

VET-03 VET Reasonable Adjustment Policy & Procedure

Version 1.0

1.0 RATIONALE

This policy serves as an overarching framework to AE's reasonable adjustment policies and procedures. AE is committed to providing students with effective support throughout the completion of their studies to ensure appropriate fairness and flexibility whilst maintaining the quality and rigour of its training products in adherence with Standards 1.4, 2.1, 2.4 and 2.6 of the *Outcomes Standards 2025*.

For the purposes of this policy, the term "training product" refers to any qualification, accredited course, skill set and explicit unit of competency that AE is approved to deliver as listed on the scope of registration available at training.gov.au.

This policy does not replace existing policies in this area, rather it outlines and further details support and adjustment processes available to VET students, and details the steps to be taken by responsible members of staff.

In the event of contradiction between this and other policies, this policy will prevail save and except in matters of contradiction with the Acknowledge Education Constitution, Governance Framework or as per direction written instruction from the Head of VET, Head of Compliance & Risk or the Provost.

2. SCOPE

This policy applies to all staff, contractors and/or third parties involved in the enrolment, facilitation, delivery, administration, oversight or management of training products as listed on the AE scope of registration. This policy also applies to any and all students seeking to utilise learner support resources and/or reasonable adjustment processes.

3. REGULATORY CONTEXT

This policy is aligned with all relevant regulatory frameworks including but not limited to:

- *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) 2025*
- Standards for Registered Training Organisations Compliance Requirements (2025)
- Standards for Registered Training Organisations Credentials Policy (2025);
- Education Services for Overseas Students (ESOS) Framework;
- Disability Standards for Education 2005

Commonwealth Legislation

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975

- Sex Discrimination Act 1984

State and Territory Legislation

- Victoria – Equal Opportunity Act 2010
- New South Wales – Anti-Discrimination Act 1977
- Queensland – Anti-Discrimination Act 1991
- Australian Capital Territory – Discrimination Act 1991
- Western Australia & South Australia – Equal Opportunity Act 1984

4. ROLES AND RESPONSIBILITIES

Specific duties, processes and their responsible officers are outlined below as per section 7. Procedure. The below table is not an exhaustive list of potential responsible parties that must adhere to and serves only to outline the overarching responsibilities and expectations of the specified officers. If a staff member, contractor or third party is unsure as to their responsibilities under this policy they should consult with the relevant Course Coordinator or the Head of VET.

Role	Responsibilities
Provost	<ul style="list-style-type: none"> • Ensuring overall compliance with the policy. • Providing guidance and support to faculty and staff in implementing the policy.
VET Quality and Compliance Committee	<ul style="list-style-type: none"> • Review and approval of policy, procedure, and amendments. • Provision of input and advice on other such matters as dictated by the relevant Terms of Reference in the Acknowledge Education Governance Framework
Risk and Compliance Committee	<p>Examine, review and make recommendations on matters of risk and compliance. This may include:</p> <ul style="list-style-type: none"> • providing input and recommendations • monitoring execution of agreed continuous improvement actions in relation to policies, processes; and • other such matters as dictated by the relevant Terms of Reference in the Acknowledge Education Governance Framework
Head of VET	<ul style="list-style-type: none"> • Policy owner and responsible officer. • Implementation of the policy across VET operations. • Addressing any concerns or issues related to compliance and quality.
Head of Quality and Risk	<ul style="list-style-type: none"> • Ensuring that the policy is implemented and followed across all aspects of AE operations. • Addressing any compliance related issues or concerns. • Conduct periodic audits and evaluations to assess the policy's effectiveness and suggest revisions if required.
Course Coordinators	<ul style="list-style-type: none"> • Complying with the policy guidelines and requirements • Ensuring that the policy is being followed and implemented effectively. • Providing guidance and support to faculty and staff in implementing the policy.

	<ul style="list-style-type: none"> • Providing recommendations and feedback where applicable
VET Curriculum Designers	<ul style="list-style-type: none"> • Complying with the policy guidelines and requirements • Providing guidance and support to faculty and staff in implementing the policy. • Developing and designing materials that meet the standards outlined in the policy. • Integrating the policy into the learning and assessment process • Collaborating with colleagues to ensure consistency in practices and standards.
Trainers	<ul style="list-style-type: none"> • Complying with the policy and guidelines • Identifying students that may require reasonable adjustment • Providing guidance and support to Students • Collaborating with colleagues to ensure consistency in practices and standards.

