



American Cancer Society
Leadership in Oncology Navigation
(ACS LION™)
Mastery Course Learner Handbook

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Overview

A core value of the American Cancer Society is that everyone should have a fair and just opportunity to prevent, detect, treat, and survive cancer. This includes access to high-quality navigation for all individuals across the cancer continuum.

Professional patient navigation is an evidence-based intervention that improves cancer outcomes from screening through survivorship. To help navigators deliver this essential support to individuals, caregivers, and families experiencing cancer, the American Cancer Society launched Leadership in Oncology Navigation (ACS LION™), a standardized training, credentialing, and implementation support program. The mastery course meets the Centers for Medicare & Medicaid Services (CMS) training requirements for "Principal Illness Navigation" reimbursement and is aligned to Oncology Navigation Standards of Professional Practice.

The ACS LION mastery course is a voluntary, self-paced training and credentialing course that consists of 10 modules and a summative program assessment. The mastery course is for any individual or organization seeking recognition for providing professional navigation, including but not limited to:

- Administration or Health System Leaders
- Advanced Practice Providers
- Cancer Nurse Navigators
- Cancer Social Workers
- Case Managers
- Clinical Allied Health Professionals or Coordinators
- Community Health Workers
- Licensed Practical Nurses
- Allied Health Professionals or Coordinators
- Coordinators
- Navigators
- Nurse Navigators
- Peer Educator or Patient Advisors
- Registered Nurses
- Social Workers

The ACS LION mastery course is available 365 days a year, so learners can enroll any time. Course content is available for 90 days after enrollment. On average, it takes navigation professionals 8-10 hours to complete the entire ACS LION mastery course, depending on prior knowledge, navigation role, and experience. This does not include the final assessment, where learners are allotted 120 minutes for completion.

There are no academic, license, or title prerequisites for the mastery course. Please see the “Eligibility Requirements” section for more information on obtaining the ACS LION credential.

Technology Platforms and Requirements

ACS LION uses Catalog, Canvas, and Parchment Digital Badges to deliver the program.

- **Catalog:** The platform where you enroll in ACS LION courses.
- **Canvas Learning Management System (LMS):** The platform that hosts the training modules. You will create a profile and complete demographic questions during Canvas registration.
- **Parchment Digital Badges:** The platform where your ACS LION credential is issued and stored as a digital badge.

Note: You should use the same email address in each software platform to ensure your data is synchronized. If you need to update your name, email, etc., you can make updates directly in your Canvas account. It is your responsibility to make these updates.

You must use a desktop or laptop computer to complete the mastery course. Tablets and cell phones are not supported.

Statement of Nondiscrimination

ACS endorses the principles of equal opportunity and does not discriminate against any applicant/learner for certification on the basis of race, color, creed, age, sex assigned at birth, gender identity, gender expression, national origin, religion, disability, marital status, relationship status, parental status, pregnancy, ancestry, sexual orientation, military service (or discharge status), or any other status protected by law.

All learners will be judged solely on the criteria determined by ACS.

Privacy

ACS may collect information related to test names, dates, results, status, duration and other time-based metadata (including the amount of time spent answering each question), name, state/province, city, and certification number and status.

Questions?

The ACS Leadership in Oncology Navigation (ACS LION™) program is provided by the American Cancer Society (ACS). General program inquiries should be sent to ACS at ACSLION@cancer.org.

The ACS LION mastery course is delivered via Canvas, an online learning management system (LMS). For 24/7 assistance with logging in or accessing the ACS LION content on the LMS:

- Call Canvas at 1-833-216-9632.
- Chat with a Canvas representative by accessing the live chat link in the Canvas help menu.

Course Format

The ACS LION mastery course is delivered in a self-paced sequential format using an online learning management system (Canvas). There is no in-person requirement, and the course modules do not need to be completed in one sitting.

