



Reasonable Adjustment Policy

Purpose

The purpose of this policy is to outline how the RTO implements reasonable adjustments to support learner participation in training and assessment while maintaining the integrity of competency outcomes. The RTO is committed to ensuring that learners with support needs are able to access training on the same basis as others, in accordance with the Registration Standards 2025, anti-discrimination legislation and Work Health and Safety requirements.

This policy aligns with the Registration Standards 2025, including Quality Area 1 – Training and Assessment and Quality Area 2 – VET Student Support, particularly Standards 1.4 – Assessment and 2.4 – Reasonable Adjustment.

Overview

The RTO is committed to providing equitable access to training and assessment for all learners. Reasonable adjustment allows the RTO to support learners with additional needs without lowering the required standard of performance or compromising the validity, reliability, fairness or integrity of assessment.

Adjustments may relate to learning, communication, environment, or assessment arrangements and are considered on an individual basis. The RTO works collaboratively with learners to identify appropriate adjustments and ensure they are implemented in a culturally safe, respectful and confidential manner.

This policy supports the RTO's obligations under the Registration Standards 2025, anti-discrimination legislation, disability standards and Work Health and Safety requirements. Reasonable adjustment is an important mechanism for ensuring learner support, wellbeing and access without altering the essential skills or knowledge required for competence.

The RTO encourages learners to share any support needs that may affect their participation in training or assessment. Staff will create a culturally safe, supportive environment that helps learners feel comfortable disclosing information. Where needed, the RTO may request relevant information to help determine appropriate adjustments. Disclosure is voluntary, and the RTO will handle all information confidentially.

Scope

This policy applies to all learners enrolled in training and assessment with the RTO, and to all staff involved in planning, delivering or assessing training. It applies to all qualifications and units of competency on the RTO's scope of registration.

The RTO provides reasonable adjustments to support learners with disabilities, learning needs or temporary conditions, provided the integrity of assessment is maintained.

It covers:

- the identification of learners who may require reasonable adjustment
- the types of reasonable adjustments that may be implemented
- the process for approving and documenting adjustments
- the responsibilities of staff and learners in agreeing to and applying adjustments
- adjustments applied in training, assessment and learning environments

This policy applies across all RTO delivery modes, including classroom-based training, practical training, online learning and any workplace or third-party arrangements.

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Reasonable adjustment applies only where competency requirements, assessment conditions and safety requirements can still be met and maintained.

Policy

The RTO provides reasonable adjustment to support equitable learner participation in training and assessment while maintaining the integrity of competency outcomes. Adjustments are considered on an individual basis following discussion with the learner, review of relevant information and confirmation that the required standards of competence can still be demonstrated.

Reasonable adjustment may be applied to training delivery, learning materials, assessment processes or the learning environment. Adjustments must not reduce the level of skill or knowledge a learner is required to demonstrate or alter the evidence required by the unit of competency. Where reasonable adjustment is not appropriate or possible without compromising safety, assessment integrity or training product requirements, the RTO will communicate the reasons to the learner as soon as reasonably practicable and discuss any alternative pathways or options available.

The RTO takes reasonable steps to identify learner support needs before enrolment or before any fees are paid. Learners are encouraged to disclose any support needs they are aware of, and the RTO will work collaboratively with them to determine appropriate adjustments.

All reasonable adjustments must be documented, including:

- the adjustment requested or discussed
- the agreed adjustment to be applied
- who approved the adjustment
- how assessment integrity will be preserved
- where relevant, any review date or monitoring requirements

Documentation is stored in the learner file in accordance with the RTO's Record Management Systems Policy. A Reasonable Adjustment Request & Approval Form (or equivalent documentation method) is used to record decisions. The RTO may refer learners to external support services where additional expertise is required. Referrals are made at no cost to the learner, although external providers may charge their own fees.

Concerns about discrimination, harassment or barriers to access may be raised through the RTO's Complaints and Appeals Policy. Learners will not be disadvantaged for making a complaint. Access and equity risks are reviewed as part of the RTO's risk management and continuous improvement processes.

Learners will not be disadvantaged for requesting support or reasonable adjustment.

Guiding Principles for Reasonable Adjustment

The RTO applies the following principles when considering and implementing reasonable adjustments:

- adjustments must support equitable access without reducing the required standard of performance
- adjustments are tailored to the individual learner's needs and circumstances
- decisions are made in consultation with the learner and, where relevant, trainers, assessors or workplace supervisors
- adjustments must preserve the integrity, fairness and validity of assessment
- adjustments are documented and reviewed as required
- learners are encouraged to discuss their support needs in a culturally safe and confidential environment
- any adjustment must comply with Work Health and Safety requirements and ensure the safety of all participants

Trainer and Assessor Practice

Trainers and assessors apply professional judgment when supporting learners and determining whether reasonable adjustments can be implemented without compromising assessment outcomes.

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Examples of support strategies include:

- modelling tasks and providing guided practice
- breaking learning into smaller steps
- checking understanding and offering clarification
- modifying the format or presentation of learning materials
- offering additional time for learning activities

Any adjustments applied to assessment must be consistent with unit requirements and documented in the learner's file.

Identifying Support Needs and Encouraging Disclosure

Learner support needs are identified through the RTO's pre-enrolment and enrolment processes, which may include LLN screening, disclosure opportunities and referral to internal or external support services.

The RTO takes reasonable steps to identify a learner's support needs before enrolment or before any fees are paid. Learners are encouraged to discuss any factors that may affect their training or assessment so that suitable adjustments can be considered.

