

Overview of

possible reasonable accommodations (adjustments) in **selection tests**



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1. Introduction

EPSO is dedicated to ensuring equal opportunities and access to its selection procedures for all candidates and to this end it continuously monitors all its testing and selection processes to ensure that this is upheld. EPSO provides the opportunity to all candidates to indicate whether they have any specific needs due to a disability or a medical condition, which could require reasonable accommodations (adjustments) at any or all stages of the EPSO selection process. This information is clearly communicated from the outset on the EPSO website, in the application form and in each individual Notice of Competition (for open competitions) or call of expression of interest (for CAST selections).

EPSO has developed promotional materials to demystify the reasonable accommodation process and inform candidates on how to request adjustments in selection tests. For more information on EPSO's equality and diversity policy and on how it puts principles into action when it comes to candidates with specific needs, please visit the EPSO equal opportunities webpage. To watch the video on how to request special adjustments in the selection tests, visit the EPSO webpage dedicated to equality. Furthermore, a step by step flyer on the reasonable accommodations procedure is also available and can be provided in Braille upon request.



2. How do we define reasonable accommodations?

In providing reasonable accommodation(s) EPSO aims to ensure that candidates with disabilities and specific needs can fully express their competencies and compete on an equal basis with other candidates. Providing reasonable accommodations (adjustments) aims at removing potential obstacles presented by an individual's disability or medical condition, without modifying the nature or level of the qualification that is being assessed. The 'EPSO Accessibility team' has experience in defining reasonable accommodations (adjustments) and is responsible for analysing each individual request for special adjustments on a case-by-case basis. This is a comprehensive exercise considering, amongst other things the following elements:

- The request for adjustments in the selection tests introduced by candidates via the information form on specific needs due to a disability or a medical condition;
- A good understanding of the nature and extent of the candidate's functional limitations in the selection context;
- Supporting documents from qualified professionals and/or national authorities (e.g. disability certificates, medical certificates, specialist reports...);
- EPSO's expertise in reasonable accommodation;
- External expertise (in some cases, experts may be consulted to allow the best definition possible of accommodations such as the medical service of the EU Commission or external experts. Should this consultation be possible, it will be entirely anonymised, and protection of data is guaranteed);
- Type of tests and media used (e.g. computer based, handwritten or essay type on computer, oral, pen and paper);
- The adaptation of tests, e.g. derogation from abstract reasoning tests for visually impaired candidates
- Type of output expected (e.g. answers to a multiple-choice questionnaire, essay type, oral/interaction)
- Type of actions necessary to indicate the correct answers (e.g. clicking, typing, handwriting, speaking, interacting)
- Any other relevant information



3. Overview of possible accommodations in EPSO's selection procedures

This document presents some of the possible accommodations candidates can request during selection tests. It was co-produced by EPSO and EPSO's contractor (currently Prometric) and will be continuously updated based on developments in the field of reasonable accommodations, new requests for special adjustments and new accommodations granted.



For each type of accommodation, you will find:

- A description of the accommodation (**'what?'** in the glossary below);
- The stage of the selection process when this accommodation may be granted (**'when?'** in the glossary below);
- The test centres or remote proctoring platform where this accommodation may be granted, either in the EU or worldwide (**'where?'** in the glossary below);
- Who is responsible for providing the accommodation (**'who?'** in the glossary below).

A) IMPORTANT INFORMATION

- Computer-based tests (CBT) take place in the EU or worldwide, in the contractor's test centres or through remote proctoring. The contractor will implement the accommodation(s) defined by EPSO Accessibility Team according to EPSO's instructions and available equipment;
- Assessment centre tests take place remotely via Cammio, but can be accommodated physically if needed;
- Accommodation(s) will be implemented by EPSO staff and/or selection board members;
- The glossary of accommodations is not exhaustive and requests for other accommodations based on candidate's specific needs may be introduced. Each request is analysed on a case-by-case basis;

