



EMPIRE
INSTITUTE OF EDUCATION

National Code 2007

Standard 6

Policy & Procedure



CRICOS: 03476F RTO: 41425



Student Support Services Student with Special Needs

Purpose

The purpose of this procedure is to identify the general methodology to be used when identifying special needs and to make reasonable adjustment.

Policy

This policy and procedure supports Standard 6 – Student Support Services of the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007, which states:

The registered provider must have student support personnel to meet the needs of the students enrolled with the registered provider.

Responsibility

The Student Administration Manager, in conjunction with the RTO Manager, is responsible for the implementation of this procedure and to ensure that staff is aware of their responsibilities in relation to administration and assessment.

Requirements

Empire Institute will ensure that in developing, adapting or delivering training and/or assessment products and services:

- Methods used to identify special needs, and methods for designing training and assessment, are documented.
- The requirements of the Training Package or accredited course are met.
- Customisation meets the requirements specified in the relevant Training Package.
- Students must self-disclose their requirements at the time of enrolment; otherwise it may not be possible to provide reasonable adjustment for all the assessment.

Definitions

Reasonable Adjustment	Adjustments are considered 'reasonable' if they do not impose an unjustifiable hardship on a training provider or employer. When assessing people with special needs, assessors are encouraged to apply good practice assessment methods with sensitivity and flexibility.
Special Needs	The term Special Needs is a short form of Special Education Needs and is a way to refer to students with disabilities. The term Special Needs in the education setting comes into play whenever a student's education program is officially altered from what would normally be provided to students through an Individual Education Plan, which is sometimes referred to as an Individual Program plan.



Procedure

1. Students with special needs will be offered the same assessment standards as those applied to all other students. No concessions are made regarding the assessment criteria used. However we will make reasonable adjustments for students who provide medical documentation of their disabilities and the special needs, which these necessitate.
2. The student must inform Empire Institute about his/her special assessment needs in writing at the time of enrolment. A request should be submitted for each assessment for which the student enrolls, as information about special needs will not be kept on our system.
3. The RTO Manager will assess request and applicants will be advised of the decision within 5 working days of lodging request. Applicants may appeal the decision providing that they lodge their appeal within 10 days of receipt of the decision.

Special Provisions

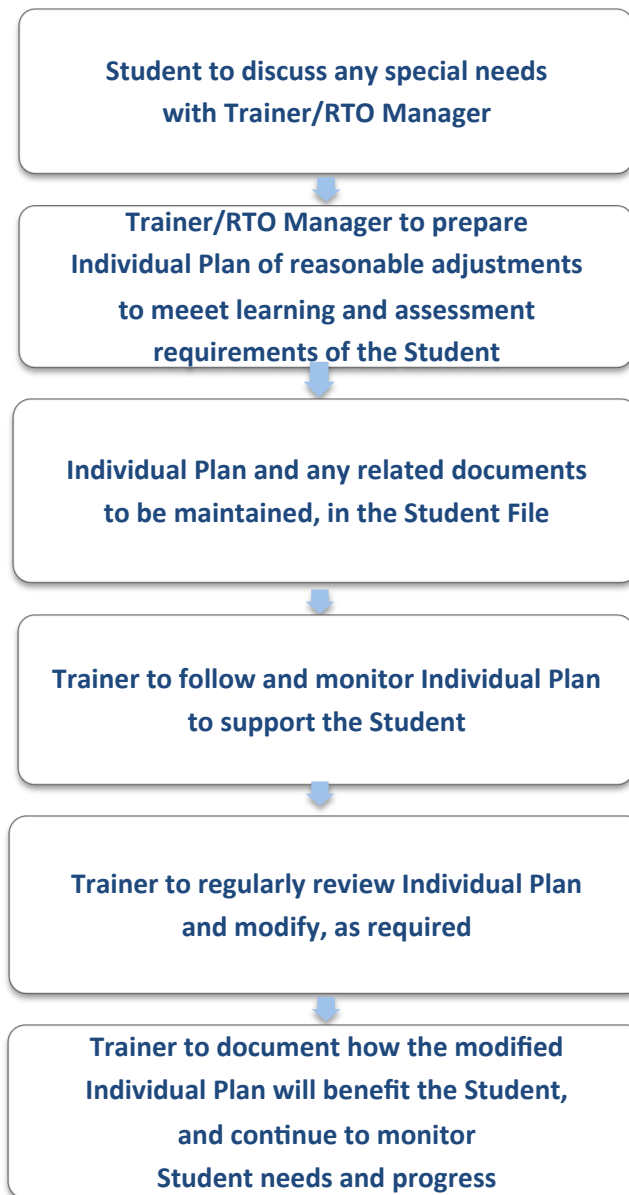
Special Needs	Adjustment
Visual Impairment (Medical Certificate required)	For students who are partially sighted: <ul style="list-style-type: none">• Large print version of papers may be prepared (students need to specify the enlargement ratio)• Extra time may be provided
Dyslexia (Medical Certificate required)	Students with medically documented dyslexia may access these options: <ul style="list-style-type: none">• Additional time to complete the assessment• Discussion with trainer/s regarding support options that are required
Hearing Impairment (Medical Certificate required)	Students with a medically documented hearing impairment may request: <ul style="list-style-type: none">• Seating near the front of the room• An oral/sign interpreter provided by the student
Psychiatric Disability (Medical Certificate required)	Students who experience anxiety, difficulty with concentration or cognition as a result of depression, obsessive-compulsive disorder or other documented psychiatric conditions may apply for: <ul style="list-style-type: none">• Extra time to complete written assessments
Low Language Literacy or Numeracy	Students can be assisted, in these ways: <ul style="list-style-type: none">• Trainers can provide extra assistance by using different strategies, such as:<ul style="list-style-type: none">○ Providing extra time to complete the assessment○ Using short and simple sentences to explain○ Using life experiences in the classroom○ Confirm understanding for example ask students to rephrase questions



Special Needs	Adjustment
	<ul style="list-style-type: none">• Extra time may be allotted on request• Use methods that do not require a higher level of language or literacy than is required to perform the job role• Refer them to the courses that may help them to develop the skills in these areas• Integrate theory with practice• Include more pictures or diagrams (eg PowerPoint presentation, videos), during the learning process
Other Disabilities	<p>Each case will be considered on its merits and each application must be supported with current medical documentation.</p> <p>In some cases, such as behavioural problems, students may not require special provisions, however, the trainer may still be made aware of how the nature of the condition may affect the assessment.</p> <p>Trainers at Empire Institute consider the needs of people from different backgrounds, which includes the language used and any cultural issues that may affect the response of the person being assessed:</p> <ul style="list-style-type: none">• Assessment procedures need to be culturally appropriate for the individual and the situation



Identify Individual Needs Procedure





Document Control

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