



Educators Series:

# Requesting Test Taker Accommodations



# Accommodations Process

## AGENDA

- Test taker Guides
- Submitting an Accommodations Request
- Accommodations Team Process
- HELP - Contact Information

# Test Taker Guide (TTG)

## Candidate Landing Page / PSI Online(psiexams.com)

Tests Program Info

**Authorization Needed:** This test requires authorization from the test sponsor. If your test sponsor has already transferred a test eligibility/authorization record, it will be available to you after log-in.

### AL Cosmetologist - Practical

**FAQs** Test Instructions

In order to check available dates, please go back to the overview page and select the "Check Available Dates" button then pick the exam you want to see dates for.

**PSI Exam Center Regulations - Live Proctored**

1. No conversing or any other form of communication among candidates is permitted once you enter the examination area.
2. You are prohibited from reproducing, communicating or transmitting any test content in any form for any purpose. Copying or communicating content is a violation of PSI security policy. Either one

To continue the booking process and schedule your test, you must sign in or create an account.

**SIGN IN/REGISTER**

## Accommodations Instructions

### TEST TAKER ACCOMMODATIONS

**ADA Policy Statement:** The Kentucky Board of Cosmetology will provide reasonable accommodations in the administering of all licensure examinations for individuals with disabilities who have met the qualifications for examination.

PSI testing centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. PSI will meet the approved accommodation allowed by the Kentucky Board of Cosmetology. English as a second language is not an ADA recognized disability that allows for accommodation. Test takers with disabilities requesting test accommodations must complete the test accommodation request form [CLICK HERE](#). Fill in ALL the requested information and upload documentation at the end of the form.

**Test takers who require test accommodations, must create an account in the PSI system prior to requesting an accommodation.**

# Submit an Accommodations Request

## [ADA Request Link\\*](#)

### Test takers must submit proper documentation

Verification from the medical authority or learning institution that rendered the diagnosis must be submitted to PSI on letterhead or stationery of the authority or specialist and include all the following:

- Test taker's name
- Description of disability and limitations related to testing
- Recommended accommodation and/or modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

**\*\* Failure to submit the required documentation will delay the approval process**

\* ADA Request Link: [https://psi-cdexp.zendesk.com/hc/en-us/requests/new?ticket\\_form\\_id=360000150872](https://psi-cdexp.zendesk.com/hc/en-us/requests/new?ticket_form_id=360000150872)

### Submit a request

Please choose a ticket category:

Test Accommodations Request

Your email address

Subject

Description

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Candidate First Name

Candidate Last Name

Candidate Phone Number

Have you registered for the exam?

Exam Name

Program

Where are you taking your exam?

If you chose Other (special equipment, seating, etc.), please specify the accommodation (optional)

Please provide three locations that you would like to test at (optional)

Please provide three preferred testing dates

Do you prefer a morning or afternoon session?

[Add file](#) or drop files here

Submit

# PSI Approved

## Approval

PSI Approvals

Mar 14 12:15 pm

**APPROVED**

You've been approved for accommodations: Double time, Private room and Reader.

Please contact us at your earliest convenience to set up your examination date at [eaalerts@psionline.com](mailto:eaalerts@psionline.com) or 800-367-1565 x6750.

Do not schedule your exam without speaking to a representative in our exam accommodations department, you may need to reschedule your date if you have already scheduled.

## Discrepancies

PSI Approvals

Thursday 6:22 am

[Assign](#)

**FURTHER DOCUMENTATION REQUIRED**

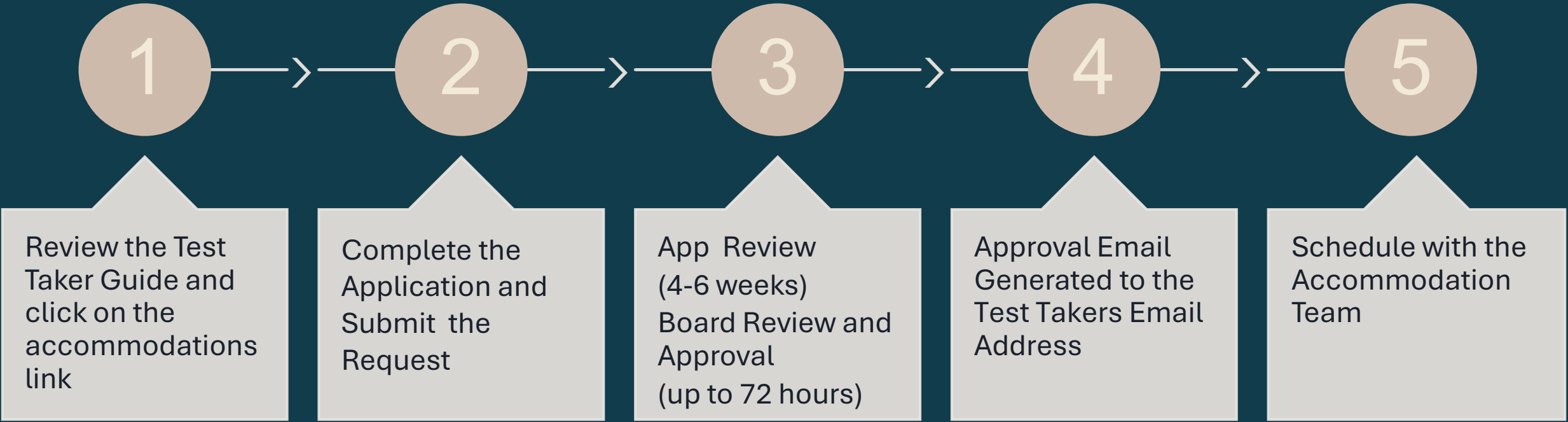
Requirements for exam accommodation requests include the following:

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on letterhead stationery of the authority or specialist and include all the following:

- Description of disability and limitations related to testing
- Your name on it
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Thank you.

# Candidate Accommodations Process



# Accommodations Contact Information

Should a test taker have any questions on their accommodation, please reach out to

Emily Mackey [Emily.mackey@psionline.com](mailto:Emily.mackey@psionline.com)  
Accommodations Supervisor

Beverly Antonio [Beverly.Antonio@psionline.com](mailto:Beverly.Antonio@psionline.com)  
Accommodations Manager

PSI Accommodations

800-367-1565 x6750

Mon-Fri 6a – 3p (PST)



Please do not hesitate to contact us should you have any questions.

Thank you  
for listening.

Learn more at

[PSIEXAMS.COM](https://PSIEXAMS.COM) →