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**Please follow the steps below to request ADA Accommodations for the**

**Customer Service and Sales, Advanced Customer Service and Sales, and Retail Management Credential Exams**

**Step 1: Complete the Accommodations Request Form**

Submit the completed form to [**RISE@nrf.com**](mailto:RISE@nrf.com)for review **at least** 30 days before the requested testing date. The purpose of the form is to briefly explain why the candidate needs the accommodations. Ex. “According to Kevin’s IEP, he requires extended time during testing.”

**Step 2: Have the Candidate Register for the Test in Advance**

On the registration page, your candidates should click the box indicating a need for ADA Accommodations. Once the box has been clicked, a list will appear from which they can select the accommodations needed.

Once the registration has been completed, NRF will review this request form before approving the accommodations. If all the steps have been completed correctly, your candidate should receive a confirmation email within 48 hours that accommodations have been approved.

**Step 3: Confirm the Candidate’s Password**

The candidate’s registration password won’t be generated until after the accommodations have been approved by Castle and NRF. You can look up the registration password for any candidate on your [online roster](http://www.castleworldwide.com/tds_v5/asp/NRF_online_roster.asp) the day of the exam. You will need your proctor credentials and your Site ID to access the online roster. If you have misplaced those credentials, contact Castle Worldwide at 1-844-NRF-EXAM or (1-844-673-3926).

|  |  |
| --- | --- |
| Candidate Name |  |
| Credential Exam Name |  |
| Test Date |  |

**Proctor Information**

|  |  |
| --- | --- |
| Name |  |
| Test Site Name |  |
| Email |  |

**Describe requested accommodations and briefly explain reasoning.** (Example: The student’s IEP indicates extended time accommodations in testing situations).Use additional paper if necessary.

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**Email completed ADA Accommodations Request Form to:** [**RISE@nrf.com**](mailto:RISE@nrf.com)

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**Customer Service and Sales, Advanced Customer Service and Sales, and Retail Management Credentials**

**Accommodations Overview**

NRF Foundation wishes to ensure that individuals with disabilities are not deprived of the opportunity to participate in the assessment solely because of a disability. NRF Foundation complies with the Americans with Disabilities Act of 1990 (ADA) and Title VII of the Civil Rights Act, as amended, in accommodating candidates with documented disabilities who need special arrangements to take an assessment.

Reasonable accommodations depend on the nature and severity of the documented disability. A particular accommodation will not be granted if it is not deemed reasonable and other suitable techniques are available.

The NRF Foundation reserves the right to request supporting documentation from a physician or other qualified professional reflecting a diagnosis of the candidate’s disability and an explanation of the accommodations, and NRF Foundation reserves the right to consult its own experts regarding the appropriate accommodations to be provided.

NRF Foundation will provide reasonable accommodations, except where such may fundamentally alter the assessment or results, or result in an undue burden.

Assessment accommodations might include:

• Extended time to complete an assessment (time and a half to double time);

• A reduced-distraction environment separate from other assessment candidates;

• A reader or scribe;

• Another accommodation recommended by the professional documenting the disability that NRF Foundation considers reasonable.

Requests for extended time will be approved and fulfilled by NRF and Castle Worldwide; all other approved requests should be fulfilled by your testing center staff.