/2017; 8/2018; 11/2019; 3/2020; 5/2020</b>
<b>CANCELLATION DATE</b>	
<input type="checkbox"/> Administration <input type="checkbox"/> Hearing <input type="checkbox"/> Monitoring <input type="checkbox"/> CANDO <input type="checkbox"/> Information Technology <input type="checkbox"/> Multi-state Licensure <input checked="" type="checkbox"/> Education <input type="checkbox"/> Investigations <input type="checkbox"/> Fiscal Services <input type="checkbox"/> Licensing	

**Reference:** **Accommodation Request for NCLEX®; Special Accommodation Request for Nursing Assistant and Medication Assistant Written and Manual Skills Certifying Exams**

**Purpose:** To comply with the Americans with Disabilities Act (ADA) and its amendments, and provide fair and reasonable accommodation for NCLEX, Nursing Assistant and Medication Assistant testing to qualified applicants

**Policy:**

**Requirements for NCLEX Applicants**

Consistent with NCLEX Member Board Manual May, 2017 (Chapter 3) an applicant requesting special testing accommodations must provide the following information prior to or with the application for licensure:

- A letter requesting accommodations that includes the specific type of accommodation requested and applicant’s contact information (phone, e-mail);
- Documentation including recent\* reports, test results, evaluations and assessments of the candidate’s need for accommodations due to a disability (physical or mental impairment) that substantially limits one or more major life activities. Major life activities include walking, seeing, hearing, speaking, breathing, learning, thinking, working, caring for one’s self and performing manual tasks. Mental impairment includes any mental or psychological disorder, such as organic brain syndrome, emotional or mental illness and specific learning disabilities, which are protected under the Americans with Disabilities Act.
- Appropriate documentation supporting the request for accommodations, including results of appropriate diagnostic testing, must be submitted by a qualified professional with expertise in the areas of the diagnosed disability. Documentation includes:
  - A history of the disability and any past accommodation(s) granted to the candidate, as well as a description of its impact on the individual’s functioning;
  - Identification of the specific standardized and professionally recognized test/assessments given (e.g., Woodcock-Johnson, Weschler Adult Intelligence Scale);
  - The scores resulting from testing, interpretation of the scores and evaluations; and
  - Recommendations for testing accommodations with a stated rationale as to why the requested accommodations are necessary and appropriate for the diagnosed disability.

*\*Recent means in the last 4 years unless the disability is documented by the professional as stable and permanent or a condition known to be stable and permanent.*

### **Board Review Process**

The request for accommodations is reviewed by either the Executive Director or designee. Board staff members shall review the documentation to ensure that the:

- Documentation is complete as requested,
- Documentation supports the requested accommodation, and
- Accommodation requested is reasonable, can be provided by NCSBN/Pearson VUE or testing vendor, and does not compromise the intent of the exam (e.g. a request for a paper/pencil test cannot be provided by Pearson Vue).

During the course of the review, Board staff may communicate with the applicant to clarify the request or suggest available alternatives if the accommodation is not feasible. The decision to recommend or not recommend the accommodation is conveyed to the licensing technician and the applicant, who is then instructed to apply for the exam. While the Board may recommend an accommodation, NCSBN reviews all RN & LPN requests and either grants or denies the request. If the request is denied, the applicant may submit additional information to support their request.

### **Denial and Appeal Process; Transfer of Information; Record of Request**

If staff does not have sufficient evidence to grant the accommodation, the applicant will be informed of the requirements and advised as to the evidence needed to grant the request. The applicant may appeal staff findings to the Board by submitting a written request within 10 days of the notification of insufficient evidence to grant the accommodation.

If there is information in the accommodation request that indicates the applicant's condition poses a risk to the health, safety and welfare of patients or the public, that information will be provided to the investigations department and an investigation may be conducted.

All requests for accommodation are maintained and filed in the applicant's licensing file and are not considered public records.

### **Available NCLEX® Accommodations** *(any accommodation requested must be supported by the evaluation)*

**Adjustable Contrast:** The display of the contrast on the monitor can be adjusted so that the exam questions are displayed in a higher or lower contrast via different colors for text and background.

**Adjustable Font Size:** The candidate can adjust the size of the text displayed on the screen. If a large font is selected the candidate may need to scroll within the test question.

**Aid:** Candidate is permitted to bring a particular aid to the testing center and use it during the exam. The candidate provides the aid.

**Equipment:** The candidate is permitted to use specific equipment during the exam. The testing center provides the equipment. *Note: "Personal Item" refers to approved items the candidate brings to the test center. "Equipment" refers to items provided by Pearson VUE at the testing center.*

**Extra Time-2 hours:** The Candidate is given 2 additional hours to complete the exam. An RN candidate will be given a total of 8 hours to complete the exam over 1 day. A PN candidate will be given a total of 7 hours to complete the exam over 1 day. Scheduled, optional breaks will be offered after 2 hours, 4 hours, and 6 hours of exam time. Scheduled and optional breaks are counted in the exam time.

