

How to Apply for "Accommodation" for Examinations



This guide will provide you with step-by-step instructions on how to complete the "Accommodation Application" in the TSSA Client Portal.

1 From the Client Portal home page, click the "**Applications**" tab.

Customer Portal

Hi Ada Shelby

Welcome to the TSSA portal, where, customers can view and manage account information, submit application requests, pay invoices and more.

New Customers

Create an Individual account if you are applying for:

- A personal certificate

For all other requests create an Organization account

- We require the company's legal entity details, i.e., corporation number or business identification number.

Third Party Property Management Companies

Link to your own TSSA account prior to linking to the owner/operator you wish to transact on behalf of, i.e. pay an invoice, submit an application request.

If you do not have an account with TSSA:

- Please create a Third-Party Property Manager account first,
- Then proceed to linking to the owner/operator you wish to transact on behalf of.
- The [Consent to Grant Third Party Access] form will need to be completed.

Existing Customers

Link to your TSSA account with:

- Invoice or inspection report or
- Valid authorization (licence/certificate/registration, etc.) or
- Account Access Key

Third Party Submitters

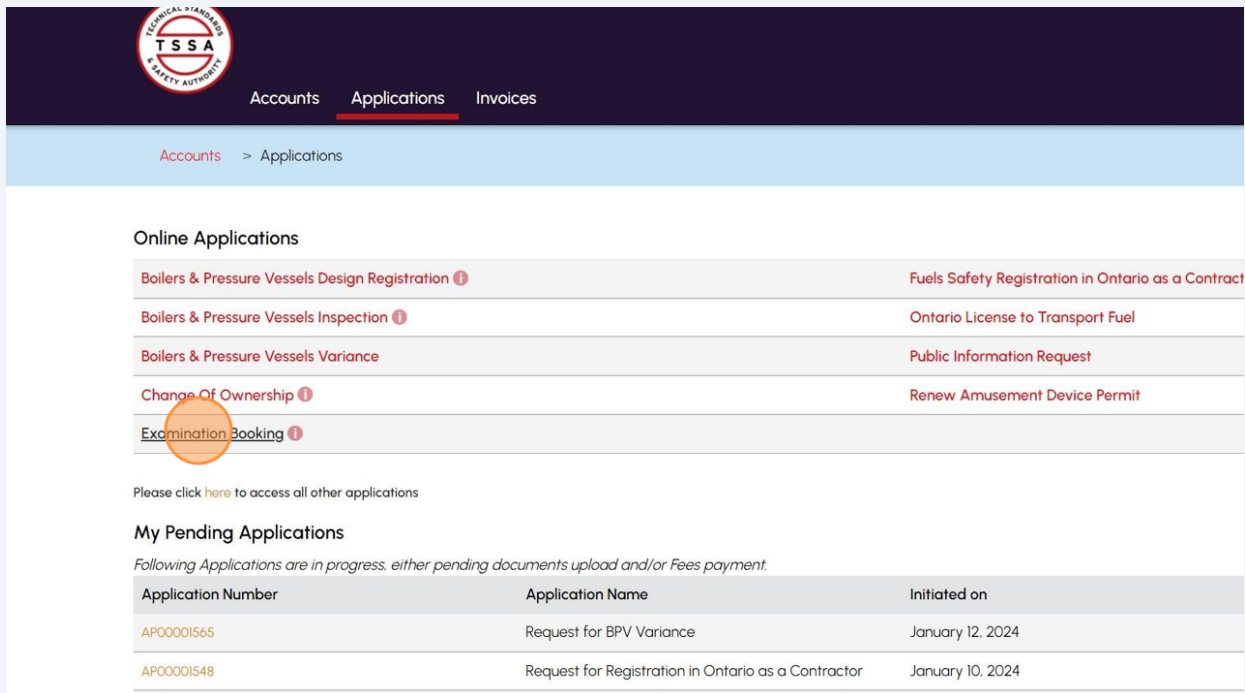
Link to your own TSSA account prior to linking to the owner/operator on behalf of, i.e. submit an application request.

If you do not have an account with TSSA:

- Please create a Third-Party Submitter type account first,
- Then proceed to linking to the owner/operator you wish to transact on behalf of.

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Click "**Examination Booking**" hyperlink from the "**Online Applications**" section. The "**Request to Book an Examination**" page will appear.

