



RHFAC PROFESSIONAL DESIGNATION

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This guide was developed for individuals seeking a Rick Hansen Foundation Accessibility Certification™ Professional designation.

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Section 1: About Rick Hansen Foundation Accessibility Certification™

Thank you for your interest in obtaining a Rick Hansen Foundation Accessibility Certification™ (RHFAC) Professional designation. This guide* provides information on the requirements you will need to fulfill to receive the designation. RHFAC Professionals are the only individuals qualified to conduct an RHFAC rating.

Accessibility Certification is making a difference.

RHFAC is a rating system developed to help property owners and managers measure the accessibility of their Site(s) and promote increased access through the adoption of Universal Design principles.

It's the first program of its kind to:

- Measure a Site's level of meaningful access that considers the holistic user experience of people of all abilities, including those with mobility, vision, and hearing disabilities;
- Train individuals to conduct ratings and become designated RHFAC Professionals through formal instructional training and a Standardized Professional Exam developed by RHF, facilitated by CSA Group and administered by Measure Learning; and
- Recognize an organization's commitment to accessibility through an optional public listing and labelling of certified Sites as 'RHF Accessibility Certified' or 'RHF Accessibility Certified Gold'.

*The most up to date version of this manual is available on the Rick Hansen Foundation website (<https://www.rickhansen.com/RHFAC-Designation-Guide>). If any discrepancies occur between the electronic version of the guide and the official published version, the electronic version will prevail.

Planning for accessibility means Sites are prepared for changing demographics, as well as provincial and federal accessibility legislation.

Facilities can attract more customers, employees, and/or tenants, and be acknowledged for their commitment to accessibility. By participating in this program, businesses and organizations become leaders in creating a built environment that's accessible for all.

To learn more, please visit www.rickhansen.com/RHFAC.



Section 2: RHFAC Professional Designation

The Rick Hansen Foundation (RHF) developed the RHFAC Professional designation in consultation with industry collaborators and accessibility experts, including the RHFAC Advisory Committee. The designation ensures an individual possesses the competencies necessary to perform the duties of an RHFAC Professional and conduct RHFAC ratings in the built environment. It augments the expertise and qualifications of building industry professionals.

RHFAC Professionals are the only individuals qualified to conduct an RHFAC rating.

Qualify and maintain your RHFAC Professional designation in 5 steps:

**1**

Pass the Training Course (Section 3).

**2**

Pass the RHFAC Professional Exam within 6 months of completing the Training Course. Note: the Exam is administered separately from the Training Course (Section 4).

**3**

Apply to RHF for your RHFAC Professional designation.

**4**

Finalize the RHFAC Professional designation and sign up to the RHFAC Registry (Section 5). Join the Accessibility Professional Network (APN) and create a profile on the RHFAC Professional Directory.

**5**

Uphold your designation (See Guide: Maintaining Your RHFAC Designation).

Core Competencies

Individuals who hold the RHFAC Professional designation are expected to perform a range of duties in 3 integrated areas:

The rating process

- Applying and awarding points accurately to features within the RHFAC Rating Survey.
- The Survey is designed to measure the level of meaningful access of a site, based on the holistic user experience of people with varying disabilities affecting mobility, vision, hearing and neurological experiences.
- Identifying positive accessibility features and determining where meaningful access exceeds minimum code requirements.
- Identifying physical barriers and obstacles for people with disabilities.
- Completing the RHFAC Rating Survey and submitting it for adjudication through the RHFAC Registry.
- Communicating rationale and providing evidence for awarding all points effectively and concisely to the Adjudicator.



Client communication

- Communicating each step of the RHFAC rating and certification process.
- Communicating positive accessibility features as key areas of success.
- Communicating physical barriers and obstacles in the built environment as key areas of improvement.
- Explaining the impact of the social and physical environment on people with disabilities.
- Displaying professionalism in promoting Universal Design principles and meaningful access.

Knowledge of Universal Design principles

- Integrating Universal Design principles and standards when planning and executing a rating.
- Applying understanding and interpretation of standard construction drawing terms.
- Applying knowledge of applicable building code requirements to plans and drawings.
- Integrating relevant legislation, regulations, and standards when planning, executing, and reporting on a rating.
- Integrating knowledge of intended use of the space into the design to improve functionality and access.

