

MANUAL

ADA Accommodations Policy and Process



Version
1.0

Date
Tuesday, July 15, 2025

Classification
Public

The HiSET® test is a high school equivalency testing program that will help you take the next step toward a college degree or a rewarding career. The HiSET program was created to provide you with a more affordable, more accessible alternative to other high school equivalency tests. You can earn the credentials you need to continue your education or to succeed in the workplace.

PSI is committed to serving test takers with disabilities or health-related needs by providing services and reasonable accommodations in accordance with the Americans with Disabilities Act (ADA) of 1990.

Some test takers with disabilities or who would otherwise have difficulty taking the test may utilize the following accommodations without prior approval:

- Colored transparent overlays (for paper-delivered testing only).
- Colored scratch paper (to be collected by test center personnel at end of testing session).
- Earplugs (not attached to any electronic device).
- Plain, unmarked straightedge to assist with keeping place while reading. You may use a piece of scrap paper for this purpose, but it must be returned at the end of the testing session.
- Handheld nonelectronic magnifying device (without memory or camera).
- Seat cushion/back pillow, or footstool. Item will be inspected by test center personnel before and after testing.
- Prescription medication. Must be in the prescription bottle with a label indicating your name, dosage and directions. Pill bottles will be opened and visually inspected by test center personnel before and after testing.
- Service animals.
- Medical devices (e.g., asthma inhaler, hearing aid, pacemaker, insulin pump on vibrate or silent, oxygen tank, TENS stimulator).
- Highlighter or black felt pen for essays and scratch work only.

All other requests for accommodations must be approved in accordance with PSI's policies and procedures and must be made online using the [PSI Accommodations Request Form](#) prior to scheduling. Please note, requests cannot be submitted by phone.

CREATION OF A MY HiSET ACCOUNT IS REQUIRED BEFORE ACCOMMODATIONS CAN BE APPROVED

To request accommodations, submit documentation from a medical authority or learning institution describing the disability or limitation and the accommodation being requested.

Verification from the medical authority or learning institution that rendered the diagnosis must be submitted to PSI on letterhead or stationery of the authority or specialist and include all the following:

- Test taker's name
- Description of disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Failure to submit documentation in its entirety will prolong the accommodations approval process and may result in denial.

Once documentation has been received and reviewed, the test-taker will receive a response notifying them of their approval/denial. The email will include instructions to contact our accommodation department for scheduling if approved or a request for additional information if denied.

Test takers granted accommodation in accordance with the ADA MUST work with PSI's Test Accommodations team to schedule their test.

PSI Test Accommodations

Phone: 800-367-1565 x 6750

Email: eaalerts@psionline.com