



# Academic Accommodations for Students with Disabilities Procedures

**Category:** Academic;

**Approval Authority:** Provost and Vice-President, Academic;

**Effective Date:** February 2026;

**Amendments:** N/A.

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## Purpose

The purpose of these Procedures is to set out the process to be followed by students, instructors, Student Accessibility Services (SAS), and all other Brock employees in relation to requests for academic accommodation under the Academic Accommodations for Students with Disabilities Policy.

## 1. Requesting Academic Accommodations

### 1.1 How to make a request for academic accommodations

Students with disabilities may request academic accommodations through SAS or through their instructor (for individual course-related accommodations) and supervisor or Program Director (for non-course accommodations) as detailed below.

#### 1.1.1 Requesting course accommodations

a. Requesting accommodations through Student Accessibility Services

All students with disabilities seeking academic accommodations must register with Student Accessibility Services to provide information regarding the nature of their disability and accommodation needs. Registration is done online through the [Student Accessibility Services website](#).

b. Requesting course accommodations through Instructor

A student may request accommodation directly from their instructor. A student cannot be required to provide detailed medical information to, or work directly with, the instructor or program to arrange academic accommodation. Any instructor who receives a request for accommodations directly from a student should consult with SAS or refer the student to SAS to ensure an appropriate record of the accommodations requested and/or received is maintained, and SAS is available to support the accommodations process as needed.

**1.1.2 Requesting non-course accommodations**

a. Requesting accommodations through Student Accessibility Services

All students with disabilities seeking non-course academic accommodations, including, but not limited to thesis or major research project, conference attendance, laboratory settings, or studio work must register with Student Accessibility Services to provide information regarding the nature of their disability and accommodation needs specific to the placement environment or program requirement.

b. Requesting non-course accommodations through program

A student seeking academic accommodation in a non-course degree requirement for reasons related to their disability may request it directly from the supervisor or Program Director. Students are encouraged to inform SAS of any accommodation requests made to a Program Director so that SAS may support the accommodations process. The Director cannot require that the student work directly with the program to arrange accommodation. Program Directors who receive a request for accommodation directly from a student should consult with SAS.

c. Requesting accommodations for placements, practicums, or work term

If a practicum, placement, internship, co-op work term, or experiential education opportunity is an essential element of a program and accommodations are required, the student should contact SAS in advance. Course-based accommodation plans do not automatically apply in the placement or practicum environment.

SAS will work with the placement or program coordinator to review the accommodation requirements and the essential duties and competencies required for the placement. The placement agency or community partner will be informed of accommodation requirements on an as-needs-to-know basis for implementation. Accommodations will be subject to placement agency or community partner policies and/or agreements. Employer partners may direct to their own internal accommodation processes for determination of accommodations.

### ***1.1.3 When to make a request for accommodations***

All students with disabilities who require academic accommodation are encouraged to contact SAS once they have accepted their offer of admission or as soon as they are aware that academic accommodation is needed. Returning students are required to activate their accommodation plan to request accommodation at the beginning of each academic term. All requests should be communicated in a timely manner (in advance of due dates) to enable appropriate review and consultation.

Requests for scheduling of exam accommodations must be submitted by the confirmation deadlines posted on the SAS website.

## **1.2 Retroactive accommodation requests**

A student who has been unable to meet a deadline due to their disability may submit a request for retroactive accommodation to SAS. SAS will invite a meeting to discuss disability-related impact, timing of the request, and supporting documentation from an appropriate registered health care professional. The documentation must outline how their disability prevented the student from seeking accommodation in advance of the relevant deadline. Requests for retroactive accommodation after a course has been completed must be meaningfully considered on a case-by-case basis.

All retroactive accommodation requests will be reviewed in consultation with the instructor or program. Retroactive accommodation will only be available or supported by SAS where SAS is satisfied that the disability prevented the student from complying with the applicable deadline or requirements.

Requests for backdated withdrawal based on a disability may be submitted to the Office of the Registrar and Enrollment Services and will only be granted in circumstances where it can be shown that the student's disability prevented them from withdrawing by the relevant deadline.

### **1.3 Referral from instructor**

Instructors who believe a student may require academic accommodations due to a disability are encouraged to consult with SAS. Where appropriate and with the student's consent, SAS will support the student through the registration process.

## **2. Determining appropriate accommodations**

### **2.1 Meeting with SAS**

Upon receipt of registration or request for accommodation, SAS will review the information and documentation provided to determine disability status and ensure students are connected with the most appropriate service. Students will be required to meet with a SAS Case Manager to discuss their needs, review documentation, and develop an accommodation plan.

### **2.2 Requesting documentation**

Students with disabilities are required to provide medical documentation that meets SAS Documentation Guidelines to support their request for accommodation.

Additional documentation may be requested in the following circumstances:

- a. additional information or clarification of impact is required to review a requested accommodations
- b. supporting documentation does not meet documentation guidelines
- c. medical documentation indicates temporary disability and recommends re-assessment
- d. where there are new onset or significant changes to disability-related impact
- e. where the nature of the disability is such that the significant passage of time may result in changes to impact.

