

	Certification Policy AFC Exam Accommodations Policy	Policy #	CERT - 002
		Version	1.01
		Implemented	08/08/2025
Page #	< 1 > of < 6 >	Last Revised	01/23/2026
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AFC Exam Reasonable Accommodations Policy

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Purpose

AFCPE and PSI comply with the Americans with Disabilities Act (ADA) and state and local laws regarding accessibility for persons with disabilities and therefore are committed to providing reasonable and effective accommodations for candidates with known disabilities who can demonstrate a need for testing accommodations. An individual with a disability is one who is substantially limited in one or more major life activities as compared to most people in the general population. Whether a medical condition that is not covered by the ADA or analogous state or local law qualifies for testing accommodations for the AFC exam is at the sole discretion of AFCPE and PSI.

Scope

A reasonable accommodation is not dictated by medical diagnosis but rather is one that enables a qualifying individual with a disability to test for certification and participate in membership/certification benefits to the same extent as persons without similar disabilities. When providing testing-related reasonable accommodation, AFCPE and PSI strive to provide reasonable AFC testing condition modifications that effectively address the known functional impairment(s) caused by an individual's disability; provided, however, that AFCPE and PSI will not provide accommodations that **fundamentally alter the measurement of the skills or knowledge the exam is intended to test, jeopardize exam integrity and security, or result in undue burden to AFCPE and PSI**. Accommodations will not be made to the actual content of the exam.

Policy/Procedure

Requesting Exam Accommodations

Request for reasonable testing accommodations **must be made in writing by completing the Request for Reasonable Examination Accommodations form** located [here](#).

Individuals whose disabilities prevent them from submitting their request for reasonable examination accommodation online may alternatively submit their request through the TTY/TDD line (913-895-4637). We recommend submitting the request at least 45 days before your desired examination date.

PSI will review all submitted forms and supporting documentation. Failure to provide appropriate supporting documentation in a timely manner will delay the review process and your ability to schedule and take the AFC exam.

PSI will contact you regarding the decision made with respect to your request for accommodation. If the request for accommodation is approved, you will receive an Accommodations Approval notification. If your request for accommodation is not approved, you will be notified of the basis for that decision. Candidates who are not satisfied with this decision may submit a formal appeal to the AFCPE Certification Council.

AFCPE and PSI may audit the supporting documentation received to verify its authenticity. Submitting false or fraudulent documentation to AFCPE or PSI in connection with any accommodation request or appeal may result in disciplinary action, including revocation of certification and eligibility for certification.

All requests for exam accommodations and documentation submitted by candidates will be treated with discretion, will not be shared outside of AFCPE or PSI unless compelled by legal process, and will be used solely for the purpose of evaluating the request or in supporting or defending AFCPE/PSI's decision(s) with respect to your request for accommodation.

Candidates may request more than one accommodation; however, supporting documentation is required for each requested accommodation.

Required Supporting Documentation

Appropriate documentation may vary depending on the nature of the disability or medical condition and the specific testing accommodation requested. Any supporting documentation required should be narrowly tailored to the individual and the information needed to determine the nature of the disability or medical condition and the need for the requested testing accommodation. Persons requesting accommodation should not submit unrelated medical records or complete medical files.

Examples of accepted supporting documentation include, but are not limited to:

- Recommendations of qualified professionals;
- Proof of past testing accommodations;
- Results of psycho-educational or other professional evaluations;
- A candidate's diagnostic history to the extent useful in evaluating the reasonableness and effectiveness of particular accommodation(s).

Documentation must be from a qualified professional. A qualified professional is someone with the credentials, training, and expertise to diagnose the reported disability or evaluate its impact on the individual. The primary relationship of the qualified professional to the individual must be that of a treating or evaluating professional to the individual; there must be no familial, intimate, supervisory, or other close relationship between the qualified professional and the individual requesting the accommodation(s). AFCPE and PSI reserve the right to request further verification, if warranted, of the qualified professional's credentials and expertise relevant to the diagnosis and accommodation recommendations.

Documentation from the qualified professional must:

1. Be on **letterhead**, typed in **English**, **dated**, and signed and include the **name, title, and professional credentials** of the qualified professional.
2. Contain contact information including **address, telephone number, and/or e-mail address** for each qualified professional providing documentation.
3. Include the **date of assessment** upon which each qualified professional's report is based. **If the date of an assessment occurred more than 3 years prior to an applicant's current testing accommodations request to AFCPE and PSI, the applicant also should include a statement on letterhead from a qualified professional who treated or evaluated the candidate within 12 months of the applicant's request either certifying that there have been no material changes in the applicant's functional limitations** (including due to medication or assistive aids) that affect the need for accommodation or identifying any relevant material changes. The only exception is if the prior assessment occurred within the prior five (5) years and the medical professional attests in the statement that there was (or would be) no material change in the applicant's condition, treatment plan, or need for specific accommodations during the period between the assessment and the applicant's request for testing accommodations.