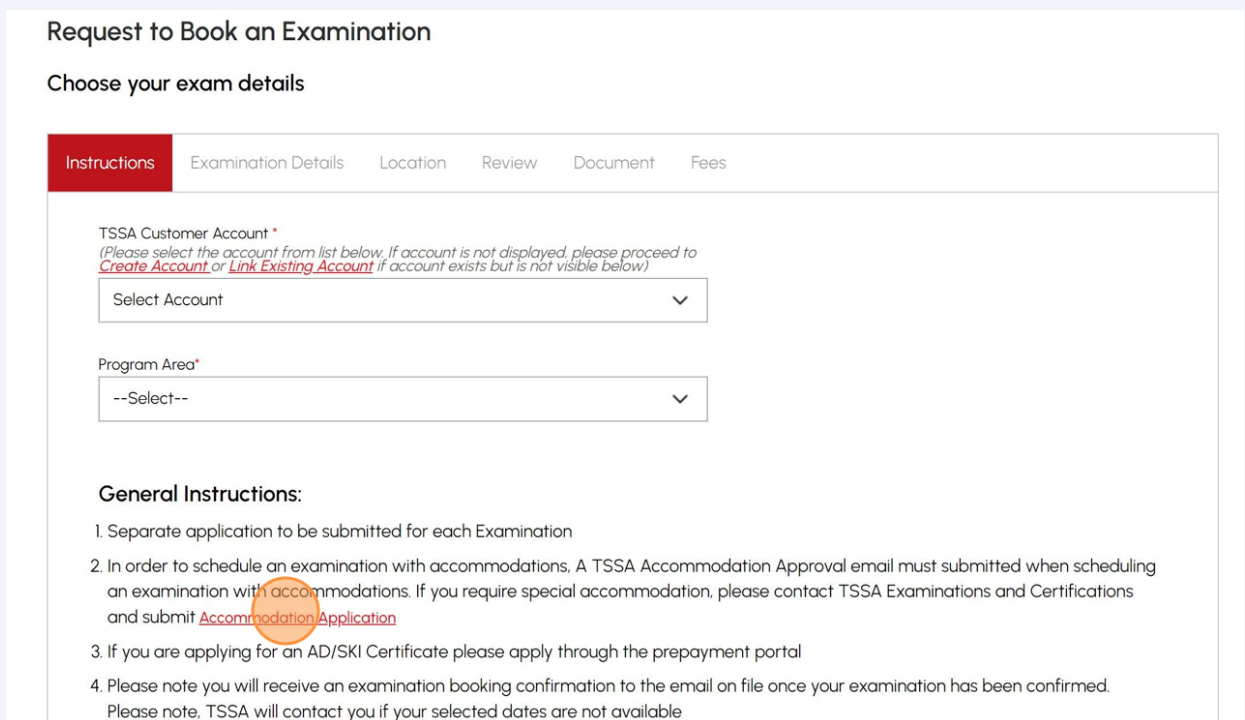


The screenshot shows the TSSA (Technical Standards and Safety Authority) website. The navigation bar includes 'Accounts', 'Applications', and 'Invoices'. Below the navigation bar, there is a breadcrumb trail: 'Accounts > Applications'. The main content area is titled 'Online Applications' and lists several application types. The 'Examination Booking' link is highlighted with an orange circle. Below this list, there is a link to 'Please click here to access all other applications'. The 'My Pending Applications' section shows a table of pending applications.

| Application Number | Application Name | Initiated on |
|--------------------|---|------------------|
| AP00001565 | Request for BPV Variance | January 12, 2024 |
| AP00001548 | Request for Registration in Ontario as a Contractor | January 10, 2024 |

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Review the "**General Instructions**". From step 2, click the "**Accommodation Application**" hyperlink.



The screenshot shows the 'Request to Book an Examination' page. The page title is 'Request to Book an Examination' and the subtitle is 'Choose your exam details'. The navigation tabs include 'Instructions', 'Examination Details', 'Location', 'Review', 'Document', and 'Fees'. The 'Instructions' tab is active. Below the navigation tabs, there are two dropdown menus: 'TSSA Customer Account *' and 'Program Area*'. The 'General Instructions' section is highlighted with an orange circle. The instructions are as follows:

1. Separate application to be submitted for each Examination
2. In order to schedule an examination with accommodations, A TSSA Accommodation Approval email must submitted when scheduling an examination with accommodations. If you require special accommodation, please contact TSSA Examinations and Certifications and submit [Accommodation Application](#)
3. If you are applying for an AD/SKI Certificate please apply through the prepayment portal
4. Please note you will receive an examination booking confirmation to the email on file once your examination has been confirmed. Please note, TSSA will contact you if your selected dates are not available

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The "Examinations: Disability Accommodations" page will appear.

