

Reasonable Adjustment Procedures

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Responsible Officer:	Division General Manager
Functional Owner:	Head of Portfolio
QAS Owner:	Manager, Academic Governance
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Versions:	<p>This Procedure replaces the draft Reasonable Adjustment Policy and Procedure. Version 2: Minor changes to reflect updated terminology (Apr-13). Version 2 did not require ETAB approval.</p> <p>Version 3: Minor update to terminology and to reflect current QCI role in accordance with the annual policy review (feb-14). Version 3 did not require ETAB approval.</p> <p>Version 4: Minor changes to reflect new organisational design and Standards for RTOs. Version 4 did not require ETAB approval.</p>

Scope:	Course Type	Nationally Recognised Training
	RTOs:	Open Colleges Pty Ltd Integrated Care & Management Training Pty Ltd College of Fashion Design Pty Ltd
	Partner RTOs	Yes

Communication:

All Policies, Procedures, Forms and Guidelines are loaded into the Quality Management System (QMS) in Firefly. This will automatically update documents in OCTiVE and OpenSpace. Updates are communicated to staff through Firefly Chatter, Trainers and Assessors through OCTiVE News and students through the Student Lounge in OpenSpace.

1. Background

Open Colleges may alter the Assessment strategies and tools (as outlined in the Learning and Assessment Strategy for the course) to reduce the impact of disability or specific learning requirements on the student's ability to successfully complete the course. However, such changes must not alter the academic integrity of the Assessments. Such cases are referred to as 'Reasonable Adjustment'.

2. Situations Requiring Reasonable Adjustment

Reasonable Adjustment may be required to support learners with disabilities or specific learning difficulties that are beyond the control of the learner. These may include:

- Physical disabilities or impairments;
- Mental disabilities or impairments; or
- Other specific issues that may impact on learning and/or assessment such as dyslexia.

3. Guidance to Prospective and Current Students

Open Colleges provides the document 'Information for Students with Disabilities and Special Needs' (DC9.1):

- On the Open Colleges website;
- In the Student Lounge in OpenSpace; and
- In the Student Handbook.

This document provides an outline of the additional support services available to students with a disability or specific learning requirements.

Prospective students are asked to disclose any disabilities or specific learning requirements that may impact on their ability to undertake the course:

- On the Enrolment Form; and
- During discussions with Course and Careers Advisers

4. Identifying the Need for Reasonable Adjustment

The need for Reasonable Adjustment may be identified as follows:

When	By whom	How
Prior to Enrolment	Course and Careers Adviser	The Course and Careers Advisers engage with prospective students prior to enrolment (as outlined in the Pre-Enrolment Information Procedure PR1.1) giving regard to the Reasonable Adjustment Procedure. During this process, Course and Careers Advisers ask questions to assess whether the prospective student has a disability or has specific learning requirements. The Course and Careers Adviser will: Outline the support services and resources available for Open Colleges' students; and Provide notes on the student record in Firefly

		including the specific information provided by the student. These notes will inform the formal assessment of the case on completion of the Enrolment Form by the student.
Completing the Enrolment Form	Course and Careers Adviser or Admissions Officer	The Enrolment Form requires prospective students to disclose any disabilities or specific learning requirements. Where a prospective student completes the Enrolment Form with the assistance of a Course and Careers Adviser and discloses a disability or specific learning requirements, the Course and Careers Adviser will refer the student to the Head of Portfolio (in accordance with the process outlined below). Where a prospective student has completed the Enrolment Form online, the Admissions Officer will refer the student to the Head of Portfolio (in accordance with the process outlined below).
At any time during the course	Trainer or Assessor, Workplace Assessor, Program Manager, Learning Support Officer, Work Placement Support Officer, Student Support Officer	By monitoring and evaluating student progress and the quality of the work submitted. By probing for any possible barriers to learning and completing assessments, which could be caused by a disability or specific learning needs. By offering assistance and encouraging the student to discuss their needs.

4.1 Notification Process

Where a student has been identified as having a disability or specific learning and/or assessment requirements (either prior to enrolment or during their studies), the relevant staff member will create a Case in Firefly, including all relevant information regarding the disability or specific learning and/or assessment requirements, and assign the Case to the relevant Head of Portfolio.

Relevant staff may include:

- Course and Careers Advisers;
- Admissions Officers; or
- Program Managers.

Where a Trainer or Assessor becomes aware of a potential student disability or specific learning and/or assessment requirement that has not been previously disclosed they will raise this with their Program Manager. The Program Manager will discuss with the student and, where appropriate, create a Case in Firefly.

5. Provision of Support Services

The Program Manager will review the Case in Firefly and determine the Reasonable Adjustment required accommodating the needs of learners with disabilities or specific learning and/or assessment needs. In doing so, the Program Manager will consider the needs of the individual and ensure that they are reasonable in that they do not cause unjustifiable hardship to Open Colleges.

Following the review of the Case, the Program Manager may propose:

- Provision of learning materials in alternative formats;
- Adjustments to assessment methods and assessment tools, including:
 - The collection of alternative evidence (such as audio and video); and
 - The provision of assessments in different formats (such as Braille);
- Personal support services, such as:
 - Reader;
 - Interpreters;
 - Scribes; or
 - Support people.
- Adaptive technology or special equipment; and
- Modifications to communication systems or information provision.

The Head of Portfolio (or their delegate) will discuss the proposed Reasonable Adjustment with the student to ascertain whether the proposed changes will meet their specific learning and/or assessment needs.

The Head of Portfolio will then outline the proposed Reasonable Adjustment by completing the Reasonable Adjustment Form (FR9.1) and upload this in Firefly.

The Reasonable Adjustment Form will be reviewed and approved by the Head of Policy, Regulation and Audit in Firefly.

Once approved, the Head of Portfolio (or their delegate) will advise the student, Program Manager, Trainer or Assessor and Learning Support Officers of the proposed Reasonable Adjustment.

6. Academic Integrity

Reasonable Adjustment must not compromise the academic integrity of the course and must consider the requirements inherent or essential to its nature when assessing whether an adjustment is reasonable. There may be more than one adjustment that is reasonable in a given circumstance.

7. Costs of Reasonable Adjustment

Open Colleges will contribute up to 20% of the students' tuition fees towards the costs of implementing Reasonable Adjustments. In the event that the costs associated with the Reasonable Adjustments exceed 20% of the students' tuition fees, the student will be required to make a co-contribution for the remaining portion of the costs.

Related Forms and Documents

	Location		
	OpenSpace	Website	QMS
Procedures			
PR9.1 Reasonable Adjustment Procedure	X	X	X
Forms			
FR9.1 Reasonable Adjustment Form	X	X	X
Documents			
DC9.1 Information for Student with Disability and Special Needs	X	X	X

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