

Overview of possible accommodations in selection tests

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. With this in mind, 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 accommodation(s) 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).

In order to increase the number of candidates with disabilities participating in EPSO selection procedures, EPSO has adopted a targeted communication plan including a call for cooperation to all EU organisations involved in the promotion and welfare of persons with disabilities. In this context, EPSO has developed promotional materials in order to demystify the reasonable accommodation process and inform candidates on how to request special 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: https://epso.europa.eu/how-to-apply/equal-opportunities_en. For more information on the call for cooperation and watch the video on how to request special adjustments in the selection tests, please visit the EPSO dedicated webpage: https://epso.europa.eu/content/join-our-network-disability-organisations_en). Furthermore, a [step by step flyer](#) on the reasonable accommodations procedure is also available in [this accessible version](#) and printed out in Braille upon [request](#).

2. How do we define reasonable accommodations?

In providing reasonable accommodation(s) EPSO aims at ensuring that candidates with disabilities and specific needs can fully express their competencies and compete on equal basis with other candidates. Providing reasonable accommodation(s) is a way to remove potential obstacles presented by individual's disability or medical condition, without modifying the nature or level of the qualification that is being assessed. Since 2008 EPSO has built a certain expertise in defining reasonable accommodation(s) for candidates with specific needs. The 'EPSO Accessibility team' including a senior psychologist specialised in reasonable accommodation(s) in selection tests is responsible for analysing each individual request for special adjustments on a case by case basis and the proposed accommodation(s) are validated at management level. This is a comprehensive and rigorous exercise taking into account, 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 are consulted to allow the best definition possible of accommodations such as the medical service of the EU Commission or external experts. This consultation is 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);
- 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 where this accommodation may be granted, either in Europe 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 worldwide in the contractor's test centres. 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 in EPSO premises in Brussels and Luxembourg;
- 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;
- All test centres are wheelchair accessible;
- Specific accommodation(s) and IT equipment are subject to availability in the test centres managed by the contractor. All items are not available in all test centres and in some instances items may need to be shipped to a test centre. To ensure that this is done in good time, candidates are advised to introduce their requests as soon as possible;

- This glossary is indicative in order 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 also 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 minutes test will have 15 minutes to take the test instead of 10.

When? During all test phases

Where? In test centres worldwide

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 worldwide

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 worldwide

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 the test centres worldwide

Who? Contractor and EPSO

Rescheduling

What? In some very specific cases of temporary medical conditions such as pregnancy or period around birth, candidates may request a different test date.

When? During all test phases

Where? In test centres worldwide

Who? Contractor and 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

Assistant proctor

What? Personal assistant who oversees examinee testing and who monitors time.

When? During all test phases

Where? In test centres worldwide

Who? Contractor and 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? In test centres worldwide

Who? Contractor and EPSO

Assistant recorder

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

When? During all test phases

Where? In test centres worldwide

Who? Contractor and EPSO

Sign language interpretation

What? Candidates with a severe hearing impairment may request a sign language interpretation during tests. It is very important to introduce the request as soon as possible to ensure that suitable interpreters in the requested EU language are available at the time of testing

When? At the Assessment Centre

Where? EPSO premises or official buildings such as EU Representations, EU delegations but not at candidates' homes.

Who? EPSO

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? EPSO premises or official buildings such as EU Representations, EU Delegations but not at candidates' homes.

Who? EPSO

Color blind friendly tests

What? Color 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 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 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. In EPSO premises, a videomatic LUX (Zoom/contrast device) is available.

When? During all test phases

Where? In test centres worldwide
Who? Contractor and EPSO

Note taking

What? In some particular 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 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 EPSO premises including some official buildings such as EU delegations, EU Representations

Who? Contractor and EPSO

Equipment

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). When possible, those who are sensitive to day light will be placed as far as possible from the windows for example.

When? During all test phases

Where? In all EU test centres. For the centres outside of Europe prior confirmation by the contractor is required for the desk lamps. In EPSO premises.

Who? Contractor and EPSO

Bigger monitors

What? Standard monitors in the test centres are 23". A 24" monitor may be proposed to those who need a bigger screen.

When? At computer-based tests

Where? In all EU test centres and EPSO premises

Who? Contractor and EPSO

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? Chairs are available in all test centres worldwide by default. For height-adjustable desks, a prior confirmation by the contractor is required. In 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? At computer-based tests organised in EPSO

Where? In EPSO premises or official buildings such as in representations, 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? At computer-based tests organised in EPSO

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? At computer based tests or any test requiring calculation

Where? In all EU test centres. For the centres outside of Europe prior confirmation by the contractor is required. In EPSO premises or official buildings such as in representations, delegations...

Who? Contractor and EPSO

Left handed mouse

What? Mouse that allows left-handed test takers to test with comfort.

When? At computer-based tests

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

Who? Contractor

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. In EPSO premises in Brussels, a videomatic LUX (Zoom/contrast device) is available.

When? At computer-based tests

Where? In all EU test centres. For the centres outside of Europe prior confirmation by the contractor is required. In EPSO premises in Brussels.

Who? Contractor and EPSO

Stopwatch (manual timers)

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 of Europe prior confirmation by the contractor is required. In EPSO premises or official buildings such as in 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? At computer-based tests

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

Who? Contractor

Vertical mouse

What? This mouse automatically puts the hand and wrist in a natural, relaxed position (with the thumb up). Evoluent vertical mouse 2 and AHAA vertical mouse ergonomic 3 buttons optical mouse is available in EPSO premises in Brussels

When? At computer-based tests

Where? In all EU test centres. For the centres outside of Europe prior confirmation by the contractor is required. In EPSO premises or official buildings such as in representations, 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? At computer-based tests

Where? In all test centres.

Who? Contractor

IMPORTANT: EPSO is actively working on the implementation of a solution that would allow candidates using assistive technology to bring their own devices to the test centres or take tests remotely from home using their own equipment.

Personal items

Communication Aids

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

When? During all test phases

Where? In all test centres.

Who? Candidate

Food and drinks

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

When? During all test phases

Where? In all test centres.

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 all test centres.

Who? Candidate

Medicine and Medical Devices

What? Earplugs (Foam with no strings): these are usually provided by the contractor in all test centres for EPSO candidates.

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 glycerin pills that cannot be exposed to air. (Packaging will be inspected by Test Center Administrator and a Center Problem Report will be submitted).

Surgical Face Masks. Medical Masks. Medical Rubber Gloves. Ice Packs.

Non-Electrical Heating Pad. Glucose Monitor. Glucose tablets.

Nitroglycerin tablets.

Epi-Pen.

Inhaler.

Pillow/Lumbar Support.

Stool for elevating a limb.

When? During all test phases

Where? In all test centres.

Who? Candidate

Mobility Devices

What? Cane. Crutches. Wheelchair. Walker,...

When? During all test stages

Where? In all test centres.

Who? Candidate

Service animal

What? A dog can accompany a blind candidate to the testing room.

When? During all test stages

Where? In all test centres.

Who? Candidate

4. Further information

Any questions concerning your request for special adjustments and possible reasonable accommodations should be addressed to [EPSO ACCESSIBILITY team](#).

EPSO's reasonable accommodations process is dynamic and is continuously monitored and reviewed in view of improving our services offered to candidates with disabilities and specific needs. As already mentioned, this glossary will be regularly updated based on developments in the field of reasonable accommodation, new requests for special adjustments and new accommodations granted.

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