- **Candidates can use their own IT equipment when they sit for computer-based tests remotely (e.g. vertical mouse, VIG keyboard, left-hand mouse, screen magnifier, bigger monitor etc.);**
- All test centres are wheelchair accessible;
- Specific accommodation(s) and IT equipment are subject to availability in the test centres managed by the contractor or on designated EPSO premises. All items are not available everywhere and, in some instances, items may need to be shipped. To ensure that this is done in good time, candidates are advised to introduce their requests as soon as possible;
- This glossary is indicative to illustrate the possible accommodations and functionalities of IT equipment and it is not contractual. EPSO will do its best to provide candidates with the necessary reasonable accommodations;
- EPSO cannot make any accommodations of a “personal or physical nature” (e.g. lifting or feeding);
- Final accommodation(s) granted may differ somewhat from the initial request of the candidate, given the number of variables to be considered in the definition of the actual individual reasonable accommodation(s). This is also in the interest of equality and fairness to all candidates and in line with international best practices in the field;
- Multiple medical conditions will not necessarily result in cumulative accommodations.
- We guarantee that the data relating to your disability or medical condition will be treated confidentially in compliance with Regulation (EU) No 2018/1725 of the European Parliament and of the Council of 23 October 2018.



B) GLOSSARY OF POSSIBLE ACCOMMODATIONS

SCHEDULING TIME AND LOCATIONS



Additional time

What? The allocated time for a test is extended by a certain percentage of extra time (e.g. 25%, 33%; 50% ,75%, 100% or 120%). For example, a candidate who was granted 50% of additional time for a 10-minute test will have 15 minutes to take the test instead of 10.

When? During all test phases.

Where? In test centres in the EU and worldwide and during remotely proctored tests.

Who? Contractor and EPSO.



Extended breaks

What? Candidates may be allowed to take longer breaks than those initially planned. This could be the case for pregnant or breastfeeding candidates for example.

When? During all test phases.

Where? In test centres in the EU and worldwide and during remotely proctored tests.

Who? Contractor and EPSO.





Flexible breaks

What? Candidates may receive flexible breaks during the test session to allow them to rest if their condition justifies it. These breaks are additional to the ones already incorporated in the test session.

When? During all test phases.

Where? In test centres in the EU and worldwide and during remotely proctored tests.

Who? Contractor and EPSO.



Isolated workstation

What? If the candidate's condition justifies it, for example persons with an attention deficit disorder, they may be placed in a more isolated corner of the testing room to allow a better concentration. This is subject to availability and size of the test centre.

When? During all test phases.

Where? In test centres in the EU and worldwide.

Who? Contractor and EPSO.



Rescheduling

What? During pregnancy or the period around birth, candidates may request a different test date. In some very specific cases of temporary medical conditions (e.g. serious accidents, cancer treatments, hospitalisations) EPSO will also consider whether rescheduling is feasible.

When? During all test phases.

Who? EPSO.



Separate room

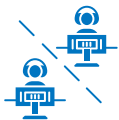
What? A separate room may be requested by candidates who need to rest or breastfeed for example. Private spaces are subject to availability, could require a candidate to travel to a non-preferred test centre, and are not guaranteed at every test centre location. Alternatively candidates could be awarded sufficient breaks or leave the test centre for a specified time should a private room not be available everywhere (this could be the case for breastfeeding candidates for example).

When? During all test phases.

Where? A prior confirmation for each test centre is required.

Who? Contractor and EPSO

PERSONAL ASSISTANCE TO VISUALLY AND HEARING-IMPAIRED CANDIDATES, AS WELL AS NEURODIVERSE CANDIDATES¹



Assistant proctor

What? Personal assistant who oversees examinee testing and monitors time. **When?** During all test phases.

Where? Location determined by EPSO (such as EPSO premises or official buildings such as EU Representations, EU delegations).

Who? EPSO and trusted collaborators.

¹ Please note that an 'assistant proctor', an 'assistant reader' and/or an 'assistant recorder' can only be provided when testing is hosted by EPSO.





Assistant reader

What? Personal assistant who reads questions aloud to the test taker during the whole duration of tests and accompanies the candidate where necessary.

When? During all test phases.

Where? Location determined by EPSO (such as EPSO premises or official buildings such as EU Representations, EU delegations).

Who? EPSO and trusted collaborators.



Assistant recorder

What? Personal assistant who can assist recording the candidate answers.

When? During all test phases.

Where? Location determined by EPSO (such as EPSO premises or official buildings such as EU Representations, EU delegations).

Who? EPSO and trusted collaborators.