The ACS LION mastery course consists of:

- Ten modules, which align to both CMS requirements and the Oncology Navigation Standards of Professional Practice standards for navigation. Each module has an overview, lessons, and a quiz. Modules must be completed sequentially. Every module quiz must be passed at 80% or greater to move to the next module.
- The final assessment for the ACS LION mastery course is available upon the successful completion of all 10 modules. This assessment is conducted and must be finished in a single session. No notes or additional resources are allowed to be used during the final assessment. You have a maximum of 120 minutes to complete the assessment.
- Instructions for requesting accommodations are provided in the section on “ADA Accommodation Request Policy and Instructions.”

To earn the ACS LION credential, you must:

1. Complete all 10 course modules;
2. Complete each module quiz with a score of at least 80%;
3. Complete the program assessment with a score of at least 80%; **and**
4. Complete all above requirements within 90 days of program enrollment.

Modules and Learning Objectives

Module Title	Learning Objectives
Navigation basics	<ol style="list-style-type: none"> 1. Explain the history and principles of navigation. 2. Discuss the principles of health equity and its relationship to navigation.
Cancer basics	<ol style="list-style-type: none"> 1. Define key oncology terms and concepts. 2. Differentiate between the phases of the cancer continuum.
Person-centered assessments	<ol style="list-style-type: none"> 1. Describe the importance of person-centered assessments. 2. Explain key components of a person-centered assessment. 3. Describe how to perform a person-centered assessment. 4. Discuss how to provide individualized support based on the person-centered assessment.
Health system services access and coordination	<ol style="list-style-type: none"> 1. Identify key healthcare team members involved in the care of the person with cancer. 2. Describe how to coordinate access to and receipt of healthcare services. 3. Recognize healthcare team communication strategies. 4. Discuss how to utilize your person-centered assessments when communicating with healthcare team members. 5. Differentiate types of care transitions and how to support these transitions. 6. Explain key concepts and the most common questions about clinical trials.
Community-based services access and coordination	<ol style="list-style-type: none"> 1. Identify key community organizations involved in the care of the person with cancer. 2. Discuss how to coordinate access to and receipt of community-based health and social services. 3. Describe key health insurance concepts and costs of cancer care. 4. Explain how to utilize person-centered assessment information when communicating with community organizations.
Community assessment	<ol style="list-style-type: none"> 1. Identify the purpose and components of a community needs assessment. 2. Describe how to identify health factors relevant to the community served, such as common diseases and risk behaviors. 3. Determine how to identify relevant community resources. 4. Explain how to develop and maintain a community resource guide.
Patient and family communication	<ol style="list-style-type: none"> 1. Describe the importance of social support and relationships in the patient's cancer journey. 2. Identify the unique challenges faced by caregivers for people with cancer. 3. Explain the role of the navigator in helping patients identify social support and plan for managing relationships during cancer treatment. 4. Communicate effectively with patients, families, and the public to build trusting relationships across a broad range of socio-economic and cultural backgrounds.

	<ol style="list-style-type: none"> 5. Tailor communication based on the educational, developmental, and health literacy level of the patient. 6. Create and maintain positive interpersonal interactions, leading to trust and collaboration between the patient and the healthcare team.
Promoting patient self-advocacy	<ol style="list-style-type: none"> 1. Describe the key elements of self-advocacy and associated communication strategies. 2. Identify key decision points in cancer care. 3. Define shared decision-making and its key concepts. 4. Explain the patient navigator's role in the shared decision-making process. 5. Recognize the role of cultural beliefs, values, and social factors that impact healthcare decisions.
Facilitation of person-centered support	<ol style="list-style-type: none"> 1. Identify ways to facilitate behavioral change, including patient engagement, to support diagnosis and treatment goals. 2. Describe patient-driven goal setting and establishing an action plan. 3. Explain ways to facilitate and provide social and emotional support, including service coordination and systems navigation, to help the patient cope with the condition, SDOH need(s), and adjust daily routines to advance diagnosis and treatment goals.
Professionalism and ethical conduct	<ol style="list-style-type: none"> 1. Identify ways to demonstrate professionalism and ethical conduct. 2. Define key terms and describe key concepts in healthcare privacy and confidentiality. 3. Recognize when private information must be disclosed to prevent serious, foreseeable, and imminent harm to patients or others.

