

ENDEAVOUR
College of
Natural Health

Access & Equity

HANDBOOK



endeavour.edu.au

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Important Notes

This Handbook has been produced for the benefit of the Endeavour College of Natural Health community. It contains important information for students and staff and it outlines how the College complies with the Disability Discrimination Act (2009), especially as it applies to education.

The procedures and policies referred to within this Handbook are an important part of the College's way of dealing with students and staff with needs for adjustments to their College experience. Full policy documents are found on the public Endeavour College of Natural Health website and should be referred to in conjunction with this Handbook. Please be aware that policies are constantly updated and it is advisable to check the website for any new policies or any important changes to policies relevant to you.

**“Fairness does not mean that everyone gets the same.
Fairness means that everyone gets what they need”
*Rick Riordan (1964 -)***

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Welcome

Endeavour College of Natural Health is committed to creating a flexible and caring learning environment for all students to participate fairly in their study. The College aims to provide an holistic and innovative approach to supporting students identifying with specific needs to equally participate in their journey with Endeavour.

The Access and Equity Program (AEP) exists to enable the equal participation of every student, focusing on increasing social inclusion and advocating for the individual student's rights. The three branches of the Program incorporating students with a disability, mental health or medical condition; students identifying as English as a Second Language learners; and students requesting any Special Adjustments, enable all students to participate fully and equally in College life at Endeavour.

The Mission and Values of the Program are deeply linked with the Endeavour values of Authenticity, Holistic, Responsibility, Happiness, Student Centricity and Clarity. The fundamental principle behind the program is focusing on the needs of the student, as the students within the AEP know the truth of their own situation better than anyone. Inherent in the AEP is the focus on responsibility – both of the student and that of the College and how the participants in this partnership can most benefit each other.

This Handbook assists students to obtain necessary resources to ensure the best possible study outcomes and access to community life with Endeavour.

If you are not sure if you need assistance, or what assistance Endeavour can provide or if you are concerned about disclosing your needs, you are welcome to have an informal chat with a Student Services Access and Equity Adviser before making any decisions.

A Student Services Access & Equity Adviser is located upon each of our campuses nationally. To contact your campus Student Services Access and Equity Adviser please contact the local Student Services team to make an appointment or email accessandequity@endeavour.edu.au. Additionally, the contact information for all officers is located on the last page of this Handbook.

Wishing you the best in your future Endeavour,

Deirdre Mathias

Director, Student Services & Retention

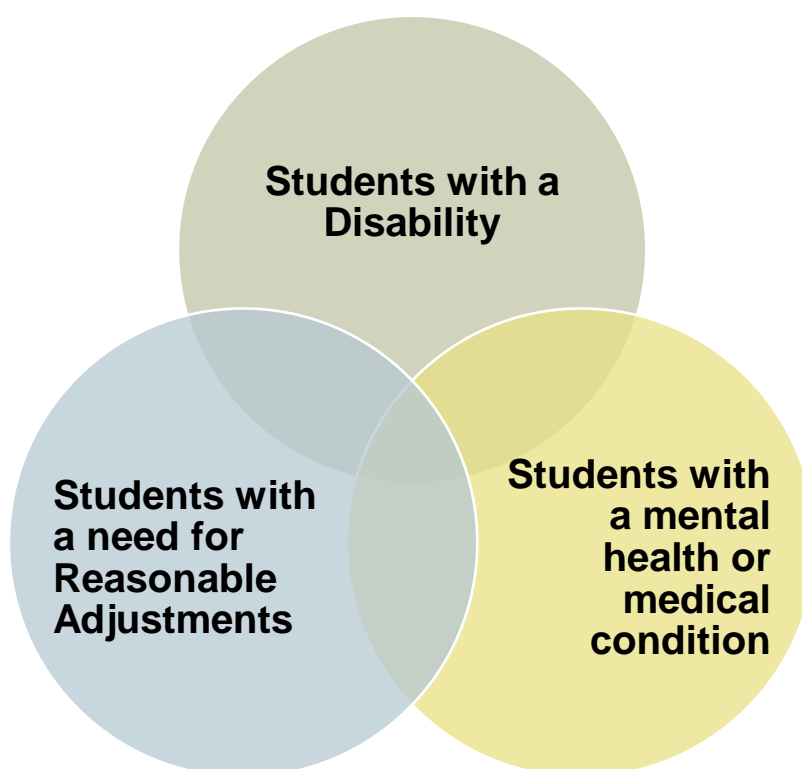
What is Endeavour's Access and Equity Program?