The screenshot shows the TSSA website's navigation menu at the top, including links for Contact Us, About TSSA, Careers, Newsroom, FR, and TSSA Portal. Below the menu is a breadcrumb trail: Home > Training and Professional Certification > Register for an Exam > Examinations: Disability Accommodations. The main heading is "Examinations: Disability Accommodations" in a large, bold font. Below the heading is a paragraph: "TSSA is committed to ensuring that persons with disabilities have an equal opportunity to become certified to work in TSSA-regulated occupations." To the left of this paragraph is a vertical list of regulated industries: Training and Professional Certification, Amusement Device Mechanic, Boiler and Pressure Vessels, Elevating Devices Mechanic, Fuels Industry Professional, Operating Engineer, and Ski Lift Mechanic. To the right of the paragraph is a larger text block: "The Technical Standards and Safety Authority (TSSA) is committed to ensuring that persons with disabilities have an equal opportunity to become certified to work in TSSA-regulated occupations. TSSA recognizes its obligations to accommodate persons with disabilities under the Ontario Human Rights Code and is committed to ensuring that its certification practices meet the needs of all qualified candidates wishing to take the required examination(s) for the appropriate TSSA-issued certificate of qualification. All examination accommodation requests are evaluated in accordance with TSSA's internal **Examination Disability Accommodation Policy**."

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Click the "**Examination Disability Accommodation Policy**" and review the policy. The policy will cover:

- Purpose
- Definitions
- Accommodation Request Process
- Accommodation Examples
- Confidentiality
- Terms and Conditions on Authorization
- Amendments to this policy
- Guideline- Examination Accommodation Requests

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Definitions

Disability

"Disability" has the same definition as in the OHRC, which is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness

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Review the "Accommodation Request Process".

Certification

Amusement Device Mechanic

Boiler and Pressure Vessels

Elevating Devices Mechanic

Fuels Industry Professional

Operating Engineer

Ski Lift Mechanic

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Leave of Absence

R.S.O. 1990, c. H.19.

Protected grounds

"Protected grounds" means the prohibited grounds for discrimination in the delivery of services that are set out in s. 1 of the OHRC, which include age, ancestry, colour or race, citizenship, ethnic origin, place of origin, creed, family status, marital status (including single status), gender identity or gender expression, sex (including pregnancy and breastfeeding), and sexual orientation.

For definitions above that are based on a legislative definition, the definition in the legislation prevails in case of conflict or change.

Accommodation request process

Accommodation(s) for examinations are made solely upon the voluntary self-identification of need by the requester. TSSA respects the requester's right to maintain privacy and dignity; however, in order to best determine the most appropriate accommodation, TSSA requires the examination candidate to:

- Provide a full description of the candidate's disability and the accommodation needs, in writing using the **Examinations Disability Accommodation Application**, at the earliest possible stage in the certification process.
- Provide all available supporting information and documentation relating to the disability.
- For candidates indicating a learning disability, a Ministry of Education

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Refer to section, "**Making an examination accommodation request**". Be familiar with process and follow the following steps.

1. Download and complete the Examinations Disability Accommodation Application.
2. Include all supporting information and documentation relating to the disability/accommodation request.
3. For candidates indicating a learning disability, a Ministry of Education approved Individual Education Plan (IEP) will be required.
4. All other supporting documentation must be current (i.e., within the last three years), issued by a qualified medical professional, printed on official letterhead, and signed.
5. Submit the completed request to TSSA via email to: certandexams@tssa.org

Note: Examination candidates who may require accommodations for a TSSA examination are required to submit documentation for assessment before scheduling/writing an examination.

Boiler and Pressure Vessels
Elevating Devices Mechanic
Fuels Industry Professional
Operating Engineer
Ski Lift Mechanic

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Leave of Absence

Making an examination accommodation request

Examination candidates with disabilities who may require accommodations for a TSSA certification examination are required to submit documentation for assessment before scheduling/writing an examination. To make a request:

1. Download and complete the **Examinations Disability Accommodation Application (pdf)**.
2. @tssa.org Include all supporting information and documentation relating to the disability/accommodation request.
 - For candidates indicating a learning disability, a Ministry of Education approved Individual Education Plan (IEP) will be required.
 - All other supporting documentation must be current (i.e., within the last three years), issued by a qualified medical professional, printed on official letterhead, and signed.
3. Submit the completed request to TSSA via email to: certandexams@tssa.org

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Important: If you require accommodation, please first apply first before booking an examination. The results of your accommodation is required for examination booking. A Certification and Examinations Department representative will respond to the status of requests within five business days.

Boiler and Pressure Vessels
Elevating Devices Mechanic
Fuels Industry Professional
Operating Engineer
Ski Lift Mechanic

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2. @tssa.org Include all supporting information and documentation relating to the disability/accommodation request.
 - For candidates indicating a learning disability, a Ministry of Education approved Individual Education Plan (IEP) will be required.
 - All other supporting documentation must be current (i.e., within the last three years), issued by a qualified medical professional, printed on official letterhead, and signed.
3. Submit the completed request to TSSA via email to: certandexams@tssa.org



Congratulations! You have successfully reviewed the steps to apply for accommodation for an examination.

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Contact Customer Service at 1-877-682-TSSA (8772) or send an email to customerservices@tssa.org in case of any questions.