Student Disability Support Procedures

1. **Governing policy**

The *Student Disability Support Procedures* ("procedures") support the *Disability Policy* and outline how student disability support requests and reasonable adjustments are assessed, implemented, reviewed and recorded.

2. **Scope**

These procedures apply to all prospective and current students who disclose disability-related support needs or request reasonable adjustments. They apply across all learning, assessment, support, physical, digital and work-integrated learning environments.

3. **Procedures**

3.1 Identifying new students

3.1.1 Disclosure of disability is voluntary and may occur at application, enrolment, the beginning of a study period or during their studies or before a required activity such as work-integrated learning. A student may disclose disability-related support needs through:

- self-referral;
- recruitment referral;
- student declaration form or Academic Access Plan online form;
- UAC disabilities listing;
- referral from academic, student support or other relevant staff, with the student's knowledge where practicable.

3.1.2 Prospective students may seek information about disability support and reasonable adjustments before enrolment.

3.1.3 Where a student discloses disability-related support needs, the Student

Success Centre Manager is notified as follows:

- self-referral – student emails or visits the Student Success Centre Manager.
- recruitment referral – recruitment department to notify the Student Success Centre Manager.
- enrolment form – if the option to disclose a disability is chosen, and an Academic Access Plan is completed using the **ONLINE FORM**, the Student Success Centre Manager is notified.
- UAC disabilities listing – UAC notifies the Student Success Centre Manager.

3.1.4 Within five business days of notification, the Student Success Centre Manager contacts the student for an initial consultation to discuss support needs, explain the Academic Access Plan process, identify potential reasonable adjustments and request or verify relevant supporting documentation where required.

3.1.5 The Academic Access Plan documents approved reasonable adjustments and, where relevant, appropriate support strategies to facilitate the student's participation in their studies. Adjustments may include:

- accessible learning materials or formats where reasonably practicable
- reduced study load;
- specific timetabling requirements;
- alternative seating requirements (face to face classes);
- copy (hard or soft) of any written notes, written material, PowerPoint slides (including advance copies);
- extra time to complete assessments, including timed assessments; and
- individual room for a timed assessment (face-to-face classes)

3.1.6 Reasonable adjustments must be supported by relevant evidence where this is reasonably required to assess the request. Evidence should describe the functional impact of the disability and may include:

- a health practitioner report or letter;
- a disability assessment report;

- New South Wales Education Standards Authority (NESA) disability provisions application;
- NESA provisions approval letter; or
- other relevant evidence accepted by the Student Success Centre Manager, having regard to the nature of the support requested.

3.1.7 The DVC (Learning and Teaching) is responsible for approving Academic Access Plans where academic adjustments are required, and has regard to the student's support needs, the reasonableness of the adjustment, inherent requirements, professional accreditation requirements and health, safety and wellbeing.

3.1.8 The Student Success Centre Manager stores all Academic Access Plans and supporting documentation within the Student Success Centre's secured electronic library and records relevant information in the Student Management System.

3.1.9 The Institution may be unable to provide a reasonable adjustment where a student does not provide information reasonably required to assess and implement the adjustment. Students are not required to disclose a diagnosis unless it is necessary to assess the request or meet legal, health or safety obligations.

3.1.10 Once an approved Academic Access Plan has been accepted by the student, the Student Success Centre Manager advises the Program Manager and Discipline Dean of the approved adjustments consistent with the student's consent and the Institution's privacy obligations. Approved reasonable adjustments will be implemented as soon as reasonably practicable following approval and acceptance of the Academic Access Plan.

3.1.11 The Student Success Centre Manager notifies relevant lecturers and teaching staff of approved reasonable adjustments and appropriate support strategies at the beginning of each study period, or as soon as practicable where an Academic Access Plan is approved or amended during a study period.

3.2 During the study period

3.2.1 The Student Success Centre Manager offers ongoing appointments throughout the study period as required and may coordinate referrals to other

relevant support services, including academic skills, English language support, numeracy, wellness support and at-risk intervention services.

3.2.2 Academic Access Plans may be reviewed if the student's circumstances, course requirements, assessment requirements or support needs change. Where an Academic Access Plan is amended, the revised arrangements must be approved and communicated in accordance with clauses 3.1.7 to 3.1.11.

