

What is a Reasonable Adjustment?

A reasonable adjustment is a change made to your learning or assessment to give you a fair and equal opportunity to demonstrate your skills and knowledge.

Adjustments are designed to remove barriers to participation while maintaining the same standards of competence and integrity for all students.

They do not lower the standard of assessment — they simply provide an alternative way for you to show what you can do.

Inclusive Practice at Heed Health Education

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 and ensuring that an inclusive environment and effective support mechanisms are in place throughout the learning journey.

Inclusive practice benefits all learners by creating a training environment that values diversity, removes unnecessary barriers, and promotes fairness, confidence, and competence for every student.

Examples of Reasonable Adjustments

Adjustments can include:

- Extra time to complete assessments
- Oral assessments instead of written tasks
- Large print or audio materials
- Use of assistive technology (e.g., screen readers, hearing loops)
- Flexible scheduling or rest breaks
- Interpreters, scribes, or readers
- Modified physical environments (e.g., accessible facilities)

Who Can Apply?

Any student who:

- Has a disability, medical condition, injury, or learning difficulty
- Is experiencing temporary circumstances affecting their ability to study (e.g., illness, trauma, pregnancy)
- Requires support to participate on the same basis as others

How to Apply

Follow these simple steps to request a reasonable adjustment:

1. Identify your needs

Think about what specific support or adjustments will help you succeed.

2. Complete the Request Form

Fill out the Reasonable Adjustment Application Form available on the student portal or from Student Services.

3. Provide supporting evidence

Attach any relevant documentation, such as a medical certificate, psychologist report, or learning plan.

4. Meet with Student Support or your Trainer

Discuss your needs and potential adjustments. We'll work with you to find practical solutions.

5. Receive confirmation

You'll be informed in writing about the approved adjustments and how they will be applied. Your Individual Student Learning Plan (ISLP) will be updated to reflect your support arrangements.

How We Manage Information

Your privacy is protected under the Privacy Act 1988 (Cth).

All information and supporting documents are stored securely and only shared with staff directly involved in your training and assessment.

Important Notes

- Adjustments must be reasonable and practical and must not compromise safety or the requirements of the qualification.
- You can request adjustments at any time during your studies.
- If your circumstances change, you can ask for a review of your adjustment plan.
- If you disagree with a decision, you have the right to appeal through Heed's Complaints and Appeals Policy.

Need Help?

If you need support or want to talk about a reasonable adjustment, contact:

- Email - support@heededucation.edu.au
- Call - 1300 552 243
- Speak with your Trainer/Assessor or the Training Manager

Related Documents

- Reasonable Adjustment Policy and Guidelines
- Access and Equity Policy
- Assessment Policy and Procedure
- Student Support and Wellbeing Policy
- Reasonable Adjustment Application Form
- Individual Student Learning Plan (ISLP)

Compliance Reference

This Fact Sheet aligns with:

- *Standards for RTOs 2025* – Clauses 1.2, 1.4, 1.8 & 1.9
- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*

Empowering every learner through access, inclusion, and excellence.