TEST FORMATS AND LAY-OUTS



Braille print outs

What? Candidates with a severe visual impairment have the possibility to request print outs of tests in Braille. In addition to this accommodation, they will be assisted by personal assistants ('assistant reader' see above).

When? During all test phases.

Where? Location determined by EPSO (such as EPSO premises or official buildings such as EU Representations, EU delegations).

Who? EPSO and trusted collaborators.



Colour blind friendly tests

What? Colour blind candidates may request tests without colours. They will take their tests in a pen and paper format with all colours being removed without affecting the quality of the test.

When? During all test phases.

Where? In test centres in the EU and worldwide.

Who? Contractor and EPSO.



Enlarged tests

What? Candidates with visual impairments for example may request a bigger format of tests when working on paper. For example instead of having an A4 format, a candidate could receive print outs in A3.

When? During all test phases.

Where? In test centres in the EU and worldwide.

Who? Contractor and EPSO.





Increased contrast

What? Size, contrast, brightness, screen distance and position can be adjusted according to the candidate's instructions before the beginning of tests. The colour of letters and/or of the background can be modified and increased for candidates with a specific eye condition. On EPSO premises, a Videomatic Lux (Zoom/contrast device) is available.

When? During all test phases.

Where? In test centres in the EU and worldwide. **Who?** Contractor and EPSO.



Note taking

What? In some cases such as in learning disorders for example, candidates may be allowed to take notes during tests. Usually candidates would be provided with erasable boards or scratch paper. This is defined by the test centre and may vary.

When? During all test phases.

Where? In test centres in the EU and worldwide.

Who? Contractor and EPSO.



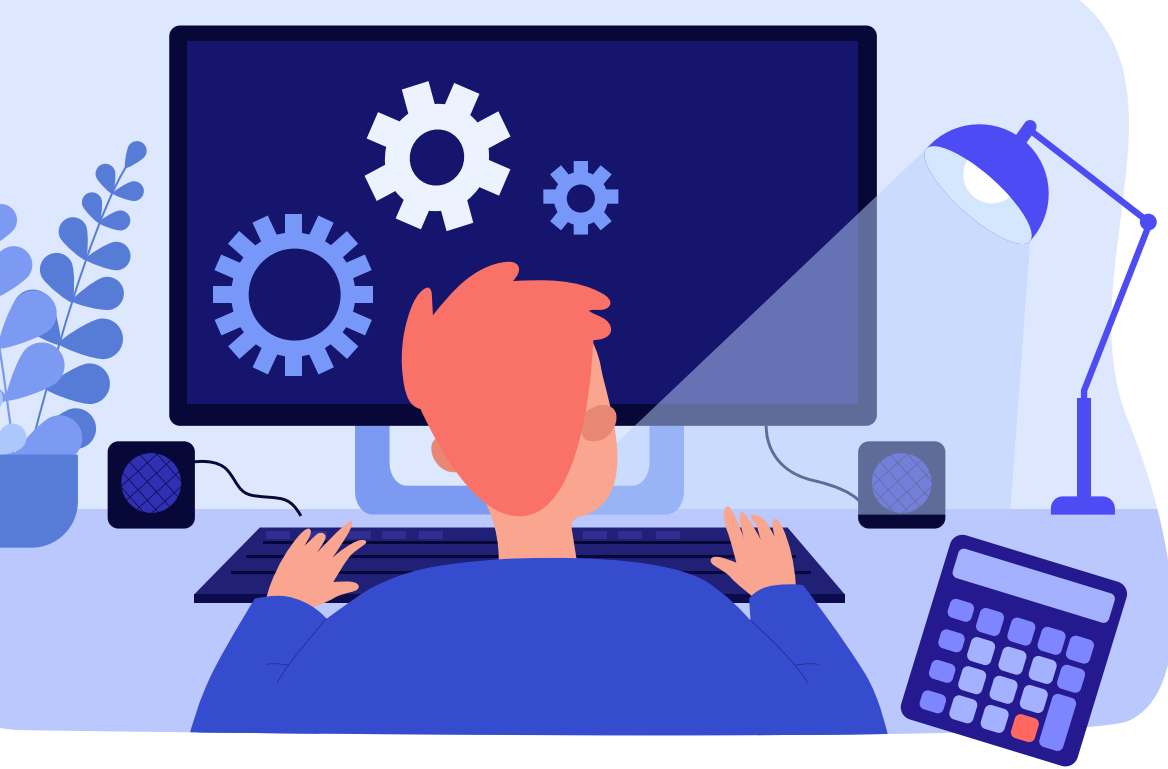
Pen & Paper tests

What? Candidates may take the test in a paper format rather than on computer.