3.2.3 A student who is dissatisfied with a decision relating to disability support or a reasonable adjustment may lodge a complaint in accordance with the *Complaints and Appeals Policy*.

3.2.4 Support for reasonable adjustments for invigilated timed assessment provisions, whether online or face to face, may include:

- extra time (normally up to 15 minutes per hour unless otherwise approved);
- small group supervision;
- individual room.

3.3 Work Integrated Learning Placement

3.3.1 Before enrolment in a Work Integrated Learning (WIL) subject, a student is encouraged to discuss any disability-related support needs or health-related matters that may reasonably affect participation in placement or the type of placement undertaken, having regard to the inherent requirements of the placement activity.

3.3.2 Students should consult the Student Success Centre Manager before placement where they may require reasonable adjustments or advice about disclosure to a placement partner.

3.3.3 Where reasonable adjustments are required for WIL, the Student Success Centre Manager consults with the student and relevant academic or WIL staff to determine whether the adjustment is reasonable and can be implemented without compromising academic standards, inherent requirements, professional accreditation requirements, learning outcomes, subject requirements or health and safety.

3.3.4 Disclosure to a placement provider is the student's decision, except where

disclosure or information sharing is necessary to implement an approved adjustment, meet legal or health and safety obligations, or manage an unacceptable risk. Any information shared must be limited to what is necessary and handled in accordance with the Privacy Policy.

3.4 Final invigilated timed assessments (examinations)

3.4.1 The final examination timetable is individualised to each student's provisions, as stated in paragraph 3.2.4.

3.4.2 The Student Success Centre Manager notifies relevant lecturers, Program Manager and Discipline Dean of the information necessary to implement the approved examination adjustments, including:

- the student's approved examination adjustments;
- the student's individualised examination timetable for the relevant subject;
- any approved provisions or arrangements required for invigilation; and
- where completed examination scripts are to be collected or accessed.

3.4.3 The Student Success Centre Manager notifies the faculty for inclusion in the examination invigilation records.

4. Roles and responsibilities

4.1 The Student Success Centre Manager is responsible for coordinating student disability support, consulting with students about reasonable adjustments, maintaining Academic Access Plans and advising relevant staff where required and with appropriate consent.

4.2 The Academic Advisors are responsible for providing additional specialised academic support to students with disability where required.

4.3 The DVC (Learning and Teaching), or delegate, is responsible for approving Academic Access Plans where academic adjustments are required and for ensuring that reasonable adjustments are considered consistently with course requirements, inherent requirements, academic standards and applicable legislation.

4.4 Students are responsible for engaging with the Academic Access Plan process,

providing information reasonably required to assess adjustment requests, advising the Student Success Centre Manager of changes to their support needs, and treating others with respect.

5. Compliance and monitoring

5.1 Student disability support is managed in accordance with the *Disability Policy*, the Disability Discrimination Act 1992, the Disability Standards for Education 2005, the Higher Education Standards Framework (Threshold Standards) 2021 and other applicable Commonwealth and NSW legislative requirements. Student disability support provision is monitored through relevant governance and continuous improvement processes.

6. Reporting

6.1 The Student Success Centre Manager is responsible for documenting relevant information about student disability support arrangements and reporting trends, issues and improvement opportunities through relevant governance channels, while maintaining student privacy and confidentiality.

7. Records management

7.1 Records relating to disability support are maintained in accordance with the Privacy Policy and the Institution’s records management requirements.

7.2 Records are handled confidentially and shared only where necessary to assess, implement, monitor or review support arrangements, manage legal, health or safety obligations, or meet legislative requirements.

8. Related documents

Complaints and Appeals Policy

Complaints and Appeals Procedures

Disability Policy

Diversity, Equity and Inclusion Policy

Privacy Policy

Student Wellness Procedures

Student Wellness Policy

Support for Students Policy

9. **Version history**

Summary of changes	Approved by	Approval date
	EMG	15 June 2021
	EMG	31 August 2022
	EMG	12 February 2026
Updated terminology from students with *a disability* to students with *disability* to reflect contemporary language. Comprehensive review – editorial revisions.	LTC	15 October 2026