

## **Purpose of This Guide**

Heed Health Education is committed to ensuring that every student has an equitable opportunity to succeed. Reasonable Adjustment and Inclusive Practice are closely connected. Both aim to ensure equitable access to education and training for all students, regardless of their background, abilities, or circumstances.

This guide helps you understand what “reasonable adjustment” means, when and how to apply for it, and what to expect throughout the process.

Reasonable adjustments are modifications or supports that enable students with disability, injury, illness, or other circumstances to participate in training and assessment on the same basis as other learners — while maintaining the integrity of the qualification.

## **Understanding Inclusive Practices – Access and Equity and Meeting Student Needs**

Inclusive practices are for every student; they establish a foundation for equitable, respectful, and supportive environments where all individuals, regardless of their background or circumstances can fully participate and thrive. Inclusive practice benefits all learners and helps reduce the need for individual adjustments.

Heed Health Education applies inclusive practice across all training and assessment. This means we design and deliver learning that supports every student, recognising individual differences and diverse learning needs. In line with the Standards for RTOs 2025, we identify and respond to each learner’s needs by providing appropriate educational and support services, ensuring that an inclusive environment and effective support mechanisms are in place throughout the entire learning journey.

## **Understanding Reasonable Adjustment**

### **What It Means**

A reasonable adjustment is any change made to the learning environment, delivery, or assessment process to support a student with specific needs — without lowering academic or industry standards.

It ensures fairness, as defined in the Standards for RTOs 2025 and the Disability Discrimination Act 1992.

Examples include:

- Extra time to complete assessments

- Alternative assessment formats (oral instead of written)
- Adjusted equipment or technology
- Provision of assistive aids or interpreters
- Modified physical environment or seating

Remember: the goal is to maintain validity, reliability, and integrity of the assessment — not to make tasks easier or reduce learning outcomes

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### **Your Rights and Responsibilities**

Under the Disability Discrimination Act (1992) and the Disability Standards for Education (2005), you have the right to reasonable adjustment if you have a disability or condition that affects your ability to learn or be assessed.

You also have the responsibility to:

- Communicate your needs clearly and early
- Provide supporting documentation (e.g. medical or psychological reports)
- Participate in discussions about what adjustments are suitable
- Engage actively in your course and maintain academic requirements

### **When to Apply for a Reasonable Adjustment**

You should apply as soon as you:

- Enrol in a course and identify barriers to participation
- Receive an assessment or practical task that may disadvantage you
- Experience a change in health or personal circumstances affecting study

Early application allows time to implement support before assessment dates.

## The Application Process

Follow these ten (10) easy steps

**1. Identify Your Needs**

Reflect on what specific supports or changes you may need (e.g. extra time, adaptive software, or alternative formats).

**2. Consult the Guidelines**

Review this guide and the Reasonable Adjustment Policy on the Learning Management System.

**3. Contact Student Support**

Email [support@heededucation.edu.au](mailto:support@heededucation.edu.au) to discuss your situation confidentially. You can also speak with your Trainer/Assessor or the Training Manager.

**4. Gather Supporting Evidence**

Provide documentation from a recognised health or education professional outlining your condition and the recommended adjustments.

**5. Submit the Request Form**

Complete the Reasonable Adjustment Request Form available on the student portal and attach supporting documents.

**6. Initial Acknowledgement**

You will receive confirmation within five (5) business days that your request has been received.

**7. Consultation Meeting**

A meeting will be arranged with you, Student Support, and (if relevant) your Trainer/Assessor to discuss possible adjustments.

**8. Approval and Adjustment Plan**

Heed will develop a written Adjustment Plan that outlines agreed supports, timelines, and responsible staff.

**9. Implementation**

Approved adjustments will be applied to your training and/or assessment tasks. You will receive confirmation of what has been arranged.

**10. Ongoing Monitoring and Feedback**

Adjustments will be reviewed throughout your course to ensure they remain effective. You may be asked to provide feedback after assessments.

### Examples of Reasonable Adjustments

| Disability or Barrier            | Possible Adjustment                                              |
|----------------------------------|------------------------------------------------------------------|
| Hearing impairment               | Use of interpreters, captioned videos, written instructions      |
| Vision impairment                | Enlarged text, screen readers, Braille, extra lighting           |
| Mobility impairment              | Accessible workspaces, oral assessments, assistive devices       |
| Learning or cognitive disability | Extra time, plain-English instructions, practical demonstrations |
| Mental health condition          | Flexible deadlines, rest breaks, stress-reduction strategies     |

All adjustments are considered on a case-by-case basis to ensure they are reasonable and do not compromise assessment integrity

### Confidentiality and Privacy

Your personal information and documentation are treated confidentially in line with the Privacy Act 1988 (Cth). Information will only be shared with staff directly involved in arranging your support, with your consent.

### Maintaining Course Integrity

While adjustments support access and fairness, they do not alter course requirements or competency outcomes.

You must still demonstrate all required skills and knowledge of the unit of competency. Heed Health Education ensures any adjustments maintain the validity, reliability, flexibility, and fairness of assessment decisions, as required by the Assessment Principles and Rules of Evidence.

## Feedback and Continuous Improvement

Your feedback helps us improve our inclusive practices. After each assessment or training period, you will have the opportunity to provide input about how well your adjustments worked. This feedback is reviewed through our **Continuous Improvement Register**.

## Related Documents and Policies

- Reasonable Adjustment Policy and Procedure
- Student Support Policy
- Anti-Discrimination and Access & Equity Policy
- Complaints and Appeals Policy
- Assessment Policy and Procedure
- Reasonable Adjustment Request Form
- Fact Sheet: Inclusive Practice and Disability Standards

## 10. Need Assistance?

If you have questions or need immediate assistance, contact:

### Student Support Team

- Email - [support@heedededucation.edu.au](mailto:support@heedededucation.edu.au)
- Call - 1300 552 243
- Speak with your Trainer/Assessor or the Training Manager

***Empowering every learner through access, inclusion, and excellence.***