

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

Eligibility and Registration

Who is eligible to write the exam?

To be eligible to take the RHFAC Professional Exam, you must have successfully completed the Rick Hansen Foundation Accessibility Certification™ (RHFAC) Professional Training course. For more information visit the [Rick Hansen Foundation website](https://www.rhfoundation.ca/rhfac).

Where can I write the exam?

You can write the computer-based exam at a test center 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 centers. To request an accessibility accommodation email training@csagroup.org before registering to write the exam.

How do I register to write the exam?

1. Purchase the [RHFAC Professional Exam on the CSA Store](https://www.csa.ca/store/rhfac-professional-exam). You will be able to make your payment by credit card (Visa, MasterCard or American Express) or by invoice.
2. Once you have completed the 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. One email from training@csagroup.org and one from testingsupport@meazurelearning.com with details on how to book and prepare for the exam.
4. Log in to the exam scheduling website <https://csa.ysasecure.com>, choose the **Exams** tab and click "**Book**". Choose whether you want to write the exam in person at a test center or online remotely monitored by a proctor.
 - In the **CSA Group Remote Exams tab**, use the drop-down to select your time zone. Choose an available date and a time and click "**Book**".
 - or
 - In the **CSA Group In-Person Exams tab**, enter your address and the available test center locations will appear on screen. Choose the location that is most convenient for you, select a date and time and click "**Book**".
5. When you are successfully registered, you will receive a confirmation email from testingsupport@meazurelearning.com with details on the exam.

To be admitted into the examination, whether at a testing center or online, you must:

- Arrive 30 minutes ahead of your scheduled examination
- Bring the username and password you used for Measure Learning site to schedule your exam.
- Bring one form of ID. The ID 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 125 true or false, multiple selection, and multiple-choice questions.

How long do I have to finish the exam?

You have three (3) 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 center besides two pieces of identification.

What language is the exam available in?

The exam is available in English and French.

What material does the exam test?

The exam is designed to test understanding of the general concepts and principles taught in the RHFAC Professional 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. 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 retake the exam an unlimited amount of times by purchasing a re-exam on the [RHFAC Professional Exam on the CSA Store](#). The re-exam fee is \$200.

Accommodations Requests

Can I request accommodations for my disability?

All candidates requiring accommodations must submit a request in writing to training@csagroup.org at least 30 calendar days before the exam date. The request must indicate the preferred test center location and type of accommodations 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.

Windows	Mac
Hardware • Minimum 1 GB available space • Screen resolution 1366x768 or greater • Webcam and Microphone • Internet access minimum of 1 mbps upload/ 1 mbps download ○ Recommended: 12 Mbps download/ 3bps upload • RAM 4 GB less than 95% Ram usage. ○ Recommended: 16GB less than 90% usage • Operating Systems ○ Windows 10 (touch screens require the use of a mouse and keyboard)	Hardware • Minimum 1 GB available space • Screen resolution 1366x768 or greater • Webcam and Microphone • Internet access recommended minimum of 1 mbps upload/ 1 mbps download ○ Recommended: 12 Mbps download/ 3bps upload • RAM 4 GB less than 95% Ram usage. ○ (Recommended: 16GB less than 90% usage) • Operating System ○ MacOS 10.13 High Sierra (Recommended MacOS10.15 Catalina)
Installed Applications • Google Chrome or Mozilla Firefox • Administrator rights	Installed Applications • Google Chrome or Mozilla Firefox • 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
 - Built-in camera is acceptable
 - 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
- Please note: A digital camcorder, smartphone, tablet, or 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.