

## ET SOP 018 Providing Reasonable Adjustments

### 1. PURPOSE

To provide management and other relevant staff of MTC Australia, operating as a Registered Training Organisation, with a guide to providing reasonable adjustments and ensuring principles of access and equity are applied.

### 2. SCOPE

This standard operating procedure applies to:

- MTC Trainers and Assessors
- Program Manager
- Centre Managers
- Education Manager
- QA & Service Excellence Manager

### 3. DEFINITIONS

**Disability**, in relation to a person, means:

- Total or partial loss of the person's bodily or mental function, or;
- Total or partial loss of a part of the body, or;
- The presence in the body of organisms causing disease or illness, or;
- The malfunction, malformation or disfigurement of a part of the person's body, or;
- A disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction, or;
- A disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement, or one that results in disturbed behaviour.

**Adjustment** – a measure or action (or a group of measures or actions) taken by an education provider which has the effect of assisting a student with a disability:

- In relation to an admission or enrolment – to apply for the admission and enrolment, and;
- In relation to a course or program – to participate in the course or program, and;
- In relation to facilities and services – to use the facilities and services, and;
- On the same basis as a student without a disability, and;
- Includes an aid, a facility or a service the student requires because of his or her disability.

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**Reasonable adjustment** – an adjustment is reasonable in relation to a student with a disability if it balances the interests of all parties affected

### 4. REFERENCES

- [Standards for RTO's 2015](#)
- [Smart and Skilled Operating Guidelines](#)
- Disability Standards for Education 2005 (<https://www.education.gov.au/disability-standards-education>)
- [P 049 Nationally Recognised Training and Assessment](#)
- [ET F004A Reasonable Adjustment Form \(A\)](#)
- [ET F004B Reasonable Adjustment Form \(B\)](#)
- [ET F202 PTA Coversheet \(SEE\)](#)

### 5. PROCEDURE

#### 5.1. Declaring disability

- Students can declare a disability during enrolment
- Students may also declare a disability and the need for adjustment during the course
- If a student has declared a disability, the student should be approached in a sensitive and confidential manner and asked whether they may require any adjustment to training and/or assessment being delivered
- The student should be briefed by the Enrolment Facilitator about training and assessment requirements so that the student can decide whether she/ he needs adjustments to participate in training and assessment on the same basis as students without a disability.

#### 5.2 Reasonable adjustments with no cost involved (**SEE Students ONLY**)

If the special needs do not involve financial cost to MTC, reasonable adjustments are specified on [ET F202 PTA Coversheet \(SEE\)](#) in the Special Needs tab and F004A and/or F004B Form is uploaded to Jobready against the student record in the document tab. If the student requires an adjustment that involves a financial cost to MTC, points 5.3 – 5.8 of this SOP apply accordingly.

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### 5.3. Consulting the student

Before MTC Australia makes an adjustment for the student, Program Manager, Centre Manager, VET Operations Manager or a person delegated by them will consult the student or an associate of the student about:

- Whether the adjustment is reasonable
- The extent to which the adjustment would achieve the following aims:
  - The student will be able to participate in the courses or programs provided by MTC Australia, and use the facilities and services provided by MTC, on the same basis as a student without a disability;
  - The student will be able to participate in the learning experience of the course or program on the same basis as a student without a disability;
  - The student will be able to access support services used by the students of MTC Australia on the same basis as a student without a disability;
  - The student will be able to participate in the activities in which he or she is enrolled.
- Whether there is any other reasonable adjustment that would be less disruptive or intrusive and no less beneficial to the student.

### 5.4. Deciding on adjustment/s to be made

Once the student submits the completed form, the Program Manager/SEE Centre Manager or VET Operations Manager and Trainer will make decision about reasonable adjustments - with the support of a disability specialist if needed.

In deciding whether to make a particular reasonable adjustment for a student, they will:

- Assess whether there is any reasonable adjustment that would be less disruptive or intrusive and no less beneficial to the student;
- Assess whether the adjustment may need to be changed over the period of the student's education or training;

### 5.5. Reasonable adjustments in assessment

Reasonable adjustments to assessment methodology and processes should accommodate students' needs and enable them to demonstrate their competencies.

When making reasonable adjustments, assessors need to focus on validity and fairness of assessment. Adjustments that fall short of these requirements are not allowed. Such adjustments not only unfairly

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advantage the student with a disability, but also disadvantage all students by invalidating the award being conferred.

