

Rick Hansen Foundation Accessibility Certification™ (RHFAC) Professional Exam FAQs

ELIGIBILITY AND REGISTRATION

Who is eligible to write the exam?

To be eligible to write the RHFAC Professional Exam, you must have successfully completed the Rick Hansen Foundation Accessibility Certification™ (RHFAC) Accessibility Assessor Training course. For more information visit the [Rick Hansen Foundation website](#).

Where can I write the exam?

You can write the computer-based exam at a test centre or online with remote monitoring. There are 45 test centres across Canada (see [exam locations](#)). Note for online proctoring, your computer must meet system requirements and that accessibility accommodations can only be made at physical test centres.

How do I register to write the exam?

To register to write the exam online, follow these steps:

1. Purchase the [RHFAC Professional Exam on the CSA Shop](#). You will be able to make your payment by credit card (Visa, MasterCard or American Express) or by invoice.
2. After you have made your payment, you will receive an email from training@csagroup.org. This email will include a username and password that will allow you to log in to the CSA Group's Virtual Learning Environment (VLE) and complete your online application.
3. After completing your application, you will receive two emails from training@csagroup.org:
 - (1) A "CSA Group / Test Taker Account Confirmation" email which provides the information you need to create an account and password for the exam scheduling website.
 - (2) An "Eligible to Test" email which includes the voucher code that you will require to "pay" for your exam on the exam scheduling website. (Note the voucher code expires within 6 months.)

Once you have followed the instructions on these two emails, you will be able to log on to schedule your exam.

4. Once you're logged into the exam scheduling website, select the "Onsite Proctoring" if you want to take the exam at a test centre (see [exam locations](#)) or "Online Proctoring" if you want to take the exam online.

You will be able to select your exam location, date and time, and you'll need to enter the voucher code. The voucher code is case sensitive, so we advise you to copy and paste it into the required box. Please note:

- For online proctoring, your computer must meet [system requirements](#).
 - Accessibility accommodations can only be made at physical test centres.
5. When you are successfully registered, you will receive an email receipt/scheduling confirmation from training@csagroup.org with the subject line "CSA Group / Exam Registration Confirmation". Bring a copy of this email with you to the exam question. It contains the Authorization Code and general instructions.
6. To be admitted into the examination, whether at a testing centre or online, you must:
- Arrive 15 minutes ahead of your scheduled examination
 - Bring the email receipt/scheduling confirmation (see Step 5 above)
 - Bring TWO forms of ID. One must be a current photo identification with signature (i.e., driver's license, passport, immigration card)

What is the exam fee?

The exam fee is \$350 CAD. The re-exam fee is \$200 CAD.

EXAMINATION FORMAT & CONTENT

What is the format of the exam?

The exam is a computer-based exam that consists of 80 multiple-choice questions.

How long do I have to finish the exam?

You have two (2) hours to complete the exam.

Is the exam closed or open-book?

The exam is closed-book. You are not permitted to bring anything with you to the test centre besides two pieces of photo identification.

What language is the exam available in?

The exam is available in English only.

What material does the exam test?

The exam is designed to test understanding of the general concepts and principles taught in the RHFAC Accessibility Assessor Training course. It confirms that the individual has the knowledge, skills and abilities necessary to conduct RHFAC ratings. For information, see

www.rickhansen.com/RHFAC.

EXAMINATION RESULTS

When and how do I receive the exam results?

Your unofficial exam results will be available immediately after you complete the exam, and by immediate. CSA Group will email you an official results letter within 7-10 business days, which will state whether you passed the exam or not. This letter is required by the Rick Hansen Foundation to demonstrate that you have successfully passed the RHFAC Professional Exam to qualify for an RHFAC Professional designation.

What mark do I need to pass the exam?

The passing mark for the RHFAC Professional Exam is 75%.

If I don't pass, can I retake the exam?

Yes, you can re-take the exam an unlimited amount of times by re-purchasing the Voucher Code on the [RHFAC Professional Exam](#) on the CSA Shop. The re-exam fee is \$200.

ACCOMODATION REQUESTS

Can I request accommodations for my disability?

All candidates requiring accommodation must submit a request in writing to training@csagroup.org at least 30 calendar days in advance of the exam date. The request must indicate their preferred test centre location and type of accommodation required. CSA Group will work with Kryterion, the third-party testing provider, to make the arrangements. Please note that accommodations, including screen readers, are only available at test centres and for online proctoring.

ONLINE PROCTORING TECHNOLOGICAL REQUIREMENTS

What are the system requirements if I choose to take the exam online?

You may write the exam online using your web camera and computer. Please refer to the chart below to see if your computer system meets the hardware and software requirements.

Windows	Mac
Hardware <ul style="list-style-type: none"> • Minimum 50MB available space • Screen Resolution 1024 x 768 or greater • Webcam and Microphone – USB only • Internet access (Recommended minimum of 1 Mbps upload / 1 Mbps download) Ping must be below 200 ms • Operating Systems <ul style="list-style-type: none"> ○ Windows 7 ○ Windows 8.1 Only (Touch screens require the use of a mouse and keyboard) ○ Windows 10 (Touch screens require the use of a mouse and keyboard) 	Hardware <ul style="list-style-type: none"> • Minimum 50MB available space • Screen Resolution 1024 x 768 or greater • Webcam and Microphone - USB only • Internet access (Recommended minimum of 1 Mbps upload / 1 Mbps download) Ping must be below 200 ms • Operating System OS X <ul style="list-style-type: none"> ○ 10.9.2 Mavericks ○ 10.10 Yosemite ○ 10.11 El Capitan
Installed Applications <ul style="list-style-type: none"> • Internet Explorer 11 or Edge required for Sentinel Secure™ * • Adobe Flash ActiveX (Latest for Internet Explorer) • Net Framework 4.0 • Ports Opened <ul style="list-style-type: none"> ○ 80 & 443 • Administrator Rights 	Installed Applications <ul style="list-style-type: none"> • Safari (Latest Version) required for Sentinel Secure™ * • Ports Opened <ul style="list-style-type: none"> ○ 80 & 443 • Administrator Rights

Along with these requirements, you will also need a camera. Recommended specifications are:

- Minimum Video Resolution of 640x480 with a frame rate of 30 fps
- High speed USB 2.0 connection – Plug and Play preferred
- Manual focus ring (no auto zoom or auto focus – must be turned off)
- Built-in microphone highly recommended
- Cameras with a heavy base and flexible neck to allow for easier placement
- Cord length of 6' (2m) or more
- Digital Camcorder, Smartphone, Tablet, additional laptops/computers are not acceptable as camera alternatives

For more information on how to arrange your Online Proctored exam, please contact training@csagroup.org.