

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) 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. After registering, choose from locations across Canada. Note for online proctoring, your computer must meet system requirements. Accessibility accommodations can be made for online proctored exams and at physical test centres. To request an accessibility accommodation email training@csagroup.org before registering to write the exam.

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 Store](#). 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 an email from training@csagroup.org with the subject "CSA Group Exam Information Inside". This email provides your username and instructions to update your password for the exam scheduling website.
4. Once you're logged into the exam scheduling website, select the "Location" tab if you want to write the exam at a test centre or the "Online Proctoring" tab if you want to write the exam online.
 - In the **online tab**, use the drop-down to select your time zone. Select an available date from the calendar. Select a time from the drop-down. Click 'submit booking'.
 - In the **location tab**, you can select a city from the drop-down menu. A list of available test centres will appear below. Select the centre you want to write the exam at. Enter three preferred dates and times and click 'confirm booking request'.

5. When you are successfully registered
 - **For an online proctored exam**, you will receive an email from training@csagroup.org with the subject “Exam booked for CSA Group.” This will have all the exam details and instructions on preparing your workstation for exam day.
 - **For an in-person exam**: you will receive an email from training@csagroup.org with the subject “Exam booked for CSA Group.” This email will have the day and time of your scheduled exam.
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 username and password you used for Measure Learning site to schedule your exam.
 - Bring TWO forms of ID. One must be a current photo identification with signature (i.e., driver’s license, passport, immigration card, etc.)

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 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 Training course. It confirms that the individual has the knowledge, skills and abilities necessary to conduct RHFAC ratings.

Examination Results

When and how do I receive the exam results?

Your unofficial exam results will be available immediately after you complete the exam. 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 Store](#). The re-exam fee is \$200.

Accommodation 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 Meazure Learning, the third-party testing provider, to make the arrangements.

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.

Type	Minimum	Recommended
Internet Connection	Wifi Connection	Wired Connection
PC Users	Windows 8 (Windows 10 S mode is not supported)	Windows 10 (10 S mode is not supported)
Mac Users	MacOS 10.13 (Oldest Still Maintained Version)	MacOS 10.15
CPU	more than 2 core CPU less than 85% CPU Usage	more than 4 core CPU less than 50% CPU Usage
Webcam	640 × 480 resolution	1280 × 720 resolution
Internet Download Speed	1 Mbps	12 Mbps
Internet Upload Speed	1 Mbps	3 Mbps
RAM	4 GB less than 95% Ram Usage	16 GB less than 90% Usage
Connectivity Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP
Screen Resolution	1366 x 768	1920 x 1080 and above

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

- A functioning microphone (some web cameras have them built-in); microphone should not be part of headphones
- Headphones are generally not permitted, check with your testing organization to determine if headphones are permitted.
- A compatible browser: Google Chrome (preferred) or Mozilla Firefox

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