Section 3: RHFAC Professional Training

RHFAC Professional Training helps individuals gain the knowledge and skills necessary to measure a Site for its level of meaningful access. Passing this course is the **first** step you must take to qualify for the RHFAC Professional designation.

3.1 About the Course

RHFAC Professional Training combines theory and hands-on practice to train individuals who are planning, designing, and constructing the built environment to understand accessibility from the perspective of people with disabilities, and measure the accessibility of Sites using RHFAC methodology.

Participants learn how to deliver consistent, professional site evaluations that determine the level of access for people with disabilities.

Participants will learn:

- The impact of the social and physical environment on people with disabilities;
- Relevant legislation, regulations, and standards needed when planning and executing a rating;
- Universal Design principles and standards when planning and executing a rating;
- How to interpret and navigate a set of construction drawings; and
- How to communicate and support rating findings to clients, and prepare a recommendation report, reflecting compliance and gaps related to relevant human rights and accessibility legislation, regulations, and Universal Design standards.

The course is graded Pass or Fail.

To successfully complete the course and receive an RHFAC Professional Training Certificate of Completion, learners must fulfill the following criteria:

- **Attend all virtual sessions.**
- **Score at least 80% on all 6 quizzes.** There is a quiz at the end of each of the 6 modules on core competencies that learners need to complete.
- Complete the following learning activities:
 - **Discussion 2: Universal Design Scavenger Hunt.**
 - **Rating Element Presentation.**
 - **Final Assignment Workshop Presentation (team activity).**
- **Successfully submit the final course assignment on the RHFAC Registry Sandbox Environment. The final assignment must be submitted on the last day of the course in Week 8.**

Note!

All quizzes, learning activities, and the final course assignment must be completed and submitted by the last day of the course. It is recommended that you complete the various activities weekly as per the course schedule.

Learners who are unable to complete the course in the scheduled time due to serious or unforeseen circumstances should contact their instructor immediately.

You will receive a Certificate of Completion, when you meet these requirements, in order to register for the RHFAC Professional Exam. Refer to Section 4 for more details on the RHFAC Professional Exam.

3.2 Prerequisites

- A certificate or at least one year of completed post-secondary studies in architecture, building construction, civil engineering, urban planning, interior design or a related program; or
- A Journeyman Certificate of Qualification in a designated trade related to building construction; or
- An engineer (or eligible for registration as an engineer); or
- An architect (or eligible for registration as an architect); or
- An architectural or engineering technologist or technician; or
- A minimum of five years of construction experience; or
- An equivalent combination of lived experience and work experience in the built environment.

Education and credentials awarded outside of Canada will be considered.

3.3 Training Course Locations

For a list of course locations and dates, please visit RickHansen.com/Training.

3.4 Registering for the Training Course

To register, contact the institution where you are interested in taking the training course.



Section 4: RHFAC Professional Exam

The RHFAC Professional Exam is designed to test your understanding of general concepts and principles taught in RHFAC Professional Training, and the application of the RHFAC methodology. Passing the exam confirms individuals have the knowledge and skills necessary to conduct RHFAC ratings. The exam is not included in the RHFAC Professional Training course. You must register, pay a fee, and take the exam within 6 months of completing the RHFAC Professional Training course to qualify for the RHFAC Professional designation.

The exam was developed by RHF, and exclusively facilitated by CSA Group and its third-party test provider, Measure Learning. Passing the exam is the **second** step you must take to qualify for the RHFAC Professional designation.

The exam:

- consists of 125 true or false and multiple-choice questions
 - true or false questions are worth 1 point
 - multiple-choice questions are worth 3 points; all correct answers must be chosen
- has a 3 hour time limit
- has a passing mark of 75%
- is closed book
- is offered in English and French
- is a computer-based exam

CSA is solely responsible for administering the RHFAC Professional Exam. Please direct all questions regarding the Exam to the <https://www.csagroup.org/store/contact-us/> or contact CSA Group directly at CSA Group or training@csagroup.org.

4.1 Eligibility for the Exam

After successful completion of the RHFAC Professional Training course, you can take the RHFAC Professional exam, administered by CSA Group. Please note the following important requirements:

- When registering to take the exam, you must upload a digital copy of your RHFAC Professional Training course completion certificate to the CSA Group's website, confirming you have met all the requirements.
- The RHFAC Professional Exam must be completed **within 6 months** of receiving proof of course completion.

