

Exam Policy – Accommodations

Effective date: June 16, 2025

Purpose

The Alberta Insurance Council (AIC) is committed to providing accommodations to exam candidates who need them, in accordance with protected grounds identified in the *Alberta Human Rights Act*. This policy outlines the accommodation request process.

Accommodations

Exam accommodations can be requested from AIC for various reasons. Some common accommodations include:

- Additional exam time
- Private room
- Access to medication or nutrition during the exam
- Extra breaks without additional time

These examples are not a complete list of accommodations that may be provided. Exam candidates should contact the AIC's Education Coordinator to determine if their accommodation request requires a review.

Eligibility

Accommodations will only be provided when the request for accommodation identifies a medically diagnosed disability or when there is another protected ground as identified in the *Alberta Human Rights Act*.

Reasonable accommodations will be provided by the AIC to the point of undue hardship. If accommodation cannot be provided by the AIC, the candidate will be informed of the decision in writing and provided reasons for refusal of the request.



Requesting Accommodations

Accommodation requests and accompanying documentation should be sent to the AIC at least four weeks in advance of the expected examination date; this request notice allows for processing and review of the request.

Medical Accommodations

Candidates must complete the following to be considered for accommodation due to a disability that has been medically diagnosed:

1. Request the Examination Accommodation form by contacting the Education Coordinator at examaccommodations@abcouncil.ab.ca or by calling 403-233-2929.
2. Return the completed Examination Accommodation form to examaccommodations@abcouncil.ab.ca. The form must identify the specific accommodations requested and the reasons for the request.
3. A letter from the candidate's treating physician confirming the accommodations being requested and the nature of the disability that requires the accommodations. Physicians must be registered in the jurisdiction where the diagnosis and/or treatment is made. When requesting accommodations the candidate or treating physician is not required to disclose the specific diagnosis.

Non-Medical Accommodations

For any non-medical accommodation requests, please contact the Education Coordinator directly at examaccommodations@abcouncil.ab.ca or by calling 403-233-2929.

Privacy and retention

The AIC collects information regarding accommodation requests to make a decision about the request to support the request. Access to all documents is restricted to AIC staff involved in the assessment of the request. Documentation will be destroyed once the exam with the accommodation is successfully completed or after 12 months, whichever is sooner.