**Extra Time-3 hours:** The Candidate is given 3 additional hours to complete the exam. An RN candidate will be given a total of 9 hours to complete the exam over 1 day. A PN candidate will be given a total of 8 hours to complete the exam over 1 day. Scheduled, optional breaks will be offered after 2 hours, 4 hours, and 6 hours of exam time. Scheduled and optional breaks are counted in the exam time.

**Extra Time-Double time 2 days:** The candidate is given double the exam time to complete the exam over two days. An RN candidate is allotted 12 hours over 2 days, 6 hours of exam time on each day. A PN candidate is

allotted 10 hours over 2 days, 5 hours of exam time on each day. Scheduled, optional breaks will be offered after 2 hours and 3.5 hours of exam time on each day.

**Extra Time-Other:** The candidate is given a customized amount of possible extra testing time; scheduled, optional breaks will occur as indicated by the testing time. The BON must specify in minutes the additional time being requested. No more than nine hours of testing is allowed in a day.

**Other:** A non-standard accommodation is requested.

**Separate Room:** The exam must be delivered in a private room.

**Separate Room & Reader:** A reader may assist the candidate. The exam must be delivered in a private room.

**Separate Room & Recorder:** A recorder may assist the candidate. The exam must be delivered in a private room.

**Separate Room & Sign Language Interpreter:** A sign language interpreter may assist the candidate with communicating with the Test Administrator (TA) only. The exam must be delivered in a private room. The actual exam is taken without the assistance of a sign language interpreter.

From the [PearsonVUE website](#) updated June 2019

The below items are comfort aids and do not require pre-approval. They will be allowed in the testing room upon visual inspection by the Test Center staff. Visual inspection will be done by examining the item without directly touching it (or the candidate) and without asking the candidate to remove the item, unless otherwise stated below.

### **Medicine & Medical Devices**

- Auto-injectors; such as EpiPen
- Bandages
- Braces- Neck, Back, Wrist, Leg or Ankle Braces
- Casts - including slings for broken/sprained arms and other injury-related items that cannot be removed.
- Cough Drops - must be unwrapped and not in a bottle/container.
- Eye Drops
- Eye Patches
- Eyeglasses (without the case), including tinted lenses – must be removed for visual inspection
- Glucose Tablets (does not include hard candy) - must be unwrapped and not in a bottle/container.
- Handheld (non-electronic) magnifying glass (without the case)
- Hearing aids/Cochlear implant

*Note: If the hearing aids or cochlear implant includes an accompanying remote-control device, the remote-control device may not be taken into the testing room. If there is a need to take the remote-control device into the testing room, candidates must apply and be approved for an accommodation to do so.*

- Inhaler
- Medical Alert Bracelet

*Note: Many medical alert bracelets now have a USB port. The candidate is not permitted to plug any device into the computer workstation.*

• Medical device: Must be attached to a person's body, must be inaudible, and must not include a remote-control device. Examples include but are not limited to:

- Insulin pump
- Continuous glucose monitor

*Note: If the insulin pump or continuous glucose monitor includes an accompanying remote-control device, the remote-control device may not be taken into the testing room. If there is a need to take the remote control device into the testing room, candidates must apply and be approved for an accommodation to do so.*

- TENS Unit
- Spinal Cord Stimulator
- Medical/Surgical face mask
- Medical Foot Stool

*Note: Candidates may bring a medical foot stool for the purpose of supporting an injured leg or foot. The stool must be non-skid, have a metal base, and can be no larger than 14X14X12.*

- Nasal drops/spray

- Oxygen Tank
- Pillow/Cushion
- Pills - i.e. Tylenol or aspirin must be unwrapped and not in a bottle/container.

*Note: Candidates may bring pills that are still in the packaging if the packaging states they MUST remain in the packaging, such as nitroglycerin pills that cannot be exposed to air. Packaging must be properly inspected.*

**Mobility Devices:**

- Canes
- Crutches
- Motorized Scooters/Chairs
- Walkers
- Wheelchairs

Other approved items (must be provided by Testing Center):

- Tissues/Kleenex
- Earplugs and Noise Reducing Headphones

*Note: These are only considered a comfort aid in Pearson Professional Centers. For other testing channels an accommodation approval will be required. Visit [pearsonvue.com](http://pearsonvue.com) and select your testing program to determine the type of test center.*

**Testing exceptions for nursing mothers:**

Pearson VUE supports test-takers that require an exception to breastfeed or express their breast milk during their exam. Nursing mothers should follow the accommodation request process and also check your testing organization’s policies prior to scheduling your exam. Please note that your accommodation request may require that you schedule your exam at a test center that is not your preferred location.