Enrollment and Access

You enroll in the mastery course via Catalog. Then, the mastery course is accessed via the Canvas learning platform. Course access is granted for a period of 90 days from the date of enrollment.

You must complete the mastery course (including the program assessment) within 90 days of enrollment, or your enrollment will expire. To determine your enrollment expiration date on Canvas, visit the "All Courses" page, locate the "Past Enrollments" section, and select the "ACS LION mastery" course. There, you will find the term's end date, which signifies your access expiration date for the ACS LION mastery course and assessment.

Program Assessment

The program assessment is a final examination encompassing all material covered in the mastery course. This assessment is conducted remotely and should be finished in a single session. Participants have a maximum of 120 minutes to complete the assessment. Once an assessment has started, you should not exit the page. Leaving the assessment does not stop the timer. When the 120-minute time limit is reached, it will be recorded as one attempt. You are highly advised to utilize a personal desktop or laptop for completing the program assessment, rather than a work computer. You are allowed up to two attempts to pass the program assessment. Both attempts must be made within 90 days of course enrollment. No immediate extensions to the 90-day time limit will be granted.

Preparing for the Assessment

There is no formal study guide for the final assessment. Each module has a content overview page and a terminology review glossary. The content overview page is listed before each module. Within that space, there is an introduction, the learning objectives, and the resource reminder of the glossary page. You should review these resources to help study for the final assessment. The program assessment and results are accessible through your Canvas account.

Scoring

To earn the ACS LION credential, you must pass the final program assessment with a score of at least 80%. The scores of the various module quizzes are not considered in your credential score, even though they will be visible in your Canvas grade book.

Note: Program assessment scores are reported in Canvas as the number of questions answered correctly. One point is granted for each correct answer. There is no penalty assessed for an incorrect answer; points are scored only for correct answers.

Results

ACS determines a passing score of 80% or greater by dividing the number of questions answered correctly by the total number of questions.

Retesting (second attempt)

If you do not achieve a passing score of at least 80% on your first attempt, you are allowed one additional attempt to retake the program assessment. All program assessment attempts must be completed within 90 days of program enrollment. No extensions to the 90-day time limit will be granted. If you do not pass the second attempt, you must re-enroll in the mastery course.

ACS LION Credential

Upon successfully completing the mastery course (including passing the program assessment), you will receive your official ACS LION credential. By earning this credential, you are joining other dedicated healthcare professionals in improving access to care through patient-centered support.

Benefits include:

- Greater credibility with the formal endorsement of your patient navigation expertise
- Improved knowledge and skills of the complex cancer care system
- Enhanced understanding of how to tailor support to patient needs
- Preparation for greater responsibility and professional development

Once credentialed, you will need to re-credential every three years in addition to completing annual continuing education courses to maintain your credential status, assuring your employer and the patients and caregivers you serve that you are dedicated to staying current in the patient navigation field.

Eligibility Requirements

You must meet the following criteria to qualify for the ACS LION credential:

1. Be at least 18 years of age; **and**
2. Be located in the United States or its territories (American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the US Virgin Islands) while participating in the ACS LION program and associated assessment; **and**
3. Agree to [terms of use](#) and [privacy notice](#) for the program; **and**
4. Complete all ten (10) modules of the mastery course; **and**
5. Complete each module quiz with a score of at least 80%; **and**
6. Complete the program assessment with a score of at least 80%; **and**
7. Complete all above requirements within 90 days of course enrollment.

ACS reserves the right to verify any and all enrollment and eligibility criteria. If you falsify or misrepresent your enrollment or eligibility, these actions are considered grounds for revocation of eligibility and/or certification status.

Official Notice of Credentialing

After you receive a passing score of at least 80% on the program assessment, the ACS LION credential will be issued. ACS will issue a credential only to individuals who meet all program eligibility

requirements. The ACS LION credential may be issued in various forms, including a digital badge, letter, card, or other approved medium.