5. RELATED POLICIES AND PROCEDURES

This policy must be read in conjunction with the following policies:

- Acknowledge Education Governance Framework (6.1.1)
- Diversity, Equity and Inclusion (2.2.1)
- Admissions and Enrolment Policy and Procedure (1.1.1)
- Course Progression Policy and Procedure (1.3.3)
- VET Student Assessment Outcomes and Unit Results Management Policy (1.4.2)
- VET Trainer and Assessor Professional Development and Industry Currency Policy and Procedure (3.2.8)
- Fostering Academic Integrity - VET Procedure (5.2.3)
- VET Assessment Design Policy and Procedure (5.3.4)
- Student Record Management Policy and Procedure (7.3.3)
- VET LLND and Learner Support Policy & Procedure (VET-02)

Where a policy listed above has been succeeded by another policy the successor will apply.

6. POLICY

6.1 Reasonable Adjustments and Accessibility

AE is committed to ensuring that training and assessment are inclusive. Learners who disclose a disability, medical condition, or other specific need may be eligible for reasonable adjustments, including:

- Modified assessment formats (e.g. oral responses, extended time)
- Provision of assistive technologies such as screen readers and captioning tools
- Use of support personnel (e.g. interpreters or readers)
- Tailored learning support plans co-developed with academic staff and support officers

Educators must be proactive in identifying issues and, where possible, should alter training plans, learning strategies and learning materials to meet students' needs and overcome problems as early as possible.

Assessors must implement reasonable adjustments by modifying the assessment process to ensure students with disabilities have an equal opportunity to demonstrate competency without compromising the integrity of the unit requirements. Reasonable adjustments must be granted with consideration to the rules of evidence and principles of assessment to ensure the necessary rigour of the assessment is preserved.

7. PROCEDURE

Requests for reasonable adjustments can be raised by either the Trainer or the Student.

- 7.1 In the instance of a Student requesting a reasonable adjustment they can do so by approaching their Trainer, the Trainer will then refer the matter to the Course Coordinator for further review, approval, and identification of suitable support strategies.
- 7.2 In the instance of a Trainer identifying that a student may require reasonable adjustment based on their observations or learning progress. The Trainer will raise this with the Course Coordinator for further investigation and to determine appropriate support strategies.
- 7.3 Trainers seeking a reasonable must complete the Reasonable Adjustment Request Form and submit it to the Course Coordinator for approval.
- 7.4 Once approved, the Reasonable Adjustment Request Form must be filed as an intervention in the Student Management System profile for the student by the Course Coordinator.

Examples of appropriate reasonable adjustment and LLN support can include one or more of the following:

Time related adjustments

- Extra time to complete assessments
- Frequent breaks during longer assessments
- Flexible deadlines for submissions

Format adjustments

- Option to choose between written, oral, or visual presentation formats
- Providing different question styles (multiple choice, short answer, essay)
- Allowing use of assistive technology like text-to-speech or screen readers

Content adjustments:

- Simplifying language complexity



- Providing clear and concise instructions
- Breaking down complex tasks into smaller steps

Support provision:

- Access to a scribe or reader for written assessments
- Providing visual aids or diagrams
- Access to a quiet space for assessments

Feedback adjustments:

- Providing detailed and constructive feedback
- Offering alternative feedback methods (audio recording, written comments)

8. RECORDING KEEPING & EVIDENCE

The staff member completing any part of this process is responsible for ensuring required records are created and saved in the approved location. The Course Coordinator, Head of VET, Head of Quality and Risk, and VET Quality and Compliance Committee may review records as part of monitoring, internal audit, review or continuous improvement activities.

Records created through this procedure must be accurate, complete, and stored in accordance with AE recordkeeping requirements.

9. Policy and Procedure Review Request Process

Staff and/or Students may request the review of a VET Department process where they identify that the process may be unclear, inefficient, inconsistent, difficult to implement, no longer fit for purpose, or may present a compliance, quality or student-experience risk. Staff and Students can raise requests for policy and procedure reviews with the relevant Course Coordinator who will refer the request to the Head of VET for further review at their discretion.

10. Definitions

Terms in the document are defined as per the VET Standing Definitions.

11. Policy Information

Policy name:	VET Reasonable Adjustment Policy & Procedure
--------------	--



Document number:	VET-03
Version number:	V1.0
Audience:	x Staff x Students x Public
Date approved:	27 August 2026
Date of last approval:	27 August 2026
Effective date:	27 August 2026
Next review date:	27 August 2028
Approving authority:	VET Quality & Compliance Committee
Responsibilities:	VET Quality & Compliance Committee, Head of VET

12. Change Log

Date	Version	By	Notes
July 2026	V1.0	Eilannin Harris-Black and Megan Newcomb	Policy creation