Endeavour College values and supports all members of the community regardless of disability, mental health condition, medical condition or special needs. Endeavour expects all members of its community to support and assist all other members irrespective of individual differences. Student Services Access and Equity Advisers use the Access and Equity Program (AEP) to connect students with a disability, mental health or medical condition with the aim of assisting them to achieve their personal and educational goals at Endeavour. The AEP also helps Endeavour comply with our College's equity and access commitments, as well as the disability legislative requirements under Commonwealth law.

Accordingly, the primary aim of the AEP is to facilitate the fair participation of students with a disability, mental health or medical condition or specific needs enrolled at Endeavour. All students are full members of the College community and should be engaged to do their best during their studies.

The AEP is designed to enable equal participation for students with a:

- Disability
- Mental health condition
- Medical condition
- Barrier to social inclusion requiring reasonable adjustments.



THE ACCESS AND EQUITY PROGRAM

Which part of the program is relevant to me?

The AEP covers all areas of enabling social inclusion for students of the College. Below is a list of examples that are relevant to the program which may help you decide if you require assistance in a specific area. Please note: these are only some examples of each part of our program, not a full list of students we support.

Students with a disability, mental health or medical condition

- Can provide relevant documentation from a qualified healthcare professional
- Students who identify needs due to a mental health or medical condition (both temporary and permanent) (e.g. anxiety disorder, chronic illness, depression or a broken limb)
- Students who identify needs due to a disability (both learning and physical) (e.g. visual impairment or Dyslexia)

Students with a need for Reasonable Adjustments

- Students who identify with any barrier to their social inclusion, whether for cultural, religious or social needs such as cultural beliefs that may impact on their interactions in a clinic environment.

What is a disability and how does the law deal with it?

Endeavour College of Natural Health defines "disability" in accordance with the [Disability Discrimination Act 1992 \(Commonwealth\)](#) (DDA)*. In broad terms a disability involves an alteration to a person's functioning and includes:

- hearing impairment
- vision impairment
- physical impairment
- specific learning impairment
- psychiatric impairment
- neurological impairment
- intellectual impairment
- chronic medical conditions causing impairment, such as heart disease, diabetes or chronic fatigue syndrome

Disabilities can:

- be temporary or permanent
- be apparent or hidden
- be slight, moderate or severe, or
- exist in the past or present.

* http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/s4.html

The DDA and its 2009 amendments protect every Australian from disability-based discrimination. It can prevent people from being treated inequitably in the following sectors/areas:

- Employment
- Education
- Access to premises used by the public

- Provision of goods, services and facilities
- Accommodation
- Administration of Commonwealth Government laws and programs

In terms of education, the DDA makes it unlawful to discriminate on the ground of a person's disability by:

- refusing or failing to accept the person's application for admission as a student OR, changing the terms and conditions on which it is prepared to admit the person as a student
- denying or limiting a student's access to any benefit provided by the educational authority
- restricting enrolment or excluding from the program or subjecting the student to any other detriment.

The Department of Education, Employment and Workplace Relations (DEEWR) also published a set of [Disability Standards for Education 2005 \(Commonwealth\)](#)** which were formulated under the DDA. These Standards help clarify the obligation of education and training providers and help ensure that students with disabilities are able to participate fairly in education. These DEEWR standards are broken down at <http://www.ddaedustandards.info/index.php> in an easy-to-understand format.

** <http://www.deewr.gov.au/Schooling/Programs/Pages/disabilitystandardsforeducation.aspx>

The mission of the Access and Equity Program

... is to provide a one-on-one, individualised network of support between the College and each student. We aim to be flexible and empowering, encouraging respect and a passionate engagement for life-long learning without barriers.

This Mission Statement links directly with the *Endeavour Values*, encouraged and embraced by Students and Staff.

Endeavour strongly believes in the individual's right to advocate for their own needs, and as such we envision the role of the AEP as enabling students to access the resources, support, and adjustments they need to participate fairly and succeed in their study. While the Student Services Access and Equity Adviser will point students to the appropriate resources, processes, and forms, the student must initiate and provide an ongoing contribution to these processes. The student's registration with the AEP and participation in the access and equity process are critical in obtaining a fair and equitable solution – the students themselves must effectively power the process with the Student Services Access and Equity Adviser there to guide and assist them.

