

Reasonable Adjustment Policy and Procedure

1. Purpose

Australian Learning Group Pty Ltd (ALG) is committed to providing an inclusive learning environment that supports access and equity for all students.

The purpose of this policy is to outline how ALG identifies, assesses and implements reasonable adjustments to support students with disability, medical conditions or other learning support needs while maintaining the integrity of training and assessment.

This policy supports ALG's compliance with the

- *Disability Discrimination Act 1992*
- Disability Standards for Education 2005
- Outcome Standards for RTOs 2025
 - Outcome Standard 2.5 (Diversity and Inclusion)
 - Outcome Standard 2.4 (Reasonable Adjustment)
 - Standard 1.4 (Assessment - Principles of Assessment)

2. Scope

This policy applies to:

- prospective students
- current students
- trainers and assessors
- admissions, student support and academic staff
- all ALG campuses and delivery locations.

3. Definitions

Reasonable Adjustment: Measures or actions taken by ALG to enable a VET student with a disability to participate in training and assessment on the same basis as other students, made in a manner consistent with the Disability Standards for Education 2005, without compromising the integrity of the training product or assessment requirements.

4. Responsibilities

Students: Students are responsible for:

- informing ALG if they require reasonable adjustment
- providing supporting information where requested
- participating in agreed support arrangements
- informing ALG if their circumstances change.

Admissions Team: The Admissions Team is responsible for:

- identifying reasonable adjustment requests during the application process
- providing students with the Reasonable Adjustment Request Form
- conducting an initial review of requests
- referring requests to the Academic Team.

Student Experience Team: The Student Experience Team is responsible for:

- providing information to students about reasonable adjustments
- assisting students to complete the Reasonable Adjustment Request Form
- conducting an initial review of requests
- referring requests to the Academic Team
- maintaining records of requests and outcomes.

Academic Team: The Academic Team is responsible for:

- assessing reasonable adjustment requests
- consulting with students where required
- determining appropriate adjustments
- implementing approved adjustments
- informing Student Administration of outcomes.

Student Administration Team: The Student Administration Team is responsible for:

- providing written notification of decisions to students
- maintaining records of reasonable adjustment requests and outcomes in the Student Management System.

Academic Director: The Academic Director is responsible for:

- approving reasonable adjustment decisions where required
- ensuring adjustments are implemented across relevant courses.

Quality Assurance / Compliance Team: The Quality Assurance Team is responsible for monitoring implementation of this policy through internal quality assurance processes.

5. Policy

ALG supports students with disability, medical conditions, temporary injury, or other learning support needs by providing reasonable adjustments to training and assessment where appropriate.

Reasonable adjustments aim to ensure students have a fair opportunity to participate in learning and demonstrate competency.

Reasonable adjustment forms part of ALG's approach to ensuring **fairness in assessment** in accordance with the Principles of Assessment. This includes accommodating the individual needs of the student and, where appropriate, enabling reassessment opportunities to support the student in demonstrating competency.

Adjustments are provided where they:

- support the student's participation in training and assessment;

- do not compromise the competency requirements of the training product;
- do not compromise assessment integrity
- ensure that assessment continues to enable accurate judgement of competency in accordance with the training product requirements
- do not create unjustifiable hardship for ALG.

Reasonable adjustments must not change:

- learning outcomes
- performance criteria
- assessment requirements
- workplace safety or licensing requirements.

5.1 System Outcomes

Implementation of this policy ensures that:

- students who require reasonable adjustments are identified during enrolment or during their course
- reasonable adjustment requests are assessed and decisions are documented consistently
- approved reasonable adjustments are implemented in training and assessment where appropriate
- students receive clear communication about reasonable adjustment decisions and available support
- reasonable adjustment decisions and trends are reviewed through ALG's Continuous Improvement processes.

5.2 Inviting Disclosure

ALG encourages students to inform the college if they require reasonable adjustments.

ALG ensures that students are supported to disclose a disability in a safe, respectful and confidential environment, and that disclosure is voluntary.

Students may disclose their need for reasonable adjustment:

- during the application and enrolment process
- through the Skills and Competencies Review conducted during the enrolment process
- during their course at any time.

Students are not required to disclose a disability or medical condition unless they wish to request reasonable adjustment or the condition presents a risk to themselves or others.

Students may apply for reasonable adjustment at any time during their studies if they identify a need.

