

# Red Hat Global Learning Services Special Accommodations Request (SAR) Form

[Updated April 22, 2003]

All information supplied below and any additional documentation regarding your need for special accommodation in Red Hat training will be considered strictly confidential and will not be disclosed to any other party, without your written permission, unless required by law.

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

EMAIL: \_\_\_\_\_

Participant is requesting accommodations for the following Red Hat training courses:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature:

Date:

Dear Participant: An appropriate licensed medical or rehabilitation professional such as doctor, psychologist, psychiatrist, rehabilitation therapist or physical therapist, etc.) must complete the next section (Statement of Accessibility Needs) to certify that your condition requires the requested special accommodations.

Please read this form to review the requirements for Red Hat training and certification, and the special accommodations that may be requested.

Please give this form to your medical/rehabilitation professional to read and complete, and instruct them to fax this to Red Hat GLS at: (919) 754-3713 (North America). For other countries, this form should be faxed to the fax contact for Red Hat GLS enrollment by fax in that country. If additional information or statement from an M.D. is required, we will let you know.

Important: all special accommodation requests require advanced notice to Red Hat, Inc. To process your request we must receive this completed form from your medical/rehabilitation professional 2 (two) weeks prior to start of the class session in which you desire to enroll.

# STATEMENT OF ACCESSIBILITY NEEDS

[To be completed by a medical professional or licensed physical therapy or licensed rehabilitation professional familiar with Participant's condition and needs:]

I have known \_\_\_\_\_ since \_\_\_\_\_ in my capacity

(Examination applicant name)

(Date)

as a \_\_\_\_\_.

(Professional title)

*[To the Medical/Rehabilitation Professional: Please read this entire document before indicating specific request(s) for special accommodation.]*

## **Requirements for Red Hat classroom-based Instructor Led Training (ILT) programs**

There are minimum requirements which all Participants must meet to be eligible for taking Red Hat training courses. Within these requirements Red Hat will endeavor to meet requests for special needs as indicated below for Participants in Red Hat training classes.

**1. PHYSICAL AND MENTAL STAMINA:** Red Hat classroom based ILT training classes take place during an 8 (eight) hour workday, over 4 or 5 days, 9am – 5pm, requiring Participant's interaction at a computer server-workstation, using a keyboard and mouse, listening and viewing presentations by Instructor, interpreting data and computer output on a computer monitor, reading course manuals in paper format and other documentation in electronic format, executing hands-on lab exercises requiring extensive command entry, and requiring coordinated interaction with the server, such as interrupting boot process and/or rebooting the machine. Scheduled breaks include: minimum one mid-morning break for 15 minutes and 1 mid-afternoon break for 15 minutes; 1 hour for lunch. Further breaks by Participant are at Participant's own discretion. Participant is responsible for physical and mental attendance at all training activities. Red Hat can not alter the pace, extend break times, or modify the schedule of activity of Red Hat training classes. Persons under medical restriction or medical warning against activities requiring stamina for a full workday of activity should not attend Red Hat training.

Please provide assurance that Participant does not have any medical condition that limits stamina during an 8 (eight) hour workday or otherwise prohibits such activity, by checking Box 1. below.

**1. PHYSICAL AND MENTAL STAMINA:** Participant meets the Stamina Requirements for a full workday of activity, and has medical clearance to take all-day training over 4 or 5 days. Participant is not on medications which reduce physical or mental stamina and is not on any medical warning or restriction of physical or mental activity below an 8 (eight) hour workday.

Note: Box 1. is required of all Participants. If Participant does not meet the Stamina Requirement please **STOP** here. Do not submit this form or enroll in Red Hat classroom based training. Red Hat eLearning offers self-paced online courses equivalent to the skills for the RHCE Standard Track as well as numerous other open source skills. Red Hat eLearning may be an option for those who do not meet the Stamina Requirement for classroom based training.

**2. ACCESS TO FACILITY AND CLASSROOM:** Red Hat delivers classroom based Instructor Led Training (ILT) in more than 30 cities in North America, and 65 cities worldwide. In most of these locations Red Hat uses 3<sup>rd</sup> party commercial providers of computer equipped training facilities to deliver public open enrollment classes. These facilities in most instances meet accessibility requirements; however, it is helpful if we are aware of special access needs. Please let us know if you require the following:

2. WHEELCHAIR ACCESS Participant requests wheelchair accessibility to the facility and classroom.

**3. SPECIAL ACCOMODATIONS IN CLASSROOM:** As a way of insuring good Customer service, Red Hat allows Participants with special needs to indicate in advance requests for any of the following:

3a. REQUEST CHOICE OF SEATING Participant requests choice of seating in classroom. It will help us to provide a choice of whatever seat you desire if you inform us in advance and arrive 15 minutes early on first day.

