

Student Reasonable Adjustment Procedure

1.0 Purpose

This procedure aims to establish the minimum standards and processes at Bendigo Kangan Institute (BKI) regarding reasonable adjustment requests and agreements. It encompasses various aspects, such as the evaluation of funding requirements, the implementation of adjustments, and the ongoing monitoring and review of these accommodations. By following this procedure, BKI ensures that reasonable adjustments are effectively addressed and upheld.

2.0 Scope:

This procedure applies to all current and future domestic students of all age groups and all employees applying reasonable adjustment at any stage of the student's course journey. This procedure applies to all students seeking adjustment because of disability or otherwise.

This procedure does not apply to international students as their visa conditions may impose different requirements and considerations.

3.0 Policy Reference

Student Wellbeing and Accessibility Policy

Training and Assessment Policy

4.0 Procedural Steps

No.	Phases and steps	Name of role who actions
4.1	Need for Reasonable Adjustment Identified Pre-Recruitment and Enrolment Stage	
4.1.1	Potential Students apply for a training product at Bendigo TAFE or Kangan Institute. Refer to Enrolment Procedure .	System Automation, Recruitment and Enrolment, Teaching Department
4.1.2	The student discloses disability information on the enrolment form and Disability Liaison Officers (DLOs) are notified via dSR.	System Automation
4.2	Need for Reasonable Adjustment Identified Post Enrolment	
4.2.1	The student discloses their disability to an employee either verbally or by writing after they have enrolled in a course.	Teaching Department

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Doc Custodian: Head of Student Services

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No.	Phases and steps	Name of role who actions
4.2.2	Teaching Department refers the student to the DLOs at the earliest opportunity.	Teaching Department
4.3	Student contact after referral	
4.3.1	The DLOs will contact the student after receiving dSR notification or employees referral within 48 hours as per customer charter service level agreement .	Disability Liaison Officers
4.3.2	The DLOs will attempt to contact the student three times via phone and email within reasonable intervals before considering them a 'no-show'.	Disability Liaison Officers
4.3.3	The DLO will retain contemporaneous records of all interactions with or related to the student in the Case Management System (CMS).	Disability Liaison Officers
4.4	Disability Eligibility check, Registration and Assessment	
4.4.1	The DLOs review medical documents supplied by the students living with a disability for eligibility and registration seeking support.	Disability Liaison Officers
4.4.2	The DLOs consult and assess support based on the medical documents and student's needs with the student, teachers, and parents or carers, and teachers. (When students are under the age of 18 and/or have a legal power of attorney, and or wishes and consents to this contact). The DLOs may recommend a support worker and or reasonable adjustments to the student and teaching department.	Disability Liaison Officers
4.4.3	Reasonable Adjustment may vary as per student's needs. These are some examples of reasonable adjustment and application for specific disability . Note: Work-Education are eligible for all reasonable adjustments but in-class or out-of-class support worker	Disability Liaison Officers
4.4.4	The DLOs liaise with and educate the teaching department regarding students with disability in-class support and work through any reasonable adjustment.	Disability Liaison Officers
4.4.5	Teachers notify the DLOs, support workers and students about the change of timetable or class cancelation with at least 48 hours prior notification where possible to re-arrange classroom support.	Teaching Departments

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No.	Phases and steps	Name of role who actions
4.4.6	The DLOs create Learning Access Plan for all the registered students with disabilities that is shared with the relevant teaching employees within 5 days of the enquiry as per the customer charter service level agreement .	Disability Liaison Officers
4.4.7	The DLOs upload registration form, medical form, and learning access plan on to CMS along with case notes within 48 hours.	Disability Liaison Officers
4.5	Exceptional Cases of lost medical documents	
4.5.1	If a student has lost their medical documents due to family violence, seeking refuge or natural disasters, the DLOs could organise in-class support. The DLOs will give 3-4 weeks to the student to present a medical document supporting the need for adjustment, after which the in-class support will be withdrawn if not supporting documentation is provided.	Disability Liaison Officers
4.5.2	In case of delays in attaining medical documents due to late doctor's appointment, extension could be given with line management's approval.	Disability Liaison Officers Team Leader Student Support Team Leader
4.5.3	The DLOs must take approval from their line management in the case of exceptional cases and document it on CMS.	Disability Liaison Officers Team Leader Student Support Team Leader
4.6	Quality Assurance and Progress Review	
4.6.1	The DLOs interview every new note taker/ participation assistance provided by an external agency to match their skills set with the relevant student needs.	Disability Liaison Officers
4.6.2	The DLOs review the student's support progress with the student and the support worker or ASO, teacher, parents or carer (When students are under the age of 18 and/or have a legal power of attorney, and/or wishes and consents to this contact.) Quarterly to ascertain the adequacy and frequency of support needed	Disability Liaison Officers

