



Procedures for Implementing Reasonable Adjustments for Students with a Disability

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Short description	A procedure for initiating reasonable adjustments to accommodate a student's disability.
Relevant to	Students who have a temporary or permanent disability
Approved by	Executive Director, Division Student Services
Responsible officer	Manager, Access and Work
Responsible office	Division of Student Services
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Related University documents	Policy on Reasonable Adjustment for People with a Disability CSU Disability Action Plan CSU Web Disability Access Action Plan Academic Manual – CSU regulations AVCC Guidelines Relating to Students with Disabilities 2005 http://www.csu.edu.au/division/studserv/disability/0506%20AVCC%20Disability%20Guidelines_FINAL@03May06.pdf AVCC Guidelines on Information Access for Students with Print Disabilities 2004 http://www.avcc.edu.au/documents/publications/GuidelinesOnInfoAccessForStudentsWithDisabilities.pdf Code of Practice: for students with disabilities in Tertiary Institutions http://www.equity.qut.edu.au/programs/forstudents/disability_services/dis_resources.jsp Procedure for dealing with student complaints http://www.csu.edu.au/adminman/hum/procedure-student-complaints.pdf CSU Complaints Policy http://www.csu.edu.au/adminman/hum/complaints-policy.pdf
Related legislation policies and codes	Disability Discrimination Act, 1992 Disability Standards for Education, 2005 http://www.dest.gov.au/sectors/school_education/programmes_funding/forms_guidelines/disability_standards_for_education.htm

Higher Education Disability Support Program (HEDSP)
http://www.dest.gov.au/sectors/higher_education/programmes_funding/programme_categories/special_needs_disadvantage/higher_education_disability_support_program.htm

Education Services for Overseas Students (ESOS)
<http://aei.dest.gov.au/AEI/ESOS/Default.htm>

Occupational Health & Safety Act, 2000
Privacy and Personal Information Protection Act, 1998 (NSW)

Key words

procedure, disability, access, reasonable adjustment, reasonable accommodation.

CSU PROCEDURES FOR IMPLEMENTING REASONABLE ADJUSTMENTS FOR STUDENTS WITH A DISABILITY

1. PURPOSE

This procedure describes how to request, assess and implement learning, teaching or other reasonable adjustment to accommodate a disability.

2. SCOPE

This procedure applies to enrolled students who have a temporary or permanent disability that may impact on the accessibility of their study environment. Relevant procedures will also apply to prospective students.

3. DEFINITIONS

Disability - for the purposes of this procedure, the definition of disability is that used by relevant anti-discrimination legislation. The full definitions are in the Disability Discrimination Act 1992 (DDA).

Disability is very broadly defined in the legislation and covers physical, sensory, intellectual, psychiatric, neurological and learning disabilities. It also covers physical disfigurement as well as serious illnesses. A disability may be temporary or permanent, total or partial, lifelong or acquired.

Reasonable adjustment - refers to the administrative, environmental or procedural alterations that are required to enable a person with a disability to study effectively and on the same basis as other student peers without a disability.

On the same basis - A person with a disability is treated *on the same basis* as a student peer without a disability if the person has opportunities and choices in admission, enrolment and participation that are comparable with those offered to other students without disabilities. The provider makes any decisions (eg concerning admission) on the basis that reasonable adjustments could be provided. **When comparing a student with a disability with a student peer, the mode of study of the student is relevant, ie a Distance Education student with a disability is to be treated on the same basis as any other Distance Education student.**

An adjustment is a measure or action taken to assist a student with a disability to participate in education and training on the same basis as other students. An adjustment is reasonable if it does this while taking into account the student's learning needs and balancing the interests of all parties affected, including those of the student with the disability, the education provider, staff and other students. (Disability Standards for Education 2005)