4.2 Exam Locations and Requirements

You have 2 options for taking the computer-based exam:

- **At a test centre (on-site proctoring)**
There are test centres across Canada for you to select upon registration. Accessibility accommodations can be made at test centres. Please see the box below if you require accommodations for the exam.
- **Using your own computer system (online monitoring)**
Please refer to [Appendix A](#) to see if your computer system, including your webcam, meets the hardware and software requirements.

Making Accessibility Accommodations

Accessibility accommodations are available at physical test centres. You must submit a request in writing to training@csagroup.org at least 30 calendar days in advance of the exam date.

The request must indicate your preferred test centre location and type of accommodation required. CSA Group will work with Meazure Learning, the third-party testing provider, to make the arrangements.

4.3 Registering for the Exam

To register to write the exam online, follow these steps:

1. Purchase the [RHFAC Professional Exam on the CSA Store](#). You will be able to make your payment by credit card (Visa, MasterCard or American Express) or by invoice. The exam fee is \$350 CAD.
2. After you have made your payment, you will receive an email from training@csagroup.org. This email will include a username and password that will allow you to log in to the CSA Group's Virtual Learning Environment (VLE) and complete your online application.
3. After completing your application, you will receive an email from training@csagroup.org with the subject "CSA Group Exam Information Inside". This email provides your username and instructions to update your password for the exam scheduling website.
4. Once you're logged into the exam scheduling website, select the "Location" tab if you want to write the exam at a test centre or the "Online Proctoring" tab if you want to write the exam online.
 - In the **online tab**, use the drop-down to select your time zone. Select an available date from the calendar. Select a time from the drop-down. Click 'submit booking'.
 - In the **location tab**, you can select a city from the drop-down menu. A list of available test centres will appear below. Select the centre you want to write the exam at to see the available dates and times. Choose a date to see the available times and number of seats remaining. Available dates are dark gray, and times are local to the venue. Select a time and click 'book'.

5. When you are successfully registered:

- **For an online proctored exam**, you will receive an email from training@csagroup.org with the subject “Exam booked for CSA Group.” This will have all the exam details and instructions on preparing your workstation for exam day.
- **For an in-person exam:** you will receive an email from training@csagroup.org with the subject “Exam booked for CSA Group.” This email will have the day and time of your scheduled exam.

4.4 Re-Taking the Exam

You can re-take the exam an unlimited number of times. To do this, you must purchase a re-exam for the RHFAC Professional Exam on the [CSA Shop](#). Each time you re-take the exam, the fee is \$200 CAD.

4.5 Preparing for the Exam

To prepare for the exam, please review:

- *RHFAC Professional Training course study notes downloadable through the Learning Management System; and*
- *RHFAC Professional Handbook.*

[Appendix B](#) provides guidance on the exam's categories.

On Examination Day

To be admitted into the exam, whether at a testing centre or online, you must:

- Arrive 15 minutes ahead of the scheduled exam.
- Bring the username and password you used for Meazure Learning site to schedule your exam.
- Bring 2 forms of ID. One must be a current photo identification with signature (i.e., driver's license, passport, or immigration card), etc.

Section 5: Applying for the RHFAC Professional Designation

Once you have completed the 2 steps detailed in Sections 3-4, you may apply directly to RHF for the RHFAC Professional designation by [completing the application form](#).

You will be required to submit the following details in your application:

- An official certificate of completion from the institution, demonstrating you have passed the RHFAC Professional Training course;
- An official letter (PDF) from CSA Group demonstrating you have passed RHFAC Professional Exam (see [Appendix C](#) for an example); and,
- Your contact information that you will be registering with, as an RHFAC Professional:
 - Name
 - Organization Name
 - Email
 - Direct Phone Number

5.1 Issuing the Designation

After reviewing the designation application, RHF will award the RHFAC Professional designation. You will receive an official confirmation letter and membership number. You must keep this letter in your files for 2 reasons:

- It is proof that you have been awarded the designation.
- As a newly designated RHFAC Professional, you must purchase an RHFAC Professional APN membership and complete any required knowledge tests*. You will then be added to the RHFAC Registry.