The ACS LION credential is authorized by the American Cancer Society and includes the following information:

- Name of the credential holder
- Name of the credential provider (American Cancer Society)
- Scope of the accomplishment (ACS LION Program)
- Title of the credential (ACS LION Credential)
- Date of issuance
- Expiration date (for example, three years from the date of initial issuance)

Note: ACS reserves the right to verify the status of ACS LION credential holders upon request from employers or other stakeholders. This verification process provides confirmation of a learner's current credential status.

Additionally, ACS reserves the right to recall or nullify any ACS LION credential should a holder be found to have violated course requirements or policies. In such cases, the ACS retains sole ownership of the credential, regardless of format.

Printing and Accessing your Credential Certificate

All credential holders should create a personal (free) Parchment Digital Badges account at cancer.badges.parchment.com. The credential verification website is the only way to access/share earned badges or certificates.

To print the ACS LION Credential Certificate:

1. Log in to your Parchment Digital Badges account.
2. Select the badge you want to print from your "My Badges" page.
3. Click the three dots (...) next to the Share button.
4. Select Print Certificate.
5. Choose the certificate style you want to print from the Template Design panel on the left.
6. Scroll to the bottom of the page and click the blue "Print" button.

If you don't see the option to print, you can right-click on the preview and select Print from the menu. You can also save the certificate as a PDF.

Maintaining the ACS LION Credential

The ACS LION Credential is valid for three years after a successful final program assessment. You will need to take annual continuing education training courses to maintain your credentials within those three years.

The ACS LION credential timeline is as follows:

- In year one, the initial ACS LION Mastery training and assessment is taken.
- Years two and three include mandatory continuing education training courses.
- The credential holder will then need to take another full assessment in year four to retain the credential.

It is your responsibility to monitor your credential expiration date and to renew by that date to avoid any lapses in credentialing. If your ACS LION credential lapses, you will be considered no longer credentialed by ACS LION until you realign with the requirements in place at the time of expiration of the credential.

Use of the ACS LION Credential

ACS LION credential holders may state that they “hold a credential in ACS Leadership in Oncology Navigation” or that they are “ACS LION Credentialed.”

However, credential holders cannot:

- State that they are “certified in ACS LION” or use the term "certified" in relation to the credential.
- Use acronyms or letters (such as "ACS LION" or "LION") after their names to reference the credential, per the guidelines from the Institute for Credentialing.

Instead, ACS LION credential holders are encouraged to use the ACS LION badge, which can be embedded with a URL to direct viewers to additional information about the credential.

Approved uses of the credential include:

- Signature blocks: Include the ACS LION badge or a reference to having earned the credential, without using acronyms after the name. (e.g., ACS LION Credentialed, Credentialed by ACS LION, Credentialed in Patient Navigation by ACS LION).
- Resumes and social media: List the ACS LION credential in relevant sections, providing the full program name (e.g., “Completed the ACS Leadership in Oncology Navigation (ACS LION) Training and Credentialing Program, American Cancer Society, January 2024”).

- Digital Badging Platforms: Display the ACS LION digital badge, which can be accessed at cancer.badges.parchment.com. This badge may be embedded in email signatures or used on other professional platforms.

Any improper use of the ACS LION credential or ACS trademarks may result in disciplinary action. ACS LION credential holders are responsible for reporting suspected misuse to the ACS Navigation Credentialing Team at ACSLION@cancer.org.

External Validation of ACS LION Credential

To validate the standing of a learner's ACS LION credential, email ACSLION@cancer.org.

Course Governance

Content Development

Content development and revisions are led by the ACS LION Team. This team:

- Determines the eligibility criteria, course requirements, and credential requirements
- Reviews and guides content development by consulting CMS standards and aligning with the Oncology Navigation Standards of Professional Practice
- Engages external subject-matter experts in cancer patient support, credentialing programs, and other navigation leaders in the field to review content for completeness, relevancy, and accuracy
- Works with instructional designers to ensure that content is developed and delivered in an instructionally sound and consistent manner

Course content is reviewed at least once annually by the ACS LION Team for accuracy, relevance, and to assess if updates are required.

