

**Altus Assessments Inc.
Altus Suite Accommodations**

Policy and Process

Policy Title: Altus Suite Accommodations for Applicants with Disabilities

Statement of commitment: At Altus Assessments Inc. (“Altus Assessments”), we aim to foster a culture of inclusion by creating an environment that is accessible to all applicants of Altus Suite. We recognize that barriers to participation exist and that the provision of accommodations for applicants with disabilities and impairments is of utmost importance. Our intention is to provide equitable opportunity for all applicants, including those with functional limitations of any kind, by considering, assessing, and accommodating for all applicant needs on an individual basis. This policy outlines our commitment to meet the needs of persons with disabilities looking to complete any of the Altus Suite assessments.

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Section 1: Definitions

For the purposes of this document,

“Disability” is defined as:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impairment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a physical or mental impairment that substantially limits one or more major life activities;
- e) a mental health disorder/illness; or
- f) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act* of Ontario, or similar legislation in the jurisdiction where the applicant resides.

“Functional Limitation” is defined as:

- a) a restriction in the performance of activities, such as not performing in an efficient, typically expected, or competent manner, *not* including typing proficiency or capabilities (unless related to physical or cognitive disabilities).

“Qualified Professional” is defined as:

- a) a licensed professional who works in the area of disability or impairment for which you are seeking accommodations;
- b) a professional who has comprehensive training and experience in the assessment and diagnosis of the disability or impairment in question; and
- c) not a relative, employer, or friend of the applicant, even if otherwise qualified.

Section 2: Guiding Principles

- Altus Suite accommodations are individual arrangements that reduce or remove barriers that limit the ability of an applicant with disabilities or impairments to participate in the components of Altus Suite. Appropriate accommodations result in equitable opportunity to attain the same level of performance as others who do not need special accommodations.
- Altus Suite accommodations are developed based on the disability and functional limitation(s) of the applicant, as it relates to the individual assessment environments (e.g., Casper, Snapshot).

- Accommodation requests are assessed on a case-by-case basis to ensure equal opportunity for all. Please note that the submission of a request does not guarantee the approval of an accommodation. All requests will be assessed in accordance with the terms of this policy and decisions shall be made by Altus Assessments accordingly.
- Altus Assessments abides by the Principle of Most Appropriate Accommodation. This principle dictates that any approved accommodation measures will be one that “most respects the dignity of the individual with a disability, meets individual needs, best promotes integration and full participation and ensures confidentiality”.
- Altus Suite accommodations are a shared responsibility between the applicant and Altus Assessments. Both parties must be equally involved and engaged to effectively provide all necessary accommodations.
- Except as provided herein, all Altus Suite accommodation requests require supporting documentation from a qualified professional in the jurisdiction where the applicant resides. By way of example, in Ontario, Canada, a regulated health professional is defined as a member of one of the following colleges:
 - College of Audiologists and Speech-Language Pathologists of Ontario
 - College of Chiropractors of Ontario
 - College of Nurses of Ontario
 - College of Occupational Therapists of Ontario
 - College of Optometrists of Ontario
 - College of Physicians and Surgeons of Ontario
 - College of Physiotherapists of Ontario
 - College of Psychologists of Ontario
 - College of Registered Psychotherapists/Registered Mental Health Therapists of Ontario
- Supporting documentation is not required to support accommodation requests based on religious reasons. (Please see the Accommodations Request Forms for details regarding supporting documentation)
- The reviews of accommodations requests and any accommodations measures resulting in the majority of modifications to the assessment(s) format (e.g., additional time) are provided free of charge to applicants. However, certain approved accommodations, such as assistive software (e.g., speech-to-text and text-to-speech) or personnel (e.g., scribe and reader), must be procured by the applicants, at their cost.

Section 3: Understanding the components of Altus Suite

After reserving Altus Suite and selecting program distribution(s), only the required components of Altus Suite (Casper, Snapshot, Duet, etc.) will be shown on the homepage of an applicant’s account.

Casper Conditions and Technical Requirements

- Casper is a situational judgement test (SJT) taken online, on a desktop or laptop computer with:
 - An updated version of Chrome or Firefox (it is recommended to have both downloaded)
 - Reliable broadband internet connection
 - A Keyboard
 - Audio Output (speakers or headphones)
 - A Webcam and Microphone
- Applicants are encouraged to situate themselves in a quiet environment with minimal distractions. The test must be taken alone and solely by the person registered for the Casper test, unless otherwise approved through the accommodations request process.
- The test itself is composed of both video and word-based sections, each followed by a 30 second reflection period, and then by 3 open-ended questions to which the applicant must reply via typed responses.
- Casper typically takes between 60 and 90 minutes to complete, with an optional 10-minute break halfway through. It is designed to measure the applicants' professional characteristics and people skills for high-stakes admissions programs.
- Applicants are given 5 minutes to type their answers to the 3 open-ended questions, which follow each of the video or word-based scenarios. **This 5-minute time cap is a critical aspect of the test and helps to evoke the most authentic response possible from applicants. It is normal for an applicant to feel rushed or short for time during the Casper test.**

