

## Information Sheet: Candidates with Special Needs

The ÖSD exam centres (in consultation with the ÖSD head office) aim to find the most appropriate and fair solutions for candidates with special needs. Candidates must provide a medical certificate and specific details about their impairment to the exam centre, or the responsible department within the ÖSD head office. The information provided is treated as confidential according to the GDPR guidelines.

### Special needs may arise in case of:

- Dyslexia and dysgraphia;
- Visual impairment;
- Hearing impairment;
- Handwriting difficulties;
- Speech-impediments (e.g. stuttering);
- Any adverse circumstances arising immediately before or during an exam; or
- Any other long-term or temporary disabilities, for which a medical certificate can be provided (irrespective of the feasibility of appropriate provisions being put in place)

Upon registration, the exam centre will discuss the various options available that are both fair, and best accommodate your individual impairment(s). This is done in consultation with the ÖSD head office and agreed upon in writing by the candidate and exam supervisor.

Where possible, the exam centre will try to provide the additional resources needed to support the impairment. Should additional costs be incurred by the exam centre, an increase in the overall exam fee might be discussed and agreed upon (in consultation with the candidate).

ÖSD exam centres are not obliged to conduct exams under special circumstances. If it is not possible to accommodate a candidate with special needs, the ÖSD head office will try to recommend a different exam centre for these candidates, where possible.

### Possibilities for Special Needs candidates include:

- Time extension(s);
- Large print and/or adjusted layout (font size and particular fonts);
- Assistive technology (in consultation with the ÖSD head office);
- Computer worksheets;
- A separate room and/or individual invigilator; and
- Subtest exclusions.

If an exam part cannot be taken at all due to the candidate's special needs/disabilities, the final result will be calculated using the points already awarded in the other tasks and skills. The total number of points achieved will then be determined, such that the final result remains meaningful. In such cases, marks are exclusively awarded by the ÖSD head office. The certificate is then adapted accordingly and sent to the candidate.

Special consideration requests can be made by centres on behalf of candidates, or by the candidates themselves if they cannot perform to the best of their ability, due to adverse circumstances arising immediately before or during an exam. Applications must be supported with a medical certificate if the injury cannot be verified (as opposed to a broken arm in a cast). The ÖSD head office will consider the specific circumstances, and may issue a voucher for a retry, or reimbursement.

### Circumstances justifying special consideration may include:

- Illness during or immediately preceding the exam;
- Distress due to factors such as the death of a close friend or relative, acute family/domestic problems
- Shock (e.g. due to an accident)
- Injuries preceding the exam date that make it impossible to take the exam (e.g. fracture of the hand, having to wear a cast)

In case of any further questions, the ÖSD team will be happy to be of assistance.