Module Quizzes and Program Assessment Development

Annually, a statistical analysis of the results for each quiz and program assessment item (question) is performed. Items that perform poorly or are answered incorrectly by a substantial portion of learners are flagged for review by the ACS LION Team. This process may be followed more frequently if the content requires an update or if an item is brought to the attention of ACS by a learner, for example, or if the ACS LION Team becomes aware of a necessary update to the content (e.g., a new patient-centered assessment is recommended, requiring an update to the content and the assessment).

During this annual review, appropriate stakeholders review the quiz and assessment item banks for relevancy and integrity. During such review, the ACS LION Team, with assistance from instructional design and psychometric teams, confirm that the items align with the educational content, and revisions are executed appropriately and as necessary.

Complaints and Disciplinary Actions

To maintain and enhance the credibility of the ACS LION program, ACS has adopted the following procedures to allow individuals to bring complaints concerning the conduct of credential holders. ACS will process complaints that violate Oncology Navigation Standards of Professional Practice Standard 1: Ethics, which may concern conduct that is potentially harmful to the public or inappropriate for practice as a patient navigator (e.g. fraud, incompetence, unethical behavior). Appropriate treatment of sensitive information and fair decision-making is ensured.

In the event a credential holder violates the Oncology Navigation Standards of Professional Practice Standard 1: Ethics and/or ACS LION policies, ACS may reprimand or suspend the individual or revoke their credential.

Grounds for Sanctions

The grounds for sanctions under these procedures may include, but are not necessarily limited to:

- a. Violation of the Oncology Navigation Standards of Professional Practice Standard 1: Ethics and/or ACS LION policies;
- b. Conviction of a felony or other crime of moral turpitude under federal or state law in a matter related to the practice of, or qualifications for, services provided by a patient navigator;
- c. Gross negligence, willful misconduct, or other unethical conduct in the performance of services for which the individual has each the ACS LION credential;
- d. Fraud, falsification, or misrepresentation of eligibility for the ACS LION credential;
- e. Falsification of any material information requested by the ACS;
- f. Misrepresentation of ACS LION credential status, including abuse of the digital badge/certificate; or
- g. Cheating on any credentialing assessment

Actions taken under this policy do not constitute enforcement of the law, although referral to appropriate federal, state, or local government agencies may be made about the conduct of the credential holder in appropriate situations. Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

Complaint Submission

Complaints may be submitted by any individual or entity. Complaints should be reported to the ACS in writing to ACSLION@cancer.org and should include the name of the person submitting the complaint, the name of the person the complaint is regarding along with other relevant identifying information, a detailed description of factual allegations supporting the charges, and any relevant

supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with ACS Confidentiality policy. Anonymous complaints are accepted.

Preliminary Review

Upon receipt and preliminary review of a complaint, the ACS LION Team may conclude, with sole discretion, that the submission:

- contains unreliable or insufficient information, or
- is patently frivolous or inconsequential

In such cases, the ACS LION Team may determine that the submission does not constitute a valid and actionable complaint that would justify investigation or a determination whether a violation of substantive requirements of the credentialing process has occurred. If so, the ACS LION Team will dispose of the submission and notify the submitter, if the submitter is identified.

If a submission is deemed to be a valid and actionable complaint, the ACS LION Team will see that written notice is provided to the individual whose conduct is in question. That individual will be given the opportunity to respond to the complaint. The ACS LION Team will ensure that complainant receives notice that the complaint is under review

Complaint Review

For each complaint that the ACS LION Team concludes is a valid and actionable complaint, then ACS will authorize an investigation into its specific facts or circumstances to whatever extent is necessary to clarify, expand, or corroborate the information provided by the submitter.