Snapshot Conditions and Technical Requirements

- Snapshot is a one-way video interview tool, completed online using a desktop or laptop computer with:
 - An updated version of either Chrome or Firefox (it is recommended to have both downloaded)
 - Reliable internet connection
 - A Webcam
 - A Microphone (either built-in to a computer or pair of headphones)
- When completing Snapshot, applicants are encouraged to position themselves in a room that is free of distractions and potential disruptions (e.g., clutter and noise). Snapshot must also be completed alone, without input from a second party.
- Snapshot consists of 3 video response sections. For each of the 3 sections, applicants will read the interview-type question and have 30 seconds to reflect before the video recording begins, at which time they must verbally respond. Snapshot recordings are up to 2 minutes in length.
- Snapshot takes approximately 10 to 15 minutes to complete.

Duet Conditions and Technical Requirements

- Duet is a value-alignment assessment, completed online using a desktop or laptop computer with:
 - An updated version of either Chrome or Firefox (it is recommended to have both downloaded)
 - Reliable internet connection
- Applicants are encouraged to complete Duet in a quiet location, free of potential distractions (e.g., noise).
- Duet is an assessment where the applicants are asked to complete comparisons within each category of characteristics presented to them. There is no time limit associated with completing Duet, but it takes approximately 15 minutes to complete.

Section 4: Accommodations Measures for Individual Altus Suite Components

Casper Accommodations Measures

- Additional time (e.g., 0.25x, 0.5x, etc.)
- Assistive Software
 - Speech-to-text software
 - Text-to-voice software
- Assistive Personnel
 - Scribe
 - Reader
- Other
 - Must be specified by the qualified professional completing part 2 of the Accommodations Request Form. The rationale for each recommended accommodation measure must also be included.

Please note: Accommodations are not granted for typing proficiency or capabilities, unless related to physical or cognitive disabilities.

Snapshot Accommodations Measures

Unlike Casper responses, Snapshot video responses are sent directly to the academic programs for consideration in their admissions decisions. As a result, in order to maintain the confidentiality of the applicants and keep accommodations provisions confidential, any approved additional time **will be** applied to the page containing the question and 30-second reflection period, but **will not be** applied to the 2 minute video response recording portion of Snapshot.

- If approved for additional time for Casper, the same amount of additional time (e.g., 0.25x, 0.5x, etc.) will be applied to Snapshot, for the portions outlined above.
- Assistive Software
 - Text-to-voice software
- Assistive Personnel
 - Reader
- Other
 - Must be specified by the qualified professional completing part 2 of the Accommodations Request Form. The rationale for each recommended accommodation measure must also be included.

Duet Accommodation Measures

Unlike Casper and Snapshot, there is no time limit, or a set assessment window, for completing Duet. As a result, no time-based accommodation measures (e.g., additional time) are necessary for Duet at this time.

- Assistive Software
 - Text-to-voice software
- Assistive Personnel
 - Reader
- Other
 - The requested accommodations measures must be specified by the qualified professional completing part 2 of the Accommodations Request Form. The rationale for each recommended accommodation measure must also be included.

Section 5: Duration of Approved Accommodation Measures

Approved accommodation requests are valid for the duration of two admission cycles (exceptions apply, see “Exceptions:” section below). By way of example, if an applicant requests accommodations during the 2021-2022 admission cycle and this request is approved, their accommodations will be valid until the end of the following admission cycle (2022-2023).

Note that approved testing accommodations are applied by the Altus Support team to each individual Altus Suite reservation. Consequently, if an applicant reserves more than one Altus Suite during the valid approved accommodations period (two admission cycles), the applicant must contact the Altus Support team (support@altus.as) to inform them of a new reservation at least **2 weeks prior** to the applicant’s additional Casper test date and time.

Accommodation measures are not automatically applied to new Altus Suite reservations within an applicant’s account. Failure to notify the Altus Support team at least 2 weeks

prior to the new test date and time may result in accommodation measures not being applied to new reservations or may require that the applicant's Casper test be rescheduled to a later date. Retakes of Casper or any component of the Altus Suite are not permitted other than for technical reasons, as stipulated in the *Terms of Use*. No other circumstances will be considered.

Please note: Applicants with approved accommodations should be prepared to potentially re-submit their initial accommodations request documents if so required by the Altus Support team. In these cases, applicants will be informed of the need to resubmit said documents.