*Applies to RHFAC Professionals for Rating Survey v3.0.

Please see [Appendix D](#), for a sample RHFAC Professional Designation letter.



Appendices

Appendix A: Computer System Requirements for the Online Exam

Hardware and software:

Windows	Mac
<p>Hardware</p> <ul style="list-style-type: none"> • Minimum 1 GB available space • Screen resolution 1366x768 or greater • Webcam and Microphone • Internet access minimum of 1 mbps upload/ 1 mbps download (Recommended: 12 Mbps download/ 3bps upload) • RAM 4 GB less than 95% Ram usage. (Recommended: 16GB less than 90% usage) <ul style="list-style-type: none"> • Operating Systems <ul style="list-style-type: none"> • Windows 10 (touch screens require the use of a mouse and keyboard) 	<p>Hardware</p> <ul style="list-style-type: none"> • Minimum 1 GB available space • Screen resolution 1366x768 or greater • Webcam and Microphone • Internet access (recommended minimum of 1 mbps upload/ 1 mbps download) (Recommended: 12 Mbps download/ 3bps upload) • RAM 4 GB less than 95% Ram usage. (Recommended: 16GB less than 90% usage) <ul style="list-style-type: none"> • Operating System <ul style="list-style-type: none"> • MacOS 10.13 High Sierra (Recommended MacOS 10.15 Catalina)
<p>Installed Applications</p> <ul style="list-style-type: none"> • Google Chrome or Mozilla Firefox • Administrator Rights 	<p>Installed Applications</p> <ul style="list-style-type: none"> • Google Chrome or Mozilla Firefox Administrator Rights

Webcam:

A camera is required to take the online exam for remote monitoring.

The recommended specifications are:

- Minimum Video Resolution of 640x480 with a frame rate of 30 fps
- High speed USB 2.0 connection – Plug and Play preferred
- Built-in camera is acceptable
- Manual focus ring (no auto zoom or auto focus – must be turned off)
- Built-in microphone highly recommended
- Cameras with a heavy base and flexible neck to allow for easier placement
- Cord length of 6' (2m) or more

Please note: A digital camcorder, smartphone, tablet, or additional laptops/ computers are not acceptable as camera alternatives.

Appendix B: Exam Categories

The following chart provides an overview of topics covered in the RHFAC Professional Exam and their respective percentage breakdown.

Topics	Percentage Breakdown
Understanding Disability	13%
Meaningful Access and the RHFAC Program	12%
Human Factors and Universal Design	17%
Legal Landscape and Frameworks	11%
Building with Meaningful Access in Mind	11%
The RHFAC Rating Survey	11%
Rating Features in the RHFAC Rating Survey	25%
	100%

Appendix C: Proof of Examination Completion


Upon completion of the RHFAC Professional Exam, you will receive an email from CSA Group that summarizes your preliminary results. Please note that this is not the official proof of examination completion. You will receive your official test results, via email, from CSA Group by letter (PDF).

Here is an example of the PDF letter you will receive from CSA Group:



Appendix D: Proof of RHFAC Professional Designation

Here is an example of the RHFAC Professional designation letter you will receive from RHF:



February 21

Dear Name,

Congratulations! This letter is to confirm you have completed all the requirements necessary to receive an RHFAC Professional designation.

Your RHFAC Professional Membership Number is PXXXXXXX.

Name:
Email:
Direct Phone Number:


Please contact us at training@rickhansen.com if the contact information above is not correct or if this information should change in the future.

Please familiarize yourself with the [Guide to Maintaining Your RHFAC Professional Designation](#) for the requirements to maintain your designation: adhere to the RHFAC Professional Code of Ethics, obtain a minimum of 8 continuing education requirements, and maintain an [Accessibility Professional Network \(APN\)](#) membership annually.

Please keep this letter for your files. It is proof that you have been awarded the designation. In order for CSA Group to approve your access to the RHFAC Registry, you must upload this letter when you register as an RHFAC Professional. To have your profile listed on the RHFAC Professional Directory, you must have a valid APN membership.

Thank you for helping make Canada more accessible and inclusive for people with disabilities.

Sincerely,



Sarah McCarthy
VP, Strategic Initiatives
Rick Hansen Foundation

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For more information, visit RickHansen.com or email our Program Coordinator at apn@rickhansen.com



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