### a) Reasonable adjustments for assessing knowledge

Assessors may need to:

- present the questions orally,
- employ the services of a reader or an interpreter
- seek oral responses or use a writer/scribe or interpreter,
- provide extra time or a different time,
- provide a quiet separate room, or a personal assistant.

There is a range of equipment available, including:

- personal computers,
- text enlargers,
- voice synthesisers,
- voice recorders,
- special furniture.

### b) Reasonable adjustments for assessing skills

Given that competency assessment must reflect workplace conditions, the modifications appropriate to workplaces will also be the modifications needed in competency assessment. The modifications may include:

- computers and adaptive technology (including computer accessories, hardware, mouse and mouse alternatives, and software)
- environmental controls (including air, chemical, floor coverings, lighting, sound/noise, and temperature)
- lifting, carrying and moving aids (including cranes, heavy moving and carrying equipment, ladders, lifters and carriers, lifts and elevators, and stair modifications and supports)
- mobility aids (including scooters and carts, service animals, transfer aids, walkers and canes, and wheelchairs)
- occupational specific tools and equipment (including cleaning equipment, gardening and landscaping tools, health and science equipment, hospitality and catering equipment, industrial, mechanical and construction equipment, and retail equipment)
- office and call centre equipment (including audio-visual equipment and communication aids, desks, chairs and workstations, organisers and timing devices, reading aids, telecommunications, and writing aids)

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- personal and medical items (work related, including assistive listening devices including hearing aids, cushions and pressure care supports, independent living products, medical items, and splints, supports braces and slings)
- safety, navigation and building modifications (including building modifications, emergency and other alerts, entry, exit and navigation aids, evacuation, and protective equipment and clothing)
- vehicle-related equipment (including drivers, pedal and clutch, public transport, seating, and steering)

### 5.6. Exceptions

MTC Australia may refuse adjustments:

- if they would constitute unjustifiable hardship (e.g. financial, or nature of the benefit or detriment likely to accrue or be suffered by any person concerned)
- to protect public health (e.g. if the disability is an infectious disease or isolation is necessary to protect the health and welfare of the student with a disability or the health and welfare of others)
- if the adjustment will provide special measure for a student with disability (intended specifically for the benefit of students with disabilities)

Exception evidence must be attached to reasonable adjustment decision and uploaded to Jobready (student management system) against the student record in the 'document' tab.

### 5.7. Providing adjustment in reasonable time

Any adjustment should be made within a reasonable time. Whether the time is reasonable depends on whether and when the student or his or her associate has provided any relevant information or opinion in the Reasonable Adjustment Form.

### 5.8. Record keeping

Reasonable Adjustment file note on JR needs to be completed as student indicates a disability during enrolment.

Signed copies of the Reasonable Adjustment Forms (A & B) should be kept on the student's file and a copy should be scanned to Quality Assurance department and uploaded to Jobready (student management system) against the student record in the 'document' tab.

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### 6. RECORDS

All electronic files stored according to the requirements detailed in the following table;

Record or Form Number	Description of Record or Form	Filing Method	Filing Location	Record Holder	Access the records	Active Retention Time	Archive Retention Time	Disposal Method
ET F004A	<a href="#">Reasonable Adjustment Form(A)</a>	Hardcopy Softcopy	G drive (Share Point)	Quality Assurance Team	<b>Restricted</b> Quality Assurance Team control access	Indefinite-electronic	Indefinite-electronic	Not Required
ET F004B	<a href="#">Reasonable Adjustment Form (B)</a>	Hardcopy Softcopy	G drive (Share Point)	Quality Assurance Team	<b>Restricted</b> Quality Assurance Team control access	Indefinite-electronic	Indefinite-electronic	Not Required
ET F202	<a href="#">PTA Coversheet (SEE)</a>	Hardcopy	Student File	Centre Manager	Upon written request of ASQA, NSW DET	Until a student has completed or been withdrawn from course or program	Ten (10) years after the later of: <ul style="list-style-type: none"> <li>• The completion of each course or,</li> <li>• The issuance of qualifications or</li> <li>• A student's exit from the Training Program</li> </ul>	Files must be shredded and securely discarded after the required retention time

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### 7. VERIFICATION

Internal audit