

How To Request Exam Accommodations

Guidelines and Frequently Asked Questions

All supporting documentation must be submitted at the same time as the Request for Exam Accommodation Form. This form must be submitted directly to Missouri Restaurant Association for approval.

What types of conditions or impairments might need to be accommodated?

The most commonly accommodated conditions include:

- Learning disabilities
- Visual impairments
- ADHD
- Emotional disorders such as major depression
- Physical impairments

What type of documentation must be submitted when requesting accommodations?

1. A letter written and signed by a physician, guidance counselor, disability support specialist, social worker, psychiatrist, or other professional qualified to evaluate the disability, who has made an individual assessment of the examinee, which includes the examinee's name, date of birth, and the date of diagnosis or evaluation.

• *The letter must be printed on the Certified Examiner's letterhead, and include the Examiner's credentials, title, address, and telephone number.*

and/or

2. Other evidence of prior diagnosis, any modifications, accommodations, or auxiliary aids or services received in a similar testing situation.

3. Other evidence of any modification, accommodation or related aids or services provided under an Individualized Education Program (IEP) under the Individuals with Disabilities Education Act, or any plan describing services pursuant to Section 504 of the Rehabilitation Act of 1973.

Who is considered a Certified Examiner?

A physician, guidance counselor, disability support specialist, social worker, psychiatrist, or other professional qualified to evaluate the disability.

Who can read the exam aloud once the exam accommodation has been approved?

The reader must be someone who is not acting as the Registered Proctor for the exam session. The reader can't be anyone who is related to the examinee, a Certified Food Protection Manager, a direct supervisor or manager, nor can it be someone that has a vested interest in food protection. The reader of the exam must sign and submit the Reader Guidelines and Non-Disclosure & Confidentiality Agreement form. This form must be submitted along with the Request for Exam Accommodation form.

Note: Readers may not provide cues to the examinee or answer any questions during the administration of the exam. The Exam must be in a proctored environment where the reader is not active as the Exam Proctor. The reader and proctor can't serve both roles.

When should the request for Exam Accommodations be submitted?

It is strongly recommended that the request for exam accommodations be submitted well in advance of the exam date to allow for ServSafe approval, as well as coordination between the examinee and Exam Proctor.

Can the ServSafe Exam be taken with an accommodation that has not been approved by ServSafe?

Under no circumstance should an examinee be allowed to take the ServSafe exam with an unapproved accommodation. If the requested accommodation has not been approved by ServSafe, the examinee may either postpone the exam until the accommodation is approved by ServSafe or take the exam without the requested accommodation.

How will I know if the request for exam accommodation has been approved or denied?

Approval or denial of an exam accommodation will be communicated directly to the examinee and/or Exam Proctor via email or fax number. Examinees are required to provide a valid email address or fax number when submitting a request for exam accommodation or foreign language translation.

The examinee is illiterate or has difficulties with reading comprehension unrelated to a disability. What are the options?

We encourage submission of a completed request for exam accommodation form, along with a statement from an educator, doctor, trainer, school counselor, or other professional who can attest to the examinees difficulties. The statement must be provided by someone who does not represent a conflict of interest. Each request will be considered on an individual basis and processed as a courtesy accommodation.

I still have questions. Who should I contact?

By email: education@morerestaurants.org

Please remember to include 'Exam Accommodation' in the subject line.

By phone: (314) 576-2777

By fax: (314) 576-2999

Appendix F

Request for Exam Accommodation

This form must be submitted directly to National Restaurant Association Solutions (NRA Solutions) by the examinee or on behalf of the examinee. Please provide the following information and fax this form to 866.665.9570 (toll-free) or to 312.583.9853 (local direct) All examinees will be notified of their approved or denied accommodation status via email. It is the examinee's responsibility to notify their proctor of their approved examination so the proctor can prepare for the accommodation.

Accommodation requested for following delivery method:

(Must select one)

- Print Exam
- Online Exam
- Pearson Vue Testing Center

Section I. Examinee Information

Name

Date of birth

Email address

Daytime telephone number

Section II. Type of Accommodation Requested

(Select all that apply)

- Reader (signed *Reader Non-disclosure & Confidentiality Agreement* must be attached)
- Separate room/alternate exam location
- Extra time
- Scribe
- Sign language interpreter

Section III. Instructor/Proctor/Organization Information

Name of proctor (if known)

Name of sponsoring organization

Date of exam

Section IV. Documentation Guidelines

Documentation must meet the following guidelines in order to be processed:

- Be current (within 3 years if possible)
- State a specific diagnosis
- Include a detailed description of current functional limitations
- Written by a professional qualified for evaluating the disability
- Include the examinee's name, date of birth, and the date of diagnosis or date of last evaluation
- Proof of previous accommodation



Reader Guidelines

As the Reader for the ServSafe Exam you attest to the following:

- You have no personal relationship with the examinee.
- You are not a Certified Food Protection Manager nor have any vested interest in food protection.
- You will not provide cues to the examinee(s) or answer questions during the administration of the exam.
- You will administer the exam in a separate room, free from distraction.
- You have read and signed the *Reader Nondisclosure & Confidentiality Agreement*.

Reader Nondisclosure and Confidentiality Agreement

This Reader Nondisclosure and Confidentiality Agreement (hereafter "Agreement") is made on this date, as listed below, by Reader and between National Restaurant Association Solutions, LLC.

The content reviewed is considered privileged and strictly confidential information. All information will be considered proprietary and confidential information and will be held in strictest confidentiality and by all participants who will be held liable for any breach of this Agreement.

This Agreement shall be governed by, construed in accordance with, and enforced solely in the State of Illinois. Each party agrees any claim or action relating to the Agreement shall be commenced exclusively in an appropriate court in the State of Illinois and each party waives any objection to personal jurisdiction in such court the party may otherwise have.

The parties agree that the Agreement shall be interpreted and enforced according to the State of Illinois. That the Agreement represents the entire Agreement between the parties and supersedes any prior oral or written agreement, understanding or communication on the subject matter. The provisions hereof shall be binding and inure to the benefit of the parties and their successors.

Reader	
By _____	
Signed _____	
Title _____	Email address _____
Date _____	Contact phone _____
National Restaurant Association Solutions, LLC	
By _____	
Signed _____	
Title _____	

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Phone: 800.765.2122 Websites: Restaurant.org | NRAEF.org | ServSafe.com

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