Review Committee Appointment and Responsibilities

A Review Committee appointed by the ACS LION Team will investigate and make an appropriate decision concerning each such valid and actionable complaint; the Review Committee may review one or more such complaints as determined by the ACS LION Team.

The Review Committee initially determines whether it is appropriate to review the complaint under these Procedures or whether the matter should be referred to another entity engaged in the administration of law.

The timeline for responses and for providing any additional information shall be established by the Review Committee. The Review Committee may be assisted in the conduct of its investigation by ACS staff and/or legal counsel.

Both the individual submitting the complaint and the individual who is the subject of the investigation (or his, her, or their employer) may be contacted for additional information with respect to the complaint. The Review Committee, or the ACS LION Team on its behalf, may at its discretion contact other individuals who may have knowledge of the facts and circumstances surrounding the complaint.

All investigations and deliberations of the Review Committee and ACS will be conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they will be conducted objectively, without any indication of prejudgment. An investigation may be directed toward any aspect of a complaint that is relevant or potentially relevant. Formal hearings will not be held, and the parties may, but are not required, to be represented by counsel.

Review Committee Recommendation

Upon completion of an investigation, the Review Committee will communicate its recommendation of a determination as to whether a violation has occurred to ACS which makes the final determination and informs all parties involved by written notice within 90 days. If ACS determines that the nature of the situation warrants, the determination may also be communicated by written notice to an individual's employer or other relevant agencies or regulatory boards.

When the Review Committee recommends that the ACS declare a violation, the Review Committee also recommends imposition of an appropriate sanction. If the Review Committee so recommends, a proposed determination with a proposed sanction will be prepared and presented by a representative of the Review Committee to ACS along with the record of the Review Committee's investigation.

Complaint Dismissal

If the Review Committee recommends against a determination that a violation has occurred, the complaint will be dismissed with notice to the individual, the individual's employer (if involved in the investigation), and the individual or entity who submitted the complaint.

Appeals

The American Cancer Society makes every attempt to present fair and accurate content based on the necessary competencies for patient navigators. ACS also makes every attempt to deliver fair and reliable assessments as part of the ACS LION Program. An appeal procedure is available to those who wish to contest any adverse decision affecting their receiving or maintaining the ACS LION credential. Any individual who does not file a request for an appeal within the required time limit shall waive the right to appeal.

ACS will review appeals of adverse credentialing decisions from program learners.

Learners are permitted to appeal an adverse credentialing decision on the grounds that ACS did not properly apply specified credentialing eligibility criteria, or the decision was based on a factual error that affected the outcome. Adverse certification decisions include denial of eligibility for program participation, denial of renewal of the credential, or suspension of the credential or revocation of the credential.

No appeal may be taken from an adverse decision based on an individual's receipt of a failing score on the ACS LION program assessment absent extraordinary circumstances, as determined solely by ACS. Individuals cannot appeal (1) the passing score, or actions taken in setting a passing score; (2) the establishment of eligibility criteria; (3) individual test items; and (4) test content validity. There is no appeal based on an incomplete course, or an assessment not taken.

Privileged Information, including the nature, format, content and results of assessments administered by ACS are considered privileged information. Due to the importance of assessment security and item banking, neither assessment forms nor answer keys will be disclosed or made available for review by learners or any other unauthorized third party.

Appeal Process

Upon receipt of the notice of an adverse decision, the learner or credential-holder has the option to submit a written notice of appeal to the ACS no more than fifteen (15) days following notice of the adverse decision.

In the written appeal, the learner or credential-holder shall detail the nature of the request for appeal and the specific facts and circumstances supporting the request, and all reasons why the action or decision should be changed or modified. The learner or credential-holder must provide additional documentation to support their appeal. The applicant shall bear the burden of proving the adverse decision was based on an erroneous factual determination. There is no appeal based on an incomplete course, or an assessment not taken.

Learners or credential-holders submitting a request for review to ACS shall receive notification of the results within fifteen (15) days of receipt of the request. Should the learner or credential-holder not be satisfied with the decision rendered, the learner may submit a written appeal to ACS within fourteen (14) days.