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No.	Phases and steps	Name of role who actions
4.6.3	The Accessibility Support Officers (ASOs) or support workers will maintain case notes per the BKI standards for each session which are then uploaded on CMS against the respective students. ASOs or DLOs upload the support workers' case notes on CMS.	Accessibility Support Officers, Disability Liaison Officers
4.6.4	The DLOs monitor support workers' case notes to identify emerging student needs and maintain record keeping guidelines and evidence to approve timesheets and invoices.	Disability Liaison Officers
4.7	Compliance Checks	
4.7.1	All support workers, interpreters, National Disability Industry Scheme (NDIS) support workers or carers on site supporting students with disabilities must abide by BKI's compliance checks: Working with Children Clearance Procedure and Police Checks.	All Employees
4.8	Student with no disclosure or diagnosed disability	
4.8.1	Refer students with no disclosed or diagnosed disability needing personal, emotional, mental, financial support or family violence support to student support studentsupport@kangan.edu.au and studentsupportservices@bendigotafe.edu.au	All Employees
4.8.2	Counsellors can provide strategies to manage their day-to-day stress , for example: a student caring for an elderly family member, a person with disability for a positive student journey, someone going through family violence	Counsellors
4.8.3	Welfare Officers can provide scholarship or emergency relief to students affect by financial hardships and work through financial budgeting.	Welfare Officer
4.8.4	Student Support Employees may refer externally if the provision of support is out of their scope or due to conflict of interest. Refer to Student Support Framework	Student Support
4.8.5	Student Support Employees liaise with teachers recommending special consideration.	Student Support Employees

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No.	Phases and steps	Name of role who actions
4.8.6	Learning Support team could provide tutoring support to students without disclosed disability.	Learning Support
4.8.7	Teachers and other staff can learn about providing reasonable adjustments to support students with disclosed and undisclosed disabilities by accessing Disability Awareness Program via People Hub and Educator Passport.	All Staff

5.0 Roles and Responsibilities

Role	Responsibilities
Recruitment & Enrolment	<p>Provide clear and concise information relevant to all students relating to:</p> <ul style="list-style-type: none"> • General course information • Enrolment • General enquiries • Referral to Support Services as appropriate.
Teaching Department	<p>Provide clear and concise information relevant to all students relating to:</p> <ul style="list-style-type: none"> • Detailed course information • Referral to Support Services as appropriate.
Disability Liaisons Officer	<p>The Disability Liaison Officer provides:</p> <ul style="list-style-type: none"> • Assessment to establish if the student is eligible for assistance. • Help with application and enrolment. • Advice provided to teachers about special needs or learning problems. • Advocacy on behalf of students with disabilities, including negotiating alternate or modified assessments, or extra time in a course. • Organising additional learning assistance both in and out of class, e.g., note-takers, participation assistants, tutors, or sign language interpreters.
Support Worker	<p>Support workers are from external service who provide learning assistance both in and out of class, e.g., note-takers, participation assistants.</p>

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Role	Responsibilities
Accessibility Support Officer	Accessibility Support Officer are BKI employees who provide learning assistance both in and out of class, e.g., note-takers, participation assistants.
Student Support Team Leader	<p>Lead and facilitate the development, integration, and improvement of student support services, processes, and systems across the Institute and all campuses.</p> <p>Analyse trends and introduce strategies to support relevant target groups.</p> <p>Lead the development of a sustainable model to increase the reach and reduce the cost-to-serve of all support services across Bendigo TAFE & Kangan Institute.</p> <p>Manage complex cases that require escalation, including interaction with relevant internal and external stakeholders.</p> <p>Work collaboratively and enhance synergies between teaching and non-teaching units in the student experience space.</p> <p>Advise and facilitate training for Institute staff and personnel regarding policy, procedures and legislation concerning disability support, student anti-discrimination legislation, child-safe legislation and other relevant matters relating to the student experience.</p>