The student as the expert in their specific requirements

As the student will be the best expert on their personal support needs, Endeavour relies on students (and the Qualified Medical Professionals who assist them, where relevant) to identify areas where they may not be able to participate equally and may need adjustments. It is the role of the AEP to bridge the gap between Endeavour as an institution and the student as a member of the community, and thus the Student Services Access and Equity Adviser serves as an ongoing facilitator between the student and the College.

The Student Services Access and Equity Adviser as a point of contact and assistance

Each campus has appointed Student Advisers known as the Student Services Access and Equity Advisers. These advisers aim to assist a student in identifying their needs and applying for adjustments. The Student Services Access and Equity Adviser's primary function is to serve as a primary point of contact, advocacy and assistance for:

- informing students of their rights and responsibilities
- informing students about what documentation they must provide and by when in order to enrol in the AEP, and directing them to the **Access and Equity Program Registration Form**
- informing students of relevant policies and procedures relating to their need for support
- helping students self-identify how their disability, mental health or medical condition could impact on their ability to study, areas where they may be academically disadvantaged, or areas where they do not have equal access using the **Access and Equity Program Registration Form**
- working with the student, the needs they identified, and the recommendations of their Qualified Medical Professional (where relevant) to draft a **Reasonable Adjustment Plan**
- providing one-on-one support and advocacy for Access and Equity students and the AEP itself within the College community
- helping students to apply for reasonable adjustments to or alternative assessments
- helping students request alternative learning materials

Recognising Uniqueness

As each individual's support needs are unique, the services provided in the AEP will be specialised to meet the needs of each student who registers with the service. In particular, services are largely influenced by how significantly and pervasively a need for support will impact on a student's learning or their ability to participate fully in campus life. The information that is provided in the registration for AEP, alongside the information provided to the Student Services Access and Equity Advisers, will determine the level of support the student may require. Some students join the AEP to have a contact person at the College with background knowledge of their circumstances; they may not require any permanent adjustments in place. This is up to the student.

The role of the Reasonable Adjustment Plan (RAP)

The Reasonable Adjustment Plan (RAP) is a critical component in assisting students to receive fair and equitable opportunities to participate in study and campus life at the College. A number of variables must be considered when creating a RAP. These include consideration of the course enrolled into, the inherent requirements of the course, the student's available resources, their individual coping strategies, and the nature of their support needs. The AEP facilitates the assessment of the impact of special needs on a student's ability to study and participate. The RAP supports the student to identify, apply for, and implement adjustments to reduce the impact of their disability or medical condition by implementing adjustments in teaching methods, assessment conditions, and facilities.

The role of the Qualified Medical Professional (For students identifying with a disability, mental health or medical condition)

Endeavour requires the opinion of a Qualified Medical Professional with relevant training and experience in the field of disability or health relevant to their condition when enrolling a student into the AEP and creating a RAP. Both the Qualified Medical Professional recommendations, and the student's self-identified needs, are utilised by the Student

Services Access and Equity Advisers in drafting the RAP. A full list of the definition of a Qualified Medical Profession for each disability, mental health or medical condition can be found within the Reasonable Adjustment Plan policy.

The role of the academic staff

Academic staff and the Director of Education or Director, Student Services & Retention may also be involved in composing reasonable adjustment plans. Under certain circumstances, academics may need to provide expert guidance on how teaching methods and materials can be adjusted to be more inclusive, without compromising the academic integrity or graduate attributes required to graduate from the enrolled course. This planning would be in accordance with maintaining the student's privacy and the degree of disclosure would be at the student's request, unless deemed necessary by the Director of Education or the Director, Student Services & Retention under the provision of a Duty of Care.

What principles guide the Access and Equity Program?

The Access and Equity Program is guided by the desire to provide all students with:

- the opportunity to participate and compete equally with their peers in all course activities
- the opportunity to realise their academic and social potential
- the opportunity to participate fully in College life where practicable
- skills that they will be able to carry into employment and community, in line with Professional Body requirements
- the opportunity to obtain a qualification that is uncompromised in its academic integrity
- the opportunity to maximise their independence.

The AEP is a mechanism for:

- reducing physical barriers on campus and in the classrooms
- reducing academic barriers through support and adjustments
- reducing attitudinal barriers through information and training.

What are some common barriers preventing equal participation?

A student with a disability, mental health or medical condition may experience barriers to learning and inclusion. The following list provides some examples of common barriers:

- Maintaining regular attendance may be difficult
- The student may suffer from social isolation as they are less likely to attend on-campus classes, functions, or after social activities after class
- The impact of the specific support needs of the student may make it difficult for a student to meet deadlines
- The student may have a difficult time meeting the requirements of clinic placements
- The student may perform poorly with timed assessments
- The student may have a difficult time maintaining a full subject load
- The student may have issues with concentration or organisation
- Traditional learning materials and modes of delivery may not meet the needs of the student.

