

Policies and Procedures for Civil Service Examination Accommodations

In accordance with the Americans with Disabilities Act (ADA) and M.G.L. c. 151B, the Massachusetts Civil Service Unit provides reasonable accommodations to civil service exam candidates with documented physical or mental impairments that substantially limit one or more major life activities.

Accommodations may also be provided to test takers with documented qualifying medical conditions that require an individual to use a medical device and/or take medication during the examination, regardless of whether that medical condition constitutes a disability under the ADA or M.G.L. c. 151B.

Testing accommodations may include, but are not limited to, an alternative format (i.e., change to font size), extended time, extra break time, use of noise-cancelling headphones, screen-reading technology, a reader or audio alternative, scribes, adaptive equipment or a quiet or secluded examination environment.

Reasonable testing accommodations or modifications will be reviewed on an individualized basis and will be granted when the need for those accommodations or modifications is supported by professional documentation, the accommodations do not alter the measurement of skills or knowledge the examination is intended to test, do not jeopardize examination security, and are not an undue burden to the Civil Service Unit. An exemption from an exam, the alteration to the content of exam questions, or a change to the passing score are not accommodations. Consideration of a candidate's prior achievement of a passing score on the same or similar examination without the requested testing accommodation shall not be considered in determining whether a candidate is entitled to testing accommodations needed to mitigate or eliminate the impediment caused by the candidate's disability.

I. Making an Accommodation Request

Examination candidates may request testing accommodations by completing the **Civil Service Testing Accommodations Request Form** that is provided during the application process (also available at [Reasonable Accommodations for Civil Service Examinations | Mass.gov](#)) and submitting required documentation supporting the need for all requested accommodations or modifications. These materials must be provided for each civil service examination to which a candidate has applied. Failure to timely provide appropriate supporting documentation will result in a delay in the review process, and could impact the candidate's ability to participate in an examination with approved accommodations.

Test takers may request more than one accommodation, as long as supporting documentation is provided for each accommodation.

II. Supporting Documentation Requirements

Applicants must provide written documentation (letters and/or reports) from a qualified health professional or professionals supporting the accommodation(s) being requested. Accommodations granted on other exams (including other civil service exams) will be considered, but do not necessarily entitle an applicant to accommodations on the civil service examination for which this request is being submitted.

Requirements for Documentation from Qualified Health Professional(s):

Acceptable Documentation:

1. Must be on letterhead, typed, dated, signed, and include the contact information, title, and credentials of each professional.
2. Must be dated within five (5) years of the request for accommodation.
 - a. If the date of assessment is dated more than five (5) years prior to the date of the request, the applicant should include additional documentation from a qualified medical professional, that has treated or evaluated the applicant within one year of the request, which includes a statement that no material changes have occurred since the original assessment or the nature of the requested accommodation, if the original documentation does not provide that information.
3. The documentation must include the specific functional limitation, and describe the specific impact on daily life activities.
4. Include a detailed description of the medical, psychological, educational and/or cognitive functioning tests that were conducted, the results and an interpretation of those results.
5. Include the effect of the impairment on the applicant's ability to perform activities of daily living and how it affects the applicant's ability to test.
6. Include a justification for each recommended accommodation.

Please note that HRD will NOT accept:

Original documents	Handwritten or unsigned letters or reports
Screenshots	Reports or letters with missing information and/or pages
Self-reported diagnoses	

Incomplete documentation will delay processing of accommodations request, and applicants may be required to submit additional information.

The Testing Accommodations Request Form, and all required documentation, should be sent to: CS-ReasonableAccommodations@mass.gov. Candidates should NOT upload any reasonable accommodation documentation to their NeoGov profiles.

III. Review of Accommodation Requests

Prior to the review of the requests for accommodation for a particular exam, HRD will consult with its examination developers and determine the job skills and aptitudes the exam is designed to measure. Upon receipt of a completed Testing Accommodations Form and all supporting documentation to support an accommodations request, HRD will conduct an impartial review. HRD may contact the candidate seeking additional, more specific, or more recent documentation to support the accommodation(s) being requested. Failing to provide or timely respond to HRD’s request for supporting documentation will delay the review process and impact a candidate’s ability to appear for an examination with the requested accommodations. Candidates may be provided with an alternative testing date, if necessary, due the timing of the request and/or the nature of the accommodation.

Please note that candidates who have initiated a request for accommodation, but have not provided supporting documentation or responded to HRD’s requests for additional information will receive a Notice to Appear for the examination without testing accommodations. However, these candidates will be notified that they can contact HRD, and after contacting HRD, may still be approved to take the examination with an approved accommodation(s) if sufficient supporting documentation is timely provided.

If HRD approves the accommodations request(s), the candidate will receive a Notice to Appear that will identify the approved testing accommodation(s).

If the accommodations request is denied, the candidate will be notified of the reasons for that decision. Candidates may request a formal appeal of the denial of a testing accommodation by contacting CS-ReasonableAccommodations@mass.gov within ten (10) business days of receipt of the decision. Appeals of testing accommodation decisions must contain the title of the examination, the specific accommodation decision that is being appealed, and a detailed statement of the basis of the appeal.

IV. Document History

Date Issued	Action	Effective Date (version change)	Next Review Date
02/9/2026	Original Policy Issued	02/9/2026	