When? During all test phases.

Where? In all EU test centres or locations determined by EPSO (such as EPSO premises or official buildings such as EU Representations, EU delegations).

Who? Contractor and EPSO.



EQUIPMENT²



Adapted lighting

What? Candidates who require additional lighting may request a desk lamp. It's a 230v desk lamp with 3 LED lights (approximate size: 55cm (height) x 15cm (base)). Candidates who are sensitive to day light will, where possible, be placed as far as possible from windows.

When? During all test phases.

Where? On EPSO premises and all EU test centres. For centres outside the EU, prior confirmation by the contractor is required for the desk lamps.

Who? Contractor and EPSO.



Bigger monitors

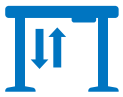
What? Standard monitors in the test centres are 23".

When? During all test phases.

Where? In all EU test centres and EPSO premises.

Who? Contractor and EPSO.

² Please note that EPSO cannot guarantee that all the equipment listed below will be always made available by our external contractors. When testing remotely, candidates may access their own specialised equipment. A system-readiness check and mock exam in the days preceding the exam will determine the compatibility of pc equipment like keyboards and mice. In case of doubt, candidates can contact EPSO's ACCESSIBILITY team.



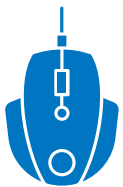
Ergonomic desk furniture

What? Ergonomic chairs are available to all candidates and can be set according to their needs. Height-adjustable desks are available for wheelchair users for example.

When? During all test phases.

Where? Ergonomic chairs are available in all test centres in the EU and worldwide by default. For height-adjustable desks, a prior confirmation by the contractor is required. On EPSO premises.

Who? Contractor and EPSO.



Ergonomic optical mouse

What? Ergonomic mouse encourages healthy neutral “handshake” wrist and arm positions for smoother movement and less overall strain.

When? During all test phases.

Where? Location determined by EPSO (such as EPSO premises or official buildings such as EU Representations, EU delegations).

Who? EPSO.



Keyboard VIG keys

What? A robust and standard keyboard with extra-large and clear legends on the keys making it suitable for persons with visual impairments. The keyboard is black with white letters.

When? During all test phases.

Where? In EPSO premises.

Who? EPSO.



Large non-programmable calculator

What? Calculator of approximately 20cm x 30cm. This could be requested for example by candidates with visual impairments.

When? During all test phases requiring calculation.

Where? In all EU test centres. For the centres outside the EU, prior confirmation by the contractor is required. Location determined by EPSO (such as EPSO premises or official buildings such as EU Representations, EU delegations).

Who? Contractor and EPSO.



Left-handed mouse

What? Mouse that allows left-handed test takers to test with comfort. **When?** During all test phases.

Where? In all EU test centres. For the centres outside the EU, prior confirmation by the contractor is required. In EPSO premises.

Who? Contractor and EPSO.



Screen Magnifier

What? Equipment that features magnified screens and filters that enhance images by more than 2x for easy viewing and reduced eyestrain and fatigue. On EPSO premises, a Videomatic Lux (Zoom/contrast device) is available.

When? During all test phases.

Where? In all EU test centres. For the centres outside the EU, prior confirmation by the contractor is required. In EPSO premises.

Who? Contractor and EPSO.



Stopwatch (manual timer)

What? Manual timing of an examination. This is a handheld timepiece, designed to measure the amount of time that elapses between its activation and deactivation.

When? During all test phases.

Where? In all EU test centres. For the centres outside the EU, prior confirmation by the contractor is required. Location determined by EPSO (such as EPSO premises or official buildings such as EU Representations, EU delegations).

Who? Contractor and EPSO.



Trackball Mouse

What? Large, finger-operated trackball for superior control while reducing hand and wrist movement. Ideal for candidates with conditions that affect hands mobility (such as arthritis, carpal tunnel syndrome) or candidates in power-wheelchairs who are unable to move fingers.

