



**CERTIFIED**  
**CUSTOMER**  
**EXPERIENCE**  
**PROFESSIONAL**

# Testing Accommodations Request Packet





# Introduction



**Please submit this form and related materials to:**

Certified Customer Experience Professionals Advisory Committee  
Customer Experience Professionals Association  
Email: [ccxpsupport@cxpaglobal.org](mailto:ccxpsupport@cxpaglobal.org)

**[www.cxpaglobal.org/ccxp](http://www.cxpaglobal.org/ccxp)**

The CXPA and CCXP Advisory Committee comply with the Americans with Disabilities Act and strive to ensure that no individual with a disability, defined by the ADA as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment, is deprived of the opportunity to take the examination solely by reason of that disability. The CCXP Advisory Committee will provide reasonable accommodation for candidates with disabilities.

If you require a special accommodation(s) to sit for the examination, you should contact the CXPA administrative office. You and your qualified health care provider will need to complete a form to document the disability and the need for accommodation. You must provide medical documentation of the disability that is less than five years old. This means that you must have a current evaluation from the appropriate provider. The CCXP Advisory Committee must receive this documentation along with your application submission. You must submit two forms with your application: the Candidate Form and the Provider Form.

These forms require you to substantiate the:

- Nature, severity and duration of the disability.
- The types of activity or activities the disability limits.
- The extent to which the disability limits your ability to perform the activity or activities.
- Any past accommodations that you received in similar situations; and
- What reasonable accommodation is requested and why it is needed.

The forms should be sent to the CXPA/CCXP administrative office. Each request will be evaluated individually.

Please contact the CXPA/CCXP staff if you have any questions regarding special accommodations. The CCXP Advisory Committee wants to be sure that that candidates have the accommodations they need.







# In this Packet

## You will find:

- CCXP Request for Accommodations - Candidate Form
- CCXP Request for Accommodations - Provider Form
- Documentation of Disability-Related Needs Form
- Link to pre-approved accommodations
- Link to accommodations that can be requested for approval