Instructors and other Brock employees should not request detailed or disability-specific medical documentation directly from students, with the following exceptions:

- a. provision of documentation to The Office of the Registrar and Enrollment Services as part of the backdated withdrawal process, particularly where there is no contact with the Student Wellness and Accessibility Centre, or
- b. provision of documentation to Housing Services when seeking accommodation in the housing environment.

Disability documentation and academic accommodation recommendations may replace the need for the Medical Verification Form where sufficient documentation has been provided to SAS.

### **2.3 Providing interim accommodations**

Where a student suspects they have a disability-related impact on participation and is awaiting medical documentation, SAS will determine whether interim accommodations are appropriate.

Interim accommodations may only be put in place for up to one semester, unless exceptional circumstances exist (e.g. there is evidence that medical documentation will be available shortly after the beginning of the next semester). SAS may decline interim accommodations or may withdraw interim accommodations if a student does not provide evidence that the documentation process is underway.

### **2.4 Development of accommodation plan**

The SAS Case Manager, in consultation with the student, will develop an academic accommodation plan based on the student's lived experience and the functional impact outlined in the medical documentation provided, with consideration of the essential requirements of the course or program. SAS will recommend academic accommodation supports and strategies, liaise with instructors, and provide support in navigation to other campus resources, where appropriate.

In some cases, SAS may consult with external resources (such as the Regional Assessment Resource Centre, an independent Occupational Therapist, etc.) in order to assist with the development of the academic accommodation plan.

SAS may also engage with an Academic Accommodation Team, which is an informal network of individuals within Academic units, including the Centre for Pedagogical Innovation (CPI), who have the knowledge and expertise required to inform decisions related to academic accommodations and/or accessible pedagogical practices. Accommodation Teams complement the expertise residing centrally in SAS and support the Dean or their designate in the consideration of complex and/or retroactive Academic Accommodation decisions and accommodation-related appeals.

SAS will input the accommodation plan into the accommodations records system (OASIS). A copy of the accommodation plan is available in the student portal for download or distribution, as appropriate. Graduate program, placement/practicum, or non-course accommodations will be communicated directly to the instructor/supervisor and program.

### **3. Implementing accommodations**

#### **3.1 Activating an accommodation plan**

Students are required to activate their accommodation plan through OASIS each term.

#### **3.2 Communicating an accommodation plan**

All instructors will receive a notification to review the SAS-recommended disability accommodations for course-based programs in OASIS at the start of term following activation of the accommodation plan by the student. Accommodations for non-course programs or those requiring additional information will be communicated directly to the instructor/supervisor.

Instructors are expected to review the SAS-approved accommodations, engage in the acknowledgement process via OASIS, and may request consultation if there are any questions or where concerns related to the demonstration of essential course requirements are present. SAS may also consult with the Dean or their designate, Graduate Program Directors and other academic administrators as necessary in determining appropriate accommodations.

### **3.3 Implementing exam accommodations**

To implement test and examination accommodations in the SAS Exam Centre, instructors are required to submit the assessment or evaluation date, format, and requirements in OASIS at the start of term and no later than 3 weeks prior to the evaluation date.

Where Universal Design for Learning (UDL) or accessible pedagogy principles are planned for examinations, the instructor is required to notify the SAS Exam Centre and students in advance. Without submission of parameters, the SAS Exam Centre cannot guarantee the evaluation will be invigilated in the same manner as the in-class conditions.

All test and examination scripts and parameter changes must be provided to SAS seven (7) business days prior to evaluation date to allow time for preparation and accessibility formatting. Final exam scripts not provided to Printing Services by the date determined by the Office of the Registrar and Enrollment Services will require delivery to the SAS Exam Centre.

Evaluations not entered in OASIS or provided to SAS within the above timelines will require facilitation of the test or examination in the department while ensuring access to all approved accommodations or provision of details of a deferred date for administration in the SAS Exam Centre in accordance with the above timelines.

## **4. Updating Accommodations**

### **4.1 Regular review of accommodations**

Students are encouraged to review their accommodation plan each semester and notify SAS with any concerns.

Accommodation plans are reviewed by the student's SAS Case Manager annually to ensure that the plan reflects the current functional impact in the academic environment. Where the SAS Case Manager feels a change to the accommodation plan is required, the student will be notified in writing with rationale, before implementation in OASIS.

## **4.2 Updating accommodations**

Students are responsible for notifying their SAS Case Manager Team of any changes to their needs, participation, or program requirements which may necessitate a revision to their accommodation plan. Students are required to meet with their SAS Case Manager team to discuss the impact and make changes to the accommodation plan, as appropriate. Additional supporting documentation may be requested. Changes to accommodation plans will be updated in OASIS.

## **5. Addressing Concerns with Accommodation Plan or Measure**

The accommodation process is collaborative, requiring participation and respectful engagement by all parties including students, instructors, SAS, and other academic administrators. There may be times where there is disagreement regarding an accommodation. In these instances, the following processes are available.