6.0 Definitions

Word/Term	Definition
Medical Document	<p>Medical document provides diagnosed disability with recommended support. Documentation must:</p> <ul style="list-style-type: none"> • Provide detailed information on student's condition • State whether their condition is permanent, temporary, or ongoing • Indicate how their study may be affected • Clearly identify the medical professional's qualifications to which clearly relate to the student's medical condition (for example an optometrist commenting on a student's vision). • Bring the original copy, on letterhead, legible, dated and signed.

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Word/Term	Definition
Learning Access Plan	<p>A Learning Access Plan is a document the DLOs produce in consultation with the students and teachers. It summarises the following:</p> <ul style="list-style-type: none"> • Recommendations for teaching adjustments. • Assessment and examination adjustments. • Impacts of student's health condition or disability on learning. • Student's responsibilities.
Reasonable Adjustment	<p>As per Department of Education and Training guidelines, a reasonable adjustment is a measure or action taken to help a student with a learning difficulty and/or disability take part in their education on the same basis as their peers.</p> <p>Reasonable adjustments ensure that students with a disability or health condition have access to and participate in the academic, occupational, and social activities at BKI. In making reasonable adjustments BKI ensures that the academic integrity of courses and programs offered is maintained to the appropriate standards.</p>
Disability and types	<p>The Disability Discrimination Act 1992 (DDA) defines disability broadly as:</p> <ul style="list-style-type: none"> • total or partial loss of the person's bodily or mental functions; 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 presence in the body of organisms capable of 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 that results in disturbed behaviour. <p>Disability Types</p>
Record Keeping	<p>Any information created by or received by an employee, regardless of format or source, that is evidence of a business transaction or activity. A record records an action, policy, decision- or decision-making process, renders the organisation accountable or commits the organisation to an action.</p>

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Case Notes	Case notes are a highly sensitive document containing confidential information about students presenting issues, triggers, perpetuating factors, bio-psychosocial information, medical information, value, strengths, and treatment goals.
Standards of Case notes	Detailed case notes provided by the support workers. This will include: <ul style="list-style-type: none"> • Strategies implemented. • Challenges encountered and or addressed. • Outstanding tasks. • Observations about the student. • Recommendations for further support.
NDIS Support Worker	Under the NDIS Commission, a NDIS Support Worker is anyone who is employed or otherwise engaged to provide NDIS supports and services to people with disability.
Carers on site	Carers on site are generally a family member or relative. They may be assisting the student in their care: <ul style="list-style-type: none"> • Giving medication. • Provide toilet support. • Mobility support.
Special Consideration	Students could apply for special consideration under following circumstances: <ul style="list-style-type: none"> • Illness during an examination / assessment. • Absence from an examination / assessment. • Serious hardship suffered during an examination / assessment. • Serious hardship suffered before an examination / assessment. • Mistakes contained on an examination or assessment paper that were not communicated to the student. • Family violence. • Carer responsibilities. • Other exceptional or unique circumstances. <p>Note: a candidate who misreads an examination / assessment timetable, or a question paper, will not be eligible to apply on these grounds for Special Consideration.</p>

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7.0 Related Documents

Document Name
'Fact Sheet' – Reasonable Adjustment and Student Support
Records Management Policy
Feedback (Compliments and Complaints) Policy and Procedure
Enrolment Procedure

8.0 Version Control and Change History

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
1.0	28 Jun 2023	Head of Student Services	New Procedure	Chief Experience and Growth Officer

9.0 Document Custodian and Approval Authority

Document Custodian	Approval Authority	Approval Date	Issue Date	Scheduled Review Date
Head of Student Services	Chief Experience and Growth Officer	28 Jun 2023	28 Jun 2023	29 Jun 2026

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