Exceptions:

Accommodation requests approved for temporary medical conditions requiring a change to standard testing conditions (e.g., broken arm, concussion, etc.) are only valid for the particular Altus Suite reservation to which each request applies. In these cases, the qualified professional who completed part 2 of the Accommodations Request Form is required to state the duration of the temporary medical condition impacting the applicant's testing abilities.

Applicants who have been granted accommodations for temporary medical conditions will be informed of the approved time frame of their accommodations measures once their request has been reviewed. The approval will be valid only for assessments taken during the approved time frame. **Applicants requesting accommodations for an Altus Suite assessment that is scheduled outside of the approved time frame will need to provide parts 1 and 2 of the Accommodations Request Form for such assessment.**

Section 6: Accommodations Application Process

****Reminder: You must first create your Altus Suite account and reserve your Altus Suite in order to request testing accommodations.****

1. Once the Altus Suite registration and reservation process is complete, applicants have the option to apply for testing accommodations. To do so, applicants are required to complete and submit the following:
 - Accommodations Request Form Parts 1 and 2 (downloadable from our website takealtus.com)
 - Part 1- Candidate Form
 - Part 2- Medical Form
 - Additional supporting documentation

Please note: Upon signing Part 1 of the Accommodations Request Form, the applicant authorizes Altus Assessments to contact the entities identified in the Request Form, and the professionals identified in the supporting documentation, to obtain further information if required.

2. All required documents must be submitted as soon as reasonably practicable (**at least three (3) weeks prior to the time of an applicant's scheduled Casper test**). Applicants may submit their documents through either of the following two methods:
 - 1) Email: support@altus.as
 - 2) Secure upload link: *Applicants may request a secure upload link for their accommodations documents by emailing support@altus.as or reaching out through the chat bubble within their [Altus Suite account](#) / takealtus.com*
3. All supporting documentation pertaining to the accommodations request must be **current**, which in most cases means **within the last five (5) years**. If supporting documentation is more than five years old, written confirmation from a qualified professional (as defined above) stating that the disability is still actively being managed is required.
4. Applicants will receive a response from Altus Assessments within **five (5) business days** of their request. This response will confirm 1 of 3 outcomes:
 1. Approved
 2. Denied
 3. Request for further information
 - a. In some cases, the Altus Assessment team may require more information or additional documentation from the applicant in order to process their accommodations request appropriately.
5. **Appeals process:** If the requested accommodation is not approved, applicants shall have the option to appeal their accommodations request **within seven (7) business days**. If an applicant chooses to launch an appeal, the accommodations application will be forwarded to the Altus Review Panel for further review. Please see Section 7 of this document for more information on our appeals policy.
6. **Rescheduling an accommodated test:** if an applicant chooses to reschedule an accommodated Casper test, they must notify the Altus Support team (support@altus.as) as soon as possible, preferably before the date of the originally scheduled test, but in any case **at least one (1) week prior** to the new requested date and time.

Applicants are permitted to reschedule an accommodated test at no additional cost. However, the rescheduling must be completed by a member of the Altus Support team as applicants are **not** able to reschedule their own test from within their Altus Suite account.

Section 7: Appeals and Review

Accommodations Appeals

After receiving the initial decision that their request for accommodations has been denied, applicants will have **seven (7) business days** to launch an appeal. All appeals are handled by the Altus Review Panel. The Altus Review Panel may ask for additional information or documentation from the applicant and it may take up to **ten (10) business days** to formulate a decision. All decisions from the Altus Review Panel are final.

Altus Review Panel

Altus Assessments has assembled a review panel that will handle all accommodations requests requiring further review. The panel is comprised of the following members:

- **Internal Altus Member** (1) - this panel member is the person who has reviewed the initial accommodations request and will provide any additional information that is needed by the rest of the panel in order to make their decision(s). This member is **not** involved with the final decision, but rather is simply providing relevant information.
- **External Expert** (1) - this panel member is a qualified professional in a field related to the requested accommodation. They will provide advice based on their area of expertise.
- **Neutral Internal Altus Member** (1) - this panel member will be an internal Altus Assessments team member, but will not have had any prior exposure to the case, nor will they have a vested interest in its outcome. However, they will have experience with escalated or challenging accommodations request cases.

Section 8: Feedback

Altus Assessments welcomes feedback on how we provide accessible customer service and testing. Applicants' feedback will help us identify barriers and respond to concerns. Applicants can provide feedback by emailing the Altus Support team at support@altus.as.

All feedback, including complaints, will be handled in the following manner:

- Feedback will be assessed by the internal Altus Support team and escalated to the Altus Assessments Operations Manager for further review, if required.
- Applicants can expect to hear back within **three (3) business days**.
- Altus Assessments will make sure that the feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication support, on request.