

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

POLICY NAME	Accommodation Requests for NCLEX® and Nursing Assistant (NA) and Medication Assistant (MA) Written and Manual Skills Certifying Exams
EFFECTIVE DATE:	July 2008 (NCLEX); November 2011 NA <i>Greg Ridenour R.N. MA JAA</i> _____ Signature
REVISION DATE(s)	11/2011; 7/2008; 1/2016; 7/2017; 8/2018; 11/2019; 3/2020; 4/2020, 6/2021; 1/2023
CANCELLATION DATE	
<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: **Special 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 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 includes 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 (ADA). 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 critically 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 NSCBN/Pearson VUE, and does not compromise the intent of the exam (e.g. a request for a paper/pencil test cannot be provided)

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 (e.g. a paper/pencil test). 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 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)

Access to Nursing Mother Space Nursing Mother access to necessary medical equipment to pump. Candidate will use the designated space to pump.

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 Candidates are 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 – 30 minutes

The candidate is given 30 additional minutes to complete the exam.

NCLEX-RN and NCLEX-PN candidates will be given a total of five and a half hours of possible testing time to complete the exam over one day. No additional scheduled optional breaks will be added for this accommodation.

Extra Time – one hour

The candidate is given one additional hour to complete the exam.

Conditions: RN and PN candidates will be given a total of six hours of possible testing time to complete the exam over one day. No additional scheduled optional breaks will be added for this accommodation.

Extra Time – two hours

The candidate is given two additional hours to complete the exam.

RN and PN candidates will be given a total of seven hours of possible testing time to complete the exam over one day. Scheduled, optional breaks will be offered after two, four and six hours of exam time.

Extra Time – three hours

The candidate is given an additional three hours to complete the exam.

RN and PN candidates will be given eight hours of possible testing time to complete the exam over one day. For the RN and PN exam, scheduled, optional breaks will be offered after two, four and six hours of exam time.

Extra Time – 50 Percent Exam Time

The candidate is given an additional 50% of original time (2.5 hours) to complete the exam.

RN and PN candidates will be given 7.5 hours of possible testing time to complete the exam over one day. For the RN and PN exam, scheduled, optional breaks will be offered at two, four and six hours of exam time.

Extra Time – double time 2 days

The candidate is given double the exam time to complete the exam over two consecutive days.

RN and PN candidates are allotted 10 hours of possible testing time over two consecutive days, with a maximum of five hours of exam time on each day. Scheduled, optional breaks will be offered after two and 3.5 hours of exam time on each day. If a candidate is unable to attend the first day of the two day exam appointment, they will not be permitted to test on the second 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 separate room.

Separate Room & Reader A Reader will be present to read directions and test questions. The Reader may not answer or explain any content related questions. Exam must be delivered in a separate room.

Separate Room & Recorder A recorder will be present to input answers as dictated by the candidate. Exam must be delivered in a separate room.

Separate Room & Sign Language Interpreter. A Sign Language Interpreter will be present to facilitate communication with test center staff and to sign test questions. The interpreter may not answer or explain any content related questions. Exam must be delivered in a separate room.

ZoomText (Screen Mag Only)

A software application that allows for magnification greater than 200% and ability to change color of screen/text. Software is activated upon launching the exam.

From the [PearsonVUE website](#) updated February 2022

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 and be inaudible. If device makes noise, then candidates must apply and be approved for an accommodation. 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 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
 - Note: Must be self-contained and silent. If the oxygen makes noise, or if power is required, then an accommodation approval is needed*
- 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 nitro glycerin 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):

- Earplugs and Noise Reducing Headphones - Note: These are only considered a comfort aid in Pearson Professional Centers and must be provided by the test center. For other testing channels, including third-party test centers and online proctored exams, formal accommodation approval is required.

- Face mask and/or gloves – Note: Not permitted for online proctored exams.
- Handheld, non-electronic magnifying glass, without the case.
- Tissues/Kleenex - Note: These are only considered a comfort aid in Pearson Professional Centers (must be provided by the test center) and for online proctored exams (must be provided by the candidate). For other testing channels, an accommodation approval will be required.

Visit [pearsonvue.com](https://www.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, express, or pump 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 accommodation request is approved.

Pumping breast milk:

If you wish to pump breast milk, the Pearson VUE team will make reasonable efforts to find you a suitable space if your accommodation 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

E-mail: 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
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 critically 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
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