Please note, in some cases, an accommodation that may have been appropriate at one time in the past, or in another setting, may not be appropriate for the current exam. Each accommodation request is reviewed on a case-by-case basis. AFCPE and PSI will strongly consider evidence of prior accommodation approvals as well as the professional judgment of a candidate's qualified professional. However, AFCPE and PSI will undertake their own independent, impartial review of each accommodation request, and consider the current task and setting, which may be different from that for which a person was previously approved for accommodations.

AFCPE and PSI are neither bound nor compelled to provide any or the same accommodations for the current exam or any future exam, either to the same candidate or different candidates. Approved testing accommodations apply only to the exam administration for which the request was made and to the individual for whom the accommodation was approved. Accommodations for subsequent exam attempts will not automatically be granted based on the prior documentation. A new request will be required and, depending on the timing of the renewed requested, updated supporting documentation may need to be submitted.

Most Common Accommodations

Examples of reasonable accommodations may include:

- Extended Testing Time
- Frequent/Additional Break Time
- Separate Testing Room (free from distractions)
- Braille or large-print exam booklets;
- Screen Reading Technology or Reader;
- Medical Devices (Medical devices or comfort aids not on the approved auxiliary aids not requiring special accommodations list)
- Enlarged Font (ability to increase the size of the font)
- Adjustable Contrast (ability to adjust the computer screen contrast)
- Scribes to record answers
- Human reader
- Wheelchair accessible testing stations
- Permission to bring and take medications during the exam (for example, for individuals with diabetes who must monitor their blood sugar and administer insulin)

The foregoing is intended to be illustrative and is not an exhaustive list of potential accommodations, nor does the inclusion of any accommodation in the foregoing list suggest that the accommodation is reasonable in all circumstances or for all individuals with disabilities.

At this time, AFCPE and PSI do not allow for remote exam proctoring under any circumstances.

Telecommunication Devices for the Deaf

PSI is equipped with Telecommunication Devices for the Deaf (TDD) to assist deaf and hearing-impaired candidates. TDD calling is available 8:30 a.m. to 5:00 p.m. (Central Time)

Monday through Friday at 913-895-4637. This TDD phone option is for individuals equipped with compatible TDD machinery.

Scheduling an Exam with Accommodations

Candidates with approved accommodations must call PSI at 888-519-9901 / 800-345-6559 to schedule their examination.

Appeals

Appeals of accommodation decisions must be submitted in writing to accessibility@afcpe.org (or, if applicable, via TTY/TDD line) within fifteen (15) business days after receiving the denial and must be accompanied by clear rationale and supporting documentation. The appeal procedure applies only to requests for accommodation of ADA-qualifying disabilities. Appeals should focus on why you believe AFCPE/PSI erred in denying the accommodation request and why any alternative proposed by AFCPE/PSI is insufficient to allow you to participate in testing in the same manner as someone without your disability(ies). Appeals will be decided within fifteen (15) business days after receipt and AFCPE/PSI's decision shall be final.

Violations

The primary risk of ADA violations is exposure to lawsuits and significant financial penalties, including fines of up to \$75,000 for a first violation and \$150,000 for subsequent violations. Beyond financial repercussions, non-compliance can lead to reputational damage, loss of customers, and operational disruptions.

Lawsuits:

Individuals with disabilities or the U.S. Department of Justice can file lawsuits against organizations that fail to provide accessible experiences, both physical and digital.

Fines and Penalties:

Non-compliance can result in substantial financial penalties, with fines potentially reaching \$75,000 for a first violation and \$150,000 for subsequent violations.

Reputational Damage:

Failing to meet ADA standards can harm a business's reputation, leading to a loss of customer trust and loyalty, especially among individuals with disabilities.

Loss of Business:

Inaccessible facilities or digital platforms can prevent individuals with disabilities from accessing and potentially purchasing from a business, resulting in lost revenue.

Operational Disruptions:

Lawsuits for non-compliance can lead to required modifications to facilities or digital content, potentially causing significant operational disruptions and financial burdens.

Legal Costs and Settlements:

Beyond fines, businesses may face substantial legal fees and potential settlements that include compensatory damages and the cost of making the necessary changes to comply with the ADA.

State-Level Penalties:

Many states, including Virginia, also have laws reinforcing the ADA and imposing their own penalties for non-compliance, potentially leading to both state and federal litigation.

Damaged Brand Reputation:

Public lawsuits can severely damage a business's reputation, affecting its ability to attract and retain customers.

Definitions

ADA

American's with Disabilities Act

TTY/TDD Line

TTY-based Telecommunications Relay Services permit persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

To make using TRS as simple as possible, you can dial 711 to be automatically connected to a TRS communications assistant. It's fast, functional and free. Dialing 711, both voice and TTY-based TRS users can initiate a call from any telephone, anywhere in the United States, without having to remember and dial a ten-digit access number.

<https://www.fcc.gov/consumers/guides/711-telecommunications-relay-service>

References

<https://www.ada.gov/>

<https://www.credentialingexcellence.org/AIGuidanceDocPublicComment>

Related Documents

Candidate Handbook

<https://www.afcpe.org/certification/afc/exam/>

Revision History

Version	Description	Revision Date	Review Date	Reviewer/Approver
1.0	Initial Version			
1.1	Updated link to submit	01/23/2026	N/A	MS