### **5.1 Student-initiated processes**

#### ***a. Student concern with implementation of accommodation plan***

If a student has concerns about how their approved accommodation plan is being implemented, they are encouraged to meet with their SAS Case Manager to discuss the issue. The Case Manager will follow up with the instructor to understand the situation and may request a meeting to clarify why the accommodation has not been implemented.

Within 10 business days, the Case Manager will provide the student with a written summary of the outcome, including any resolutions.

If the recommended accommodation measure remains unimplemented after this process, the Case Manager will escalate the matter to the Manager, SAS. The Manager will review the student's file, instructor's feedback, and consult with the Chair/Director, where appropriate. If they are unable to resolve it, they will refer the issue to the Dean or Dean's designate, along with a recommendation. The Dean or designate will provide the student with an opportunity to meet and/or provide

submissions and will then determine how to proceed, in consultation with the Associate Vice-President, Students, University legal counsel, and, if applicable, the Office of People and Culture. The Dean, or Dean's Designate, will notify the student of the outcome within 10 business days of receiving the recommendation from the Manager, SAS.

***b. Student concern with development of accommodation plan***

Students who have concerns about their accommodation plan may submit a written request for re-assessment to the Manager, SAS. The request should include:

- A clear explanation of why the current plan is insufficient
- A description of the accommodation being sought.

The Manager, SAS, will review the request in the context of the course and/or program requirements and may consult with relevant academic departments or University units. Additional documentation from a regulated health care provider or participation in further assessment may be required. If necessary, SAS may arrange for an independent third-party review of the accommodation plan.

While the re-assessment is underway, SAS will work with the instructor and/or department to determine whether interim accommodations should be provided.

The Manager, SAS will communicate the outcome of the re-assessment to the student in writing within 10 business days of receiving the written request for re-assessment. If changes are approved, all parties will be notified and implementation will begin promptly. If no changes are made, the student will receive a written rationale

***c. Student appeal of re-assessment decision***

Students who believe the re-assessment decision does not reasonably meet their documented restrictions and denies them equal opportunity to participate in the learning environment may submit a written appeal to the **Associate Vice-President, Students** within **20 business days** of receiving the decision.

The Associate Vice-President, Students will provide the student with an opportunity to meet and/or provide submissions and will then determine how to proceed, in consultation with the Dean or Dean's Designate, University legal counsel, and, if applicable, the Office of People and Culture. The Associate Vice-President, Students, will notify the student of the outcome within 10 business days of receiving the written appeal.

The accommodation plan approved by SAS will remain in effect during the appeal process unless and until it is overturned. Submitting an appeal does not delay the implementation of the re-assessment decision.

## **5.2 Instructor-Initiated Reassessment of the Accommodation Plan**

If an instructor has concerns about a SAS-approved accommodation plan or its implementation, they may submit a request for review through the OASIS Instructor Portal or by emailing the Manager, SAS. Instructor-initiated appeals may be initiated on the basis of undue hardship or essential course requirements.

Where the instructor does not agree to implement the accommodation, the request must identify the essential course or program requirements that are impacted by the accommodation or why implementing the accommodation would constitute undue hardship.

The Manager, SAS, will arrange a meeting with the instructor to fully understand the concerns and will work to resolve the matter through consultation with relevant stakeholders, which may include the instructor, Department Chair/Director, Associate Dean, Graduate Program Director, and/or the Office of People and Culture. Consultation with the Department Chair will be dependent on the reporting structure of the course instructor.

If the concern cannot be resolved through these discussions, the Manager, SAS, will refer the matter to the Dean or their designate.

The Dean or designate will meet with the Manager, SAS, to review the relevant course, program, and accommodation information. The accommodation plan approved by SAS will remain in effect unless and until it is overturned.

If the Dean or designate determines that the accommodation plan compromises essential requirements or program learning outcomes, or that alternative accommodation is more

appropriate, they will notify the instructor and SAS in writing, providing a rationale for SAS to share with the student. If the Dean or designate supports the accommodation plan, they will confirm this in writing to both the instructor and the Manager, SAS.

### **5.3 SAS Initiated Reassessment of the Accommodation Plan**

The Manager, SAS may, at their discretion, initiate a reassessment of the accommodation plan when new information has been presented.

SAS will inform the student when a re-assessment has been initiated by the Manager. The re-assessment may include a request for updated documentation from the student's treating health care provider and/or a further assessment.

The outcome of the re-assessment will be communicated to the student. The re-assessment may include a change in the accommodation plan; recommendations for course load, completion of a series of meetings with a learning strategist or other support specialist/program.

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**Review Period:** Same as associated Policy;

**Next Review Period:** Same as associated Policy;

**Related Policies and Policy Instruments:** Academic Accommodations for Students with Disabilities Policy;

**Required Consultations:** Same as associated Policy;

**Recommended Consultations:** Same as associated Policy;

The University Secretariat manages the development of policies through an impartial, fair governance process, and in accordance with the Policy Management Policy & Procedures. Please contact the University Secretariat for additional information on University policies and policy related instruments and/or if you require this information in another format:

Open: Monday through Friday from 8:30 a.m. to 4:30 p.m.;

Email: [universitysecretary@brocku.ca](mailto:universitysecretary@brocku.ca)