**Breastfeeding:**

If you prefer to breastfeed, you must do so outside of the testing facility, as children are not allowed in the test center. Please check your testing organization’s policies as some programs do not allow candidates to leave the test center during an exam. Our team will make reasonable efforts to find you a suitable space to breastfeed if your accommodations request is approved.

**Expressing breast milk:**

If you wish to express breast milk, the Pearson VUE team will make reasonable efforts to find you a suitable space if your accommodations request is approved.

For more information regarding NCLEX test accommodations please visit:

<https://home.pearsonvue.com/Test-takers/Accommodations.aspx>

*Note: Applicants must apply for testing accommodations PRIOR to registering for the NCLEX exam.*

Please direct inquiries to:

**NCLEX Accommodations**

AZBN Education Department

E-mail: [education@azbn.gov](mailto:education@azbn.gov)

Phone: 602-771-7856

For quickest results please [click here](#) to submit your accommodation request.

*Or Via US Mail*

Arizona State Board of Nursing

Lyn Ledbetter/NCLEX Accommodations

1740 W Adams Street, Suite 2000

Phoenix, AZ 85007

*PLEASE include your contact e-mail address and phone number in ALL CORRESPONDENCE.*

## Requirements for Nursing Assistant/Medication Assistant Applicants

Consistent with D&S Diversified Technologies (D&S) requirements, an applicant requesting special testing accommodations must provide the following along with the testing application to D&S:

- Completion of the appropriate application from the D&S website (Form 1404AZ)
- Documentation including recent\* reports, test results, evaluations and assessments of the candidate's need for accommodations due to a disability (physical or mental impairment) that substantially limits one or more major life activities. Major life activities include walking, seeing, hearing, speaking, breathing, learning, thinking, working, caring for one's self and performing manual tasks. Mental impairment includes any mental or psychological disorder, such as organic brain syndrome, emotional or mental illness and specific learning disabilities, which are protected under the Americans with Disabilities Act (ADA). Documentation by a qualified professional with expertise in the areas of the diagnosed disability which supports the request for accommodations, including results of appropriate diagnostic testing, must be submitted. Documentation must include:
  - A history of the disability and any past accommodations granted to the candidate, as well as a description of its impact on the individual's functioning;
  - Identification of the specific standardized and professionally recognized test/assessments given (e.g., Woodcock-Johnson, Weschler Adult Intelligence Scale);
  - The scores resulting from testing, interpretation of the scores and evaluations;
  - Recommendations for testing accommodations with a stated rationale as to why the requested accommodations are necessary and appropriate for the diagnosed disability; and
  - Contact information including name, qualifications, phone of the professional evaluator recommending the accommodation.

If you were provided accommodations in the nursing assistant program, the instructor must sign the request for accommodations form verifying that the accommodation requested was provided by the program.

*\* Recent means in the last 4 years unless the disability is documented by the professional as stable and permanent*

### **Board Approval Process**

The request for accommodation is reviewed by D&S and sent to the Board for approval. Board staff shall review the documentation to ensure that the:

- Documentation is complete as requested,
- Documentation supports the diagnosis of an ADA eligible disability,
- Documentation supports the requested accommodation, and
- Accommodation requested is reasonable, can be provided by D&S and does not compromise the intent of the exam (e.g. a request that another person perform skills)

During the course of the review, Board staff may communicate with the applicant, program or professional making the diagnosis to clarify the request or suggest available alternatives if the accommodation is not feasible. The decision to recommend or not recommend the accommodation is conveyed to D&S and the applicant. If the request is denied, the applicant may submit additional information to support their request.

### **Denial and Appeal Process; Transfer of Information; Record of Request**

If Board staff does not have sufficient evidence to grant the accommodation, the applicant will be informed of the requirements. The applicant may appeal staff findings to the Board by submitting a written request for appeal within 10 days of the notification of insufficient evidence to grant the accommodation.

If there is information in the accommodation request that indicates the applicant's condition poses a risk to the health, safety and welfare of patients or the public, the information in the accommodation request will be provided to the investigations department and an investigation may be conducted.

All requests for accommodations are maintained and filed in the applicant's licensing file and are not considered public records.

**Available Nursing Assistant Testing Accommodations:**

Reader/marker  
Additional Time  
Large Print  
Other

Please direct inquiries to:

**Nursing Assistant/Medication Assistant Testing Accommodations**

Cindy George  
E-mail: [cgeorge@azbn.gov](mailto:cgeorge@azbn.gov)  
Phone: 602-771-7857

Or Via US Mail

Arizona State Board of Nursing  
ATTN: Cindy George/Testing Accommodations  
1740 W Adams Street, Suite 2000  
Phoenix, AZ 85007

*PLEASE INCLUDE CONTACT E-MAIL AND PHONE NUMBER IN ALL CORRESPONDENCE*