4. THE APPLICATION OF REASONABLE ADJUSTMENTS

- 4.1 Reasonable adjustments are changes introduced into the reasonable process to ensure programs are accessible to students who have a disability. Reasonable adjustments may be required in situations where a student has:
- an injury or illness of a temporary or permanent nature or;
 - an acquired condition or disability, whether temporary or permanent or;
 - an established condition or disability.
- 4.2 The procedures described in this document apply to the management of reasonable adjustments for all these categories.
- 4.3 The requirement to provide adjustment for people with a disability applies to all areas and phases of study, including:
- admission and enrolment,
 - access to learning materials,
 - attendance at classes,
 - assessment including examinations,
 - professional placements,
 - residential schools and
 - CSU residential accommodation.
- 4.4 The University is entitled to maintain the academic requirements of the course or other requirements or components that are inherent or essential to the nature of the course.
- 4.5 The University will endeavour to meet the needs of students through inclusive and flexible teaching practices; however examples of the types of adjustments that may need to be provided include:
- providing information in accessible formats,
 - reasonable adjustment to course content,
 - reasonable adjustment to course mode of delivery,
 - reasonable adjustment to course assessment procedures,
 - modifications to CSU equipment, the loan of specialised equipment or software,
 - flexible study arrangements,
 - alterations to timetables, premises or study areas or;
 - substitute assessment activities.
- 4.6 Any adjustments will be provided in a timely and sensitive manner, protecting the privacy and the dignity of the student at all times.
- 4.7 Adjustments may be permanent or temporary depending on the nature of the disability and the needs of the individual. The level and nature of the adjustment may also change over time. However, it may not be necessary for a student to repeat the processes of seeking the same adjustments for an ongoing condition, eg to examination conditions or format of learning materials.

5. MAKING A REQUEST FOR REASONABLE ADJUSTMENTS

- 5.1 A request for reasonable adjustments may be made by a student initially by contacting Student Services, however a student may make direct arrangements with any member of academic or general staff to provide reasonable adjustments that are within their authority.

- 5.2 Students should note that indicating that they have a disability, and a desire for information about disability support services, does not constitute a request for reasonable adjustments.
- 5.3 A student who contacts Student Services will be referred to a Student Support Officer – Disability, and will be required to complete a Disability Service Registration form accompanied by supporting documentation.

6. DISCLOSURE AND DOCUMENTATION

- 6.1 If a student or prospective student with a disability requires a reasonable adjustment, there is a requirement to disclose their disability to the Student Support Officer – Disability responsible for administering the adjustment; or to other staff as in 5.1 above.
- 6.2 Depending on the disability and the nature of the adjustment requested, the student may also be required to provide documentary evidence about the disability and the functional limitations it involves. This evidence may be obtained from a medical practitioner, psychologist or other relevant professional. The suitability and recency of the documentation are to be judged by the Student Support Officer – Disability who will assess whether further documentation is required.
- 6.3 At all times the officer(s) responsible for administering the adjustment will respect the privacy of the student. Information about the student's disability will only be sought insofar as it relates to the request for adjustment. Information about the disability will only be disclosed to relevant CSU staff to enable reasonable adjustments to accommodate a student's disability. Information will not be supplied to any person or organisation outside the University for any purpose unless authorised by the student except where the University may be legally required to do so.

7. CONSULTATION AND NEEDS ASSESSMENT

- 7.1 In assessing the student's need for reasonable adjustment, the Student Support Officer – Disability or relevant staff member will consult with the student on the following matters:
- the nature, severity and duration of the disability, injury or illness;
 - the functional limitations placed on the student by the disability or condition;
 - whether the disability or condition is likely to change over time and reasonable adjustments may require review;
 - what specific adjustments, if any, have been suggested by the student;
 - information provided by or on behalf of the student about how the disability affects the student's ability to participate; and
 - whether further specialist evaluation is required to identify and implement appropriate adjustments.
- 7.2 The Student Support Officer – Disability will open a confidential file to record the information outlined above. The file will be kept in accordance with the Privacy and

Personal Information Protection Act 1998 (NSW). It will be separate from the student's administrative records and will only be accessible to the student and Student Support Officer – Disability involved in the adjustment process except where legislation allows for access by others. A notation will be made on the main Student Administration file that a confidential disability services file exists.

