



Reasonable adjustment - information for Learners

TransTrain wants learners to be able to participate in training and assessment and to achieve a competency outcome. We are committed to providing access and equity in all training and assessment services. Where allowed by the assessment guidelines, TransTrain can make “reasonable adjustments” to training and or assessment activities to support learners to access and participate in the program.

This information will assist you to understand how reasonable adjustment works.

What is ‘reasonable adjustment’?

Reasonable adjustment means modifications or changes that give you equal opportunities in training and assessment.

Adjustments need to be ‘*reasonable*’. That is, they need to consider the needs of everyone involved so that no one is disadvantaged. This includes you, other learners, your trainer / assessor and the impact on TransTrain.

Reasonable adjustment **does not**:

- » give you an advantage over others.
- » mean that course standards or outcomes will be changed for you – you still need the basic knowledge and skills to do the course and will need to show competency in all tasks. Many of the services provided by TransTrain are regulated for licensing purposes and the required skills and knowledge must be demonstrated to the standards specified by the regulator.
- » mean that you do not have to adhere to the TransTrain Code of Practice
- » give you a guarantee of successful completion - you still need to meet the standards established for the outcome
- » You will have a say in deciding what your reasonable adjustment will be. The decision will take account of:
 - » your needs, abilities and independence
 - » how and where your course will take place
 - » the types of reasonable adjustment and resources available.

Some examples of reasonable adjustment are:

- » books or learning materials in an alternative format, e.g. audio, electronic
- » access to specialised software or equipment
- » assistance from a support person, e.g. a note-taker or sign language interpreter
- » extra time to complete assessments.

What you need to do

Make sure you understand the theoretical and practical requirements of the program before you enrol. Review TransTrain’s service Information Package before you commit to a program. You might also want to find out about any professional association registration and industry licences that you will need for a job.

Make sure you have the underpinning knowledge and skills for the course you want to do.

Be aware that reasonable adjustment can take a significant time to organise and may need several meetings. If you will need learning materials in an alternative format it is critical to make contact as early as possible. It is your responsibility to make contact with TransTrain and request assistance.

The earlier you discuss your needs with us the better.

Disclosure

It can be difficult to tell someone about or disclose how your disability affects you. The main benefit of talking with us about this is that TransTrain can then discuss with you whether reasonable adjustment can help you in your program.

At the end of this document, TransTrain has links to further information and resources that may assist you with your decision.

The information you disclose will be treated confidentially. It will not be passed on to others without your permission, unless it is requested by law or to prevent harm / injury.

As part of your enrolment, TransTrain will ensure that you have received our Code of Practice. This sets out our standards for confidentiality of information which explains that (unless otherwise agreed with you) TransTrain will pass your details only on to agencies identified on your enrolment or in the Code of Practice. Our Code of Practice is included in your service information kit and is also available on our website.

You can bring someone with you when you meet with TransTrain to discuss your circumstance. This could be a family member or case worker who can help to explain your needs.

Be prepared to give details and evidence about the nature and impact of your disability.

Support you have used in the past may not work in a new training environment. Many of TransTrain's practical programs are conducted using equipment in environments that are noisy or where there is room only for you and the trainer / assessor. Discuss other supports and try new things so that the reasonable adjustment works for you.

Remember that reasonable adjustment is only reasonable if it considers the needs of everyone involved. The type and amount of support will be negotiated with you.

If you choose not to disclose your specific support needs or not to seek reasonable adjustment prior to your service, you may still advise us of this at any time during your service. Please note that TransTrain may not be able to effectively address issues in the training and assessment environment if these are not advised to TransTrain in a timely manner. We may need to renegotiate our service agreement with you in order to provide reasonable adjustment opportunities.

Reasonable Adjustment Options

Reasonable adjustment doesn't necessarily mean that all learner requests are granted. It's about consultation and negotiation, so that no one in the process is disadvantaged.

Reasonable Adjustment will depend on your particular needs and the service standards.

Some options might be to:

- » Extend or modify timeframes for the service training and assessment.
- » Work with interpreters or other service providers
- » Present information in a range of media (increases accessibility).
- » Use oral assessments (presentations, recorded responses, and telephone sessions) as alternatives to written tasks.
- » Seek evidence from a third party to demonstrate competence (statutory declaration, video of the learner undertaking a task).
- » Ensure the language of assessment instruments does not create barriers (use plain English).

- » Provide sufficient feedback on the progress of individual learners regarding their learning goals.

An example of Reasonable Adjustment in TransTrain services

The training program for Dangerous Goods Driver Licensing involves a written assessment that is mandated by Workplace Standards Tasmania. TransTrain can provide another trainer within the program to write down the answers on your behalf. You will still be required to interpret the question and find the answer using the Australian Dangerous Goods Code, as this is critical to the licensing standard.

Reasonable Adjustment in Licence to Conduct High Risk Work Assessment Services

Where appropriate, a knowledge assessment may be conducted orally, but must not be conducted while other applicants are undertaking assessments. Oral knowledge assessments must be conducted in a location where other applicants are not able to hear the questions or answers. When conducting an oral knowledge assessment, the assessor must record the applicant's answer immediately on the assessment paper. The answer must be recorded exactly as stated by the applicant. Note: The assessor must note 'oral assessment' on top of the front page of the assessment to clearly indicate that an oral assessment was conducted. Under no circumstances may an assessor use a language interpreter. This is only accepted in the case of a hearing impaired applicant and only with written approval from Workplace Standards Tasmania

Contact TransTrain

Contact TransTrain to discuss options for reasonable adjustment in your service. We will be pleased to hear from you before your service is booked so that we can work with you to explore the best possible options for a successful program.

Tel: 1300 665 170 or (03) 6423 2110

Email: info@transtrain.com.au

References:

Reasonable Adjustment in teaching, learning and assessment for learners with a disability
A Guide for VET Practitioners, November 2010. Prepared by Queensland VET Development Centre, Strategy and Research (Equity). Accessed at <http://training.qld.gov.au/resources/information/pdf/reasonable-adjustment-for-web.pdf>