RTO promotes voluntary disclosure by:

- providing clear pre-enrolment information about available support
- including opportunities in the enrolment process for learners to indicate support needs
- offering culturally safe and confidential conversations with RTO staff
- explaining how reasonable adjustment works and how information will be used
- ensuring learners are not disadvantaged for requesting support

Where a learner indicates a possible support need during the enrolment process, RTO staff will contact the learner to discuss their circumstances and identify whether reasonable adjustment may be required. Relevant information is shared with trainers and assessors on a need-to-know basis to support inclusive training and assessment practice.

All discussions and outcomes relating to reasonable adjustment must be documented in accordance with the RTO's Record Management Systems Policy.

Applying Reasonable Adjustment

When reasonable adjustment is appropriate and approved, the RTO may implement adjustments in training or assessment arrangements.

Examples of adjustments include:

- extending or modifying timeframes
- providing additional demonstrations or examples
- using step-by-step instructions
- breaking sessions into smaller components
- presenting information clearly and concisely
- providing additional feedback or check-ins
- offering oral questioning where appropriate
- modifying material format (e.g., larger print, simplified layout)
- scheduling additional breaks
- clarifying instructions and checking for understanding

These examples are not exhaustive. Adjustments must be appropriate to the learner's needs, must not compromise WHS requirements or assessment integrity, and must align with unit requirements.

All agreed reasonable adjustments must be formally approved and documented. Records of approval and the agreed adjustment are retained on the learner file and, where relevant, noted in the assessment tool to ensure assessment conditions remain clear and consistent.

Definitions

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Reasonable adjustment

Changes made to training or assessment arrangements to support equitable learner participation without reducing the required standard of competence or compromising assessment integrity.

Assessment integrity

The extent to which assessment outcomes remain valid, reliable, fair and consistent with unit requirements, regardless of any adjustments made.

Support needs

Any learning, wellbeing, communication or physical needs that may require adjustment to training or assessment arrangements. This term replaces outdated terms such as “special needs.”

Roles & Responsibilities

CEO

- Maintains overall accountability for ensuring reasonable adjustment processes support equitable learner participation while maintaining assessment integrity.
- Ensures appropriate systems and resources are available to support reasonable adjustment decisions.
- Reviews significant risks, issues and improvement actions relating to reasonable adjustment and learner support.
- Ensures reasonable adjustment practices align with RTO governance, risk management and continuous improvement processes.

Quality and Compliance Officer

- Monitors reasonable adjustment processes to ensure alignment with the Standards for Registered Training Organisations 2025, RTO policies and assessment requirements.
- Reviews reasonable adjustment trends, risks and improvement opportunities.
- Monitors documentation and continuous improvement actions relating to reasonable adjustment practices.
- Supports self-assurance activities relating to learner support and assessment integrity.
- Provides compliance information and identified risks to the CEO.

Administration Manager

- Oversees administrative processes supporting reasonable adjustment arrangements.
- Ensures learner support information and documentation are managed appropriately.
- Supports communication between learners, trainers and relevant staff regarding reasonable adjustment processes.
- Ensures administrative records are maintained in accordance with RTO procedures.

Administration Officer

- Provides learners with information about support options and reasonable adjustment processes.
- Supports the recording and filing of reasonable adjustment discussions and approvals.
- Maintains learner documentation in accordance with record management requirements.
- Escalates identified learner support matters to the appropriate responsible person.

Trainers and Assessors

- Identify potential learner support needs through observation, discussion and assessment planning.
- Consult with learners regarding appropriate adjustments.
- Implement approved reasonable adjustments in training and assessment activities.
- Ensure adjustments do not compromise validity, reliability, fairness or assessment integrity.
- Document agreed adjustments in accordance with RTO procedures.
- Refer matters requiring additional support or specialist advice through appropriate RTO processes.

Learners

- Provide accurate information regarding support needs to assist the RTO in determining appropriate adjustments.
- Participate in discussions about reasonable adjustment arrangements.
- Use agreed support strategies and advise the RTO if adjustments are not effective.

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External Specialists (where engaged)

- Provide advice, where appropriate and with learner consent, regarding support needs or recommended adjustments.
- Provide specialist information where learner needs fall outside the RTO's expertise.

Review

This policy is reviewed at least annually, or earlier if required due to:

- updates to the Standards for RTOs 2025
- changes to anti-discrimination, disability, privacy or WHS legislation
- changes in RTO 's training or assessment practices
- feedback or concerns raised by learners, staff or external specialists
- audit findings or continuous improvement requirements
- updates to internal support processes or staff guidance materials

Updates to this policy are reviewed by the Quality and Compliance Officer and approved by the CEO. Changes are communicated to staff. Any related tools or trainer guidance documents will be reviewed at the same time to ensure consistency.

Related Policies and Forms

The following related policies, procedures and forms support the implementation of this policy:

- Learner Education & Support Services Policy
- Access & Equity Policy
- Complaints & Appeals Policy
- Informing Protecting Learners Policy
- Assessment Systems Policy and Procedure
- Record Management Systems Policy
- Training Staff Policy
- Regulatory Compliance & Governance Policy
- Code of Practice
- Risk Management Safety Policy

Associated Forms and Documents

- Record of Conversation Template
- Assessment Tools (where reasonable adjustment affects assessment conditions)
- Learner Information Pack
- Continuous Improvement Register

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