- 7.3 The student will be informed of their rights regarding the confidentiality of the information they supply, by reading the privacy statement on the registration form or disability website, and then signing the Registration Form.
- 7.4 Where further evaluation is required the Student Support Officer – Disability will source additional information from, and liaise with, the following (as appropriate, and with the consent of the student):
- a medical practitioner and/or;
 - other appropriate health professional and/or;
 - a disability service provider and/or;
 - an educational institution where the student has previously been enrolled and/or;
 - other appropriate information source.
- 7.5 The adjustment will be determined using the following factors:
- the student's disability;
 - the views of the student or the student's associate, given under section 3.5 of the [Disability Standards for Education 2005](#);
 - the effect of the adjustment on the student, including the effect on the student's:
 - (i) ability to achieve learning outcomes; and
 - (ii) ability to participate in courses or programs; and
 - (iii) independence;
 - the effect of the proposed adjustment on anyone else affected, including the education provider, staff and other students and;
 - the costs and benefits of making the adjustment.

8. IMPLEMENTATION OF ADJUSTMENTS

- 8.1 [The Disability Standards for Education 2005](#) section 3.4 state that *In assessing whether an adjustment to the course of the course or program in which the student is enrolled, or proposes to be enrolled, is reasonable, the provider is entitled to maintain the academic requirements of the course or program, and other requirements or components that are inherent in or essential to its nature.*
- 8.2 Once an assessment of needs has been made by the Student Support Officer – Disability, the Student Support Officer – Disability will in consultation with the student and relevant staff devise a Study Access Plan.
- 8.3 Where alterations are required to buildings or facilities, as identified by the Student Support Officer - Disability, the relevant Faculty, School or Division will negotiate with Facilities Management to carry out the alterations.

9. COSTS

- 9.1 The costs of implementing reasonable adjustments will be funded as follows:
- Adjustments to enable access to buildings, grounds or facilities, ie to fixed capital items, will be funded by Facilities Management.
 - Costs of adjustments to end of session examinations will be met by the Exams Office/Faculties.
 - Costs of minor adjustments eg for mid-term assessments or course materials, will be met by the School or Division instrumental in arranging the adjustment.
 - Assistive software, alternate format study materials and equipment costs for students with a disability will be met by the Division of Student Services.
 - In the case of international students, costs will be met by the Office of International Relations.
- 9.2 The University will **not** generally fund the cost of:
- Professional assessments of disability;
 - personal aids that are also required by the student outside the university;
 - general use furniture;
 - computers;
 - workstations within the home environment;
 - personal care or;
 - treatment for a temporary or permanent condition or disability.
- 9.3 Recording of costs and submission to DEEWR for reimbursement:
Under the Additional Support for Students with Disabilities (ASSD) scheme, educational support costs over \$500 per calendar year for any one student can be claimed from DEEWR and an amount up to 100% will be reimbursed. Equipment costs may also be reimbursed. The Division of Student Services will prepare the submission to DEEWR at the appropriate time each year or as required.

10. MONITORING and REVIEW

- 10.1 The student will advise the Student Support Officer – Disability if any problems arise relating to Reasonable Adjustment in a timely manner.
- 10.2 The Study Access Plan, as devised by the Student Support Officer – Disability, will be reviewed annually or as required by the student.

11. APPEALS

- 11.1 Where a concern is raised about the reasonableness of an adjustment, the matter can be referred informally to the Manager/Head of School of the area where the complaint arises.

Formal complaints may be made to the University Ombudsman and will be dealt with in accordance with the [CSU Complaints Policy](#) and the [Procedure for Dealing with Student Complaints](#).

- 11.2 Students can also contact the relevant State or Territory Anti-Discrimination Board or the [Human Rights and Equal Opportunity Commission](#) to address a complaint of

disability discrimination. Students are encouraged to raise the issue with the university in the first instance, before pursuing other avenues.

VERSION CONTROL

Date	Version	Author	Description / Amendments
October 2007	1.0	Jane Ross	
February 2008	1.1	Vicki Pitcher	Minor adjustments
April 2008	1.3	Vicki Pitcher	Minor adjustments

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