Reasonable Adjustment Procedure

PURPOSE

This procedure explains how ATEC identifies, approves, implements and reviews reasonable adjustments so students can participate on the same basis as others without compromising training, assessment, licensing or safety requirements.

SCOPE

This procedure applies to all prospective and enrolled students, training products, locations, and personnel involved in student support, training, assessment, administration or approval.

PROCEDURE

1. **Request Reasonable Adjustment:**
    - The student contacts their trainer/ case manager, student administrator or Support and Wellbeing Services (SWS) coach to request reasonable adjustment.
    - The contact person will direct the enquiry to the Head of Trade (HoT), who will facilitate a consultation with the student to discuss the implementation of potential adjustments.
2. **Support Plan:**
    - During the consultation, the student and HoT will discuss the barrier and proposed reasonable adjustments.
    - If the student requests reasonable adjustments utilising AI, only AI tools approved by ATEC are to be implemented. Personal, sensitive or confidential information, including disability, health, support or assessment information must not be entered into the AI tool, and the tool must not generate evidence represented as the student's own work, bypass a learning or assessment requirement.
    - The HoT will complete the student support plan with the student, ensuring all fields are documented.
    - If further consultation is required, a second opinion is required, there's reason to believe the adjustments can cause undue hardship to ATEC, or if an outcome is unable to be resolved, the RTO Training Manager is to be consulted to facilitate a decision.
    - If no further internal consultation is required, the HoT will finalise the support plan with the student and will email the completed support plan to student administration for filing, copying in the students Trainer/Case Manager.
3. **Monitoring:**
    - The Trainer/Case Manager monitors effectiveness with the student over the course of the designated review period.
    - The first review must occur within six weeks of implementation, or earlier where the training or assessment schedule requires it. The plan must also be reviewed when the student requests a review; the student's needs, training environment, delivery mode, unit requirements or assessment tasks change; an adjustment is ineffective or creates an unintended barrier; or a safety, licensing or regulatory concern arises.
    - Each support plan review must record the student's feedback, effectiveness of the adjustment, required actions, responsible person and next review date. Any amended

adjustment is reassessed, approved, documented and communicated using the Student Support Plan Review form.

4. **Records:**
    - Completed support plans and review forms are to be emailed to student administration and recorded in the Student Management System.
    - Student administration securely retains the support plan, consultation records, supporting information and assessment records in the Student Management System in accordance with ATEC's privacy and Course Records Management policy.
5. **Communication:**
    - Student administration informs trainers of reasonable adjustments at the beginning of each training week via email.

ROLES AND RESPONSIBILITIES

- **Chief Executive Officer**: Approves this procedure and is accountable for its overall implementation.
- **Trainers, Assessors and Case Managers**: Implement approved adjustments, monitor effectiveness, and maintain assessment authenticity and human decision-making.
- **Head of Trade**: Approves adjustments, including the purpose and safeguards for any AI-assisted adjustment; confirms training, assessment, licensing and WHS requirements; assigns implementation; verifies completion; and escalates complex or urgent matters.
- **RTO Training Manager**: Provides advice and makes decisions on complex, unresolved or potentially high-impact adjustment requests, including matters involving undue hardship, safety, licensing, assessment integrity or regulatory requirements.
- **Student Administration**: Refers requests, records approved support plans, support plan reviews, securely files authorised information and communicates adjustments to relevant training staff.
- **Success and Wellbeing Services**: Supports consultation, planning, referrals and monitoring.
- **Compliance Manager**: Maintains regulatory alignment, advises on AI governance and assessment integrity, monitors implementation risks and continuous improvement, and escalates suspected non-compliance or privacy concerns.
- **Other employees and contractors**: Maintain confidentiality, refer requests promptly and support approved adjustments within their role.

RELATED LEGISLATION AND DOCUMENTATION

- Standards for Registered Training Organisations 2025
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)
- Equal Opportunity Act 1984 (SA)
- TRN-POL-010 Reasonable Adjustment Policy
- TRN-PRO-DOC-001 Reasonable Adjustment Procedure
- TRN-FRM-011 Student Support Plan
- TRM-FRM-014 Student Support Plan Review
- TRN-PRO-DOC-027 Course Records Management
- SUP-POL-045 Artificial Intelligence (AI) Usage Policy
- SUP-POL-006 Complaints and Appeals Policy

- SUP-PRO-DOC-010.1 Client Complaints and Feedback Process
- SUP-POL-019 Privacy Policy
- INV003 Student Support Policy

PROCEDURE FLOWCHART