3b. REQUEST TO BRING GUIDE ANIMAL Participant requests to have Participant's own guide animal accompany Participant in the training facility and classroom. It will help us accommodate this if we receive notice in advance. Guide animals can be accommodated so long as they are not a disruption to other Participants or occupants of the facility. Participant is solely responsible for the health, safety, injury, loss, behavior, and liability of any Guide Animal while in transport or on premises.

3c. REQUEST TO BRING ASSISTANT OR READER Participant requests to bring Participant's own personal assistant, sign language interpreter, and/or reader (amanuensis) to sit next to or in front of Participant during the training portions of the class. Red Hat will provide an extra seat and space in front of class, as may be needed, for such an assistant.

3d. REQUEST TO BRING SPECIAL CHAIR OR OTHER MEDICAL DEVICE(S) Participant requests to bring Participant's own special chair or other medical device(s) into the facility and classroom. Participant is responsible for transport and placement of the chair or device(s) and any damage or loss that may occur to such item(s) while in transport or on the premises.

Please describe and provide dimensions so that we can determine whether the chair or device will fit into the classroom:

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**4. SPECIAL COMPUTER INTERFACES FOR TRAINING:** Red Hat training facilities are equipped with standard PC type computer equipment from many different vendors, and standard

Red Hat Linux OS software products are used during training. Additional software or hardware desired by Participant to meet special needs may be brought by Participants and configured by Participant, at Red Hat's sole discretion, provided Red Hat receives reasonable advance notice, so long as such software or hardware does not damage equipment or compromise delivery of Red Hat training. Please indicate any such requests in advance, and describe software and hardware products. Participant must assure Red Hat that Participant has a valid license to the software and that loading such software onto computer equipment during this event will not violate such license. Red Hat makes no guarantees that any third party software or hardware will integrate or interoperate with Red Hat software or hardware in use during training, meet special needs, or increase Participant's ability to absorb or understand Red Hat training. Red Hat Instructor can not assist with installation or configuration, and must not be asked to assist with such installation or configuration during class time. Use of additional hardware or software must not disrupt other Participants. For example, any voice synthesis software must be used with headphones or earpiece. Any use of such additional software or hardware by Participant is at Participant's own risk.

4. **SPECIAL COMPUTER INTERFACES:** Participant requests to bring Participant's own special software or hardware for use during training. Participant understands and accepts the limitations and conditions on use of such software and/or hardware described above.

If Box 4. is checked, please indicate reason for request (check all that apply):

- Visual impairment
- Hearing impairment
- Voice synthesis required to listen/read and/or speak
- Other physical impairment \_\_\_\_\_

Describe software and/or hardware products that Participant desires to bring during Red Hat training (attach additional pages if required):

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**5. COURSE MANUALS IN ELECTRONIC FORMAT:** Red Hat supplies course materials for all Red Hat classroom-based training in printed spiral bound course manuals. All Red Hat training materials are copyright © Red Hat, Inc., and may not be copied, reproduced, scanned, electronically stored, or entered in a document retrieval system for any reason, without express written permission from Red Hat, Inc.

Participants who are visually impaired may request Red Hat course manual for the course be made available in electronic format, such as HTML, during class time. Such electronic availability is limited to inside the classroom during class session time, 9am to 5pm, and cannot be available after class time.

5. **REQUEST ELECTRONIC COURSE MANUAL DURING CLASS:** Participant is visually impaired and requests to have access to Red Hat training manual in electronic format during class session time.