ACS will review the appeal submission and accompanying documents before making a determination. Learners or credential-holders will be notified of ACS' decision within forty-five days (45) of receipt of the request. That decision will be considered final.

This policy does not apply to credential-holders who have had their credential or recredentialing denied, suspended or revoked for fraud, misrepresentation, violation of testing procedures or other conduct in violation of the ACS Terms of Confidentiality. Such learners may have their case processed through the appeal rights described in the ACS Discipline and Complaints Policy.

Program Assessment Accommodations for Learners with Disabilities

Overview

In compliance with the provisions of Title III of the Americans with Disabilities Act (1990) (42 USC §12182), the American Cancer Society (ACS) provides qualified learners with a disability, who supply appropriate documentation, reasonable and appropriate accommodations in order for the learner to take the program assessment. ACS follows the *Principles of Fairness* set forth by the Institute for Credentialing Excellence.

Under the ADA, a disability is defined as “a physical or mental impairment that substantially limits one or more major life activities.” Examples of major life activities include:

- Caring for oneself
- Performing manual tasks
- Walking
- Seeing
- Breathing
- Learning
- Working

An individual is not considered to have a disability requiring accommodation if the limitations arising from the individual’s impairment do not significantly restrict one or more of the individual’s major life activities when compared with the abilities of the average person. Non-specific diagnoses such as individual learning styles, learning differences, academic problems, computer phobias, slow reading, and test difficulty or test anxiety in and of themselves do not constitute a disability or impairment.

Reasonable Accommodation

Reasonable accommodations provide a learner with a disability a fair and equal opportunity to demonstrate their knowledge and skill in the essential duties being measured by the assessment. Accommodations are determined based on the individual's specific request, disability, and submitted documentation as well as the appropriateness of the request. Reasonable accommodations do not include steps that would fundamentally alter the purpose or nature of the assessment.

Proper Documentation

The learner must submit documentation provided by an appropriate licensed medical professional who diagnosed the disability and recommends reasonable accommodations. The documentation must be submitted on the professional's letterhead. The documentation must provide a diagnosis of

the disability, and the test(s) used to determine the disability. The professional must also recommend specific accommodation. These recommendations should be based on testing that is not older than 5 years prior to the application. The confidentiality of all documentation submitted by the learner is protected.

Procedure

A learner requesting special accommodations must do so by completing the **Request for Special Accommodations for the ACS LION Program Assessment Form** in Canvas. The request **must be submitted at least 14 days prior** to taking the program assessment. The request must include proper documentation from a licensed medical professional who diagnosed the disability condition AND the specific testing aids or modifications being requested. Accommodation, if approved, will be provided at no additional charge.

ACS will review the request and provide a response in writing to the learner, which will include the accommodations that have been approved.

All special accommodation forms and related documentation are confidential and will not be released without the written consent of the learner.

Documentation Requirements

It is the responsibility of the learner to ensure that all required forms and supporting documentation are submitted to ACS. A request for special testing accommodation will not be reviewed until all documentation is received.

Required documentation includes:

- A completed **Request for Special Accommodations** form. This form consists of two sections—one to be completed by the learner, and one to be completed by the licensed medical professional.
- Evaluation of the learner's disability to be completed by the licensed medical professional.

Note: The healthcare professional must be a licensed or otherwise qualified practitioner whose credentials are appropriate to diagnose and evaluate the specific disability. Learners requesting accommodations for learning disorders or mental disabilities must be diagnosed by a psychiatrist, psychologist, or other medical professional with a minimum of a master's degree who has credentials recognized as competent to diagnose a mental disorder or learning disability.

Sample Request for Special Accommodations Form

The Request for Special Accommodations form is accessible within Canvas. Instructions for downloading and uploading the form are provided in Canvas. The form is provided here as an example but should not be used for requesting accommodation.