When? During all test phases.

Where? In all EU test centres. For the centres outside the EU, prior confirmation by the contractor is required.

Who? Only contractor.



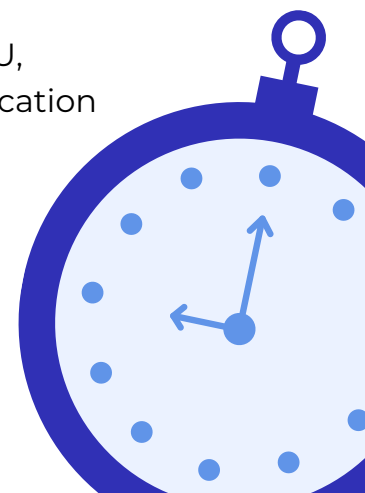
Vertical mouse

What? This mouse automatically puts the hand and wrist in a natural, relaxed position. Both the 'Evoluent vertical mouse 2' and the 'AHAA vertical mouse ergonomic 3 buttons optical mouse' are available in EPSO premises.

When? During all test phases.

Where? In all EU test centres. For the centres outside the EU, prior confirmation by the contractor is required. Location determined by EPSO (such as EPSO premises or official buildings such as EU Representations, EU delegations).

Who? Contractor and EPSO.



SOFTWARE



Zoom Text

What? Advanced screen magnification software feature that enlarges and enhances image/text on the computer screen, making your computer easier to see and use.

When? During all test phases.

Where? In test centres in the EU and worldwide and when testing through remote proctoring.

Who? Only contractor.

PERSONAL ITEMS



Communication aids

What? Hearing Aid/Cochlear implant. Vocal Cord Magnifiers.

When? During all test phases.

Where? In test centres in the EU and worldwide and when testing through remote proctoring.

Who? Candidate.



Food and drinks

What? Permission to bring personal items into the testing room for medical purposes such as diabetes.

When? During all test phases.

Where? In test centres in the EU and worldwide and when testing through remote proctoring.

Who? Candidate.



Medical device attached to a person's body

What? Spinal Cord Stimulator. Catheter. Colostomy Bag. Urine drainage bag. Oxygen Tank. Insulin Pump. TENS Units. Heart Rate Monitor. Continuous Glucose Monitor.

When? During all test phases.

Where? In test centres in the EU and worldwide and when testing through remote proctoring.

Who? Candidate.



Medicine and Medical Devices

What? Earplugs (Foam with no strings): these are usually provided by the contractor in test centres in the EU and worldwide.

Bandages. Braces – Neck, Back, Wrist, Leg or Ankle.
Cough drops (must be unwrapped and not in a bottle/ container).

Eye drops. Eye patches. Eyeglasses (without the case).
Handheld Magnifying Glass (non- electric, no case).

Medical Alert Bracelet. Casts/ Cervical Collar. Arm/
Shoulder Sling. Walking boot casts. Pills (must be unwrapped and not in a bottle/container).

Candidates may bring pills that are still in the packaging if the packaging states they MUST remain in the packaging, such as nitro-glycerine pills that cannot be exposed to air. (Packaging will be inspected by Test Centre Administrator and a Centre Problem Report will be submitted).





Surgical Face Masks. Medical Masks. Medical Rubber Gloves. Ice Packs. Non-Electrical Heating Pad. Glucose Monitor. Glucose tablets. Epi-Pen. Inhaler.

Pillow/Lumbar Support. Stool for elevating a limb. When? During all test phases.

Where? In test centres in the EU and worldwide. Location determined by EPSO (such as EPSO premises or official buildings such as EU Representations, EU delegations) and when testing through remote proctoring.

Who? Candidate.



Mobility Devices

What? Cane, crutches, wheelchair, walker, etc. When? During all test phases.

Where? In test centres in the EU and worldwide and when testing through remote proctoring.

Who? Candidate.



Service dog

What? An official service dog can accompany a candidate to the testing room. When? During all test phases.

Where? In test centres in the EU and worldwide.

Who? Candidate.

4. Further information

Any questions concerning your request for special adjustments and possible reasonable accommodations should be addressed to the EPSO ACCESSIBILITY team.