Where a student experiences difficulty meeting course progress requirements due to disability, illness or other circumstances, the student may be referred for reasonable

adjustment in accordance with this policy and the **Course Progress Policy and Procedure**.

5.3 Supporting Evidence

ALG may request supporting evidence where required to assess a reasonable adjustment request.

Supporting evidence may include documentation from:

- a medical practitioner
- a psychologist or allied health professional
- another relevant professional.

5.4 Determining Reasonable Adjustment

When assessing a reasonable adjustment request, ALG may consider:

- the student's disability or learning support needs
- the student's views
- the impact of the adjustment on learning outcomes
- the impact on other students or staff
- the cost and practicality of the adjustment.

ALG will consult with the student when determining appropriate adjustments.

Reasonable adjustments form part of ALG's broader student support framework as outlined in the **Student Support Policy and Procedure**.

5.5 Types of Reasonable Adjustment

Reasonable adjustments may include, but are not limited to:

- additional time to complete assessments
- modified assessment conditions
- alternative assessment formats
- accessible learning materials
- assistive technology
- learning support or academic support.

Any reasonable adjustments to assessment conditions must comply with the requirements of the **Assessment Policy and Procedure** to ensure the integrity of assessment is maintained.

5.6 Decisions on Reasonable Adjustment

Where reasonable adjustment is approved, ALG will implement the agreed adjustments.

Where ALG determines that a reasonable adjustment is not appropriate or not possible, the student will be informed in writing as soon as reasonably practicable, including clear reasons for the decision and any alternative support options where available.

If the required adjustment would prevent the student from meeting the requirements of the course, ALG may decide that the student cannot undertake or continue the course.

5.7 Appeals

Students who are not satisfied with a reasonable adjustment decision may lodge a complaint or appeal in accordance with the **Complaints and Appeals Policy and Procedure**.

5.8 Privacy and Confidentiality

ALG protects the privacy and confidentiality of student information.

Information about a student's disability, medical condition or support needs will only be shared with staff who require the information in order to implement the approved reasonable adjustment.

The collection, storage and use of personal information is also governed by ALG's **Privacy Policy**.

5.9 Record Keeping

ALG maintains records of reasonable adjustment requests and decisions in the Student Management System.

Records are retained in accordance with ALG's Records Management Policy.

6. Procedure

Step	Key Actions	Responsibility	Supporting Documents
1. Identify request	Student indicates need for reasonable adjustment through the application form, Skills and Competencies Review, or Reasonable Adjustment Request Form.	Student / Admissions Team	Application Form
2. Submit request	Student completes the Reasonable Adjustment Request Form and provides supporting evidence where required.	Student	Reasonable Adjustment Request Form
3. Initial review	Review the request to ensure required information is provided.	Admissions Team	Student file
4. Refer request	Refer request to Academic Team for assessment.	Academic Team	Student application records
5. Assess request	Review the request and consults with the student where required.	Academic Team	Supporting evidence
6. Approval	Approve reasonable adjustments where required.	Academic Director	Student file

7. Communicate outcome	Provide decision to the student in writing within 10 working days including option to appeal decision	Administration Team	Email communication
8. Implement adjustment	Communicates the adjustment to relevant trainers and ensures implementation.	Academic Team	Course documentation
9. Record decision	Record decision and supporting documentation in the Student Management System.	Administration Team	Student Management System
10. Monitor adjustments	Monitor the effectiveness of adjustments and update support where required.	Academic Team / Trainers	Continuous Improvement Register
11. Continuous improvement	<p>Review reasonable adjustment requests, decisions and outcomes to identify trends/ issues that may indicate improvements required to training delivery, assessment practices or student support services.</p> <p>Record improvement opportunities and actions in the Continuous Improvement Register and raise them at relevant academic or quality assurance meetings.</p>	Academic Director / Quality Assurance Team	Continuous Improvement Register

7. Related Documents

This policy should be read in conjunction with:

- Reasonable Adjustment Request Form
- Application Form
- Skills and Competencies Review Form
- Student Support Policy and Procedure
- Assessment Policy and Procedure
- Course Progress Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Privacy Policy
- Records Management Policy
- Continuous Improvement Register

8. Document Information and Review

Document Information		
Document ID	STU-03	
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Responsible officer	Joe Lynch	
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Endorsed by	Academic Director and Head of Quality Assurance	
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2.0	11 March 2026	Revised to address the requirements of the Outcome Standards 2205, Standard 2.5