Request for Special Accommodations for the ACS LION Program Assessment

If you have a disability covered by the Americans with Disabilities Act and are requesting an accommodation, please complete this Request for Special Accommodations form so your accommodations for testing can be processed efficiently. The information you provide and any documentation regarding your disability and your need for accommodation in testing will be treated as confidential. Please upload this completed form within the ACS LION program in Canvas. Do NOT email this form to ACS.

This form MUST be submitted at least 14 days prior to your desired testing date.

PART ONE – TO BE COMPLETED BY THE LEARNER

I understand that the American Cancer Society (ACS) will use the information obtained by this authorization to determine eligibility for a reasonable accommodation under Title III of the Americans with Disabilities Act. I understand that ACS reserves the right to make reasonable inquiries regarding my disability before making a determination as to whether to provide the accommodations I have requested. Under penalty of perjury, I declare that the foregoing statements, and those in any required accompanying documents or statements, are true. I understand that false information may be cause for denial or revocation of the ACS LION credential. I hereby certify that I personally completed the form, and that I may be asked to verify this information at any time.

Learner Full Name: _____

Learner Signature: _____ **Date:** _____

I hereby authorize and request the healthcare professional identified below to release the information requested by ACS relating to my disability and the accommodation appropriate to my disability to take the ACS LION program assessment.

Learner Signature: _____ **Date:** _____

PART TWO – TO BE COMPLETED BY A LICENSED MEDICAL PROFESSIONAL

Learner instructions

Please provide your name below. Then, an appropriate licensed medical professional (physician, psychologist, or psychiatrist) should complete the remainder of the form. You should upload this completed form within the ACS LION program in Canvas. Do NOT email this form to ACS. Once received, ACS will review the documentation and notify you if the accommodation request can be supported.

Alternatively, you can upload a copy of documentation from an appropriate medical professional **which includes all of the details below.**

Learner name: _____

Healthcare professional instructions

Dear Healthcare Professional:

The individual identified above is requesting testing accommodations for the American Cancer Society Leadership in Oncology Navigation program assessment. Our policy requires that learners requesting special testing accommodations submit current documentation of the disability from a licensed medical professional qualified to assess the disability and need for accommodations.

The individual listed above is requesting that you provide such documentation. The following must be completed by you:

- 1) The remainder of this form
- 2) An evaluation, on professional letterhead, which includes the following information (*if submitting an existing report, it must have been written within the past 5 years*):
 - a. **Confirmation of diagnosis and functional impairment**
 - Date (month/day/year) the individual was last seen by you
 - For learning disabilities or mental disorders, the DSM classification of the diagnosis (Diagnostic and Statistical Manual of Mental Disorders–IV TR). *Notes:* DSM classification does not guarantee classification as a disability under ADA, and therefore, does not guarantee accommodation by ACS; ACS will not accept a diagnosis of a learning disorder that was made before the individual was 18 years old, if the last diagnosis date is more than 5 years old.
 - Name and title of the professional

- Recommended accommodation
 - The healthcare provider’s *specific* recommendation for accommodation(s) that directly relates to the impairment and is supported by functional information in the evaluation. The file is considered incomplete if this specific recommendation is not included.

MEDICAL PROFESSIONAL DOCUMENTATION

I have known (learner name) _____ since (date) _____ in my capacity as a (professional title) _____. The learner discussed with me the nature of the ACS LION program assessment. It is my opinion that, because of this learner’s disability described below, they should be accommodated by providing the special arrangements indicated below.

Description of Disability:

Recommended Accommodation(s):

- Permitted background noise such as a radio or television
- Speaking/reading aloud
- Text to speech programs
- Human assistance during exam (such as scribe or reader)
- Food permitted
- Additional exam time
 - If additional exam time is needed, how much additional time do you recommend (standard assessment length is 120 minutes)? _____
- Restroom breaks
- Use of headphones/earbuds/ear plugs
- Screen magnifier
- Personal external medical device(s)
- Speech to text programs
- Other (please specify):

Signature: _____

Title: _____

Printed Name: _____

Telephone: _____

Date: _____