**6. RHCT EXAM (RH202), RHCE EXAM (RH302), OR LAST DAY OF RH133/RH300:**

The Red Hat Certified Engineer (RHCE) Exam is a day-long performance-based certification test conducted on live computer server equipment in a networked classroom. The RHCE Exam takes

place during one full 8 (eight) hour workday, 9am - 5pm, requiring Participant's interaction at a computer server-workstation, using a keyboard and mouse, interpreting data and computer output on a computer monitor, executing hands-on lab tests requiring extensive command entry, and requiring coordinated interaction with the server, such as interrupting boot process and/or rebooting the machine. RHCE is designed to measure actual competency in a realistic systems and network administration setting. The RHCE Exam requires 6 (six) hours of total Exam activity, consisting of 3 (three) separate sections which cannot be interrupted: 2.5 hours, performance-based; 1 hour, multiple choice; and 2.5 hours, performance-based. The only breaks during the day are limited to 15 minute breaks between sections, and 1 hour for lunch. The RHCT Exam is similar except that it is 3 (three) hours of Exam activity in two sections, and does not contain a multiple choice component. Further details on the RHCT and RHCE Exams are available at <http://www.redhat.com/training>

[ ] 6. EXTRA TIME DURING RHCT or RHCE EXAM: Participant requests up to 30 minutes extra time during one or more section(s) of the RHCT or RHCE Exam, subject to approval by Red Hat. Please state reasons for specific section(s) for which request is made, and attach additional pages if required:

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**7. RHCT/RHCE EXAM brlty SOLUTION FOR THE VISUALLY IMPAIRED (SVI):** Red Hat supplies standard PC type computer equipment and standard Red Hat Linux OS software products during the RHCT or RHCE Exam. No third party software products whatsoever are allowed on systems used for administering the RHCT or RHCE Exam.

Red Hat has developed an RHCT/RHCE Exam Solution for the Visually Impaired ("SVI"). The SVI enables someone who is visually impaired but competent in Braille to take the RHCT or RHCE Exam. The SVI solution requires the Participant to supply a refreshable Braille display, compatible with the version of brlty used by Red Hat Global Learning Services for this purpose.

Note: The SVI solution may be changed or discontinued at any time, without notice, and may not be available in all locations or from Red Hat Certified Training Partners. Red Hat cannot guarantee that any particular third party hardware will be compatible with the SVI or with future versions of Red Hat Linux OS. Therefore Red Hat cannot guarantee that an SVI Participant's Exam results will be interpretable, scorable, reliable, or eligible for issuance of a PASS or DID NOT PASS official notice.

Participants who wish to take the RHCT or RHCE Exam using their own brlty keyboard in conjunction with the SVI do so in the knowledge that problems with their Braille display and/or with other elements of the SVI might impede the completion of part or all of the Exam. In such a case the Official Exam Results may be returned as "No score reported", or "Insufficient data for scoring." All such instances are de facto equivalent to a DID NOT PASS, and no certification can be issued. Red Hat will usually grant a re-take or a credit or a refund of Exam fees in such instances, provided Participant gave sufficient advance notice and followed all guidelines for the SVI. Red Hat reserves the right to refuse to administer the RHCT or RHCE Exam in any instance where in Red Hat's sole judgment the Exam cannot readily be delivered in nominal fashion and/or where Exam results are predicted to be unreliable, incomplete, or otherwise inoperative.

[ ] 7. REQUEST FOR RHCT or RHCE EXAM brlty SOLUTION FOR THE VISUALLY IMPAIRED (SVI): Participant is visually impaired and requests to be administered the RHCT or

RHCE SVI. Participant will bring to the RHCT or RHCE Exam Participant's own brlly compatible Braille keyboard hardware, and will follow all guidelines communicated by the Red Hat Instructor and RHCE Certification Manager in configuring the hardware to be able to take the RHCT or RHCE Exam. Participant understands and accepts the limitations and conditions on use of such hardware in conjunction with the SVI as described above.

If Box 7. is checked, please describe Braille display hardware product (attach additional pages if required):

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**Statement of Medical/Rehabilitation Professional:**

I have read the requirements and descriptions of special accommodations items 1 – 7 above, and understand the nature of the training courses and/or examination(s) to be administered. I believe that this Participant should be provided the above indicated accommodations, identified by checking the relevant boxes, and I certify that I have documentation on record supporting the Participant's need for the above requested accommodation(s).

**Justification for requests for accommodation (include description of condition):**

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Professional's name (printed)

Professional title

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Phone number: \_\_\_\_\_

License number and type (if applicable): \_\_\_\_\_

If you need more information in order to decide what accommodations are necessary, please contact the Red Hat Certified Engineer program manager at [rhcecert@redhat.com](mailto:rhcecert@redhat.com)

**Please fax this entire form to: + 1 (919) 754-3713 (North American classes only).**

Outside USA and Canada: please fax this complete form to the Red Hat GLS fax number for enrollment in Red Hat training courses.