How can we help?

The AEP, coordinated through a Student Services Access and Equity Adviser, is in place to assist students with specific requirements to fully participate in study at Endeavour. This is a process that involves eliciting appropriate information from students, relevant staff, and health care professionals and services, and using this information for advising, supporting and advocating.

Because identifying barriers to equal participation is an individual experience, there is no specific or linear approach to the support we can offer. Thus, each RAP will be individually formulated after discussion with the student, and relevant staff, and a review of relevant medical documentation. RAPs can be reviewed at any time, particularly if the student's situation changes. The support available will depend on the student's needs, the academic context, and what the College can reasonably accommodate as an adjustment.

Who is eligible for AEP assistance?

To be eligible for the Access and Equity Program the student must meet the following criteria:

- The student must **be enrolled** at Endeavour and have paid all required fees **and**
- The student must review and sign the inherent course requirements of their chosen course of study **and**
- The student must have **a disability, mental health or medical condition** as defined by the Disability Discrimination Act (1992) that will impede their academic progress within an Endeavour award. The definition of disability as used within the Disability Act is very broad and includes people who have a physical, learning, sensory, psychiatric disability, or medical condition. A disability can be permanent or temporary **OR**
- The student must have **other need for adjustment** that will impeded their academic progress or equal participation in campus life **and**
- The support need **impacts on, or has the potential to impact on the student's studies or participation in campus life** in some way **and**
- The student must **provide documentation of their disability or medical condition** from a qualified healthcare professional with relevant training and experience in a field of disability or health relevant to their condition using the *Access and Equity Program Registration Form (Part B)* **and**
- The student **must choose to enrol in the Access and Equity Program** by submitting the *Access and Equity Program Registration Form* and attending an appointment with an Student Services Access and Equity Adviser.

To maintain registration in the Access and Equity Program, students who identify as having a fluctuating disability, mental health or medical condition must meet with their Student Services Access and Equity Adviser every 6 months. All students who register with the Access and Equity Program must meet with their Student Services Access and Equity Advisor at a minimum of once per calendar year (12 months) to confirm ongoing reasonable adjustments and to remain registered with the Access and Equity Program.

The College will work with students in order to develop a strategy for maximising learning engagement inclusivity in the learning and teaching activities of their course of study.

Some of the services the AEP can provide are listed below:

Pre-enrolment counselling

Prior to enrolling with Endeavour College of Natural Health, prospective students may request a meeting with the local Student Services Access and Equity Adviser. The Student Services Access and Equity Adviser can discuss the inherent course requirements, the needs of the individual, and discuss possible adjustments that can be made before

enrolment into a course is finalised. Information that is disclosed about regarding disability or need for support cannot, and will not, be used to deny entry into a course at Endeavour. Endeavour will not prohibit a student from studying a course even if their disability, mental health or medical condition or other need for adjustment prevents them from meeting the requirements necessary to graduate from the course, or to become accredited in their recognised area of work after graduating.

The Reasonable Adjustment Plan (RAP)

A Reasonable Adjustment Plan (RAP) helps the College to collate information from a number of sources on how individual identification of needs might affect one's study and reasonable adjustments that might be made. The RAP forms the basis for all AEP services and requests for adjustments. Determination of what is a "reasonable adjustment" is outlined in the Reasonable Adjustment Policy.

The RAP is based on:

- Information provided on the **Access and Equity Program Registration Form** and in the interview with a Student Services Access and Equity Adviser
- Documentation and recommendations must be provided from a Qualified Medical Professional on Part B of the **Access and Equity Program Registration Form**
- Information provided to the College from relevant services (e.g. Royal Society for the Blind)
- Information provided by relevant Endeavour staff

The RAP is used to:

- Document and summarise the tools or strategies that have been identified as facilitating fair and equitable participation in studying at Endeavour
- Facilitate the request for additional or alternative teaching
- Document any specific needs in terms of adjustments to the College's facilities

Who gets to see the RAP? Where does it go?

- The RAP is stored in the confidential student database for reference by the relevant Student Service Access and Equity Adviser and can be provided to staff when Adjustments need to be implemented. A redacted copy of the approved RAP must be provided to members of the teaching staff whose classes will require the approved reasonable adjustments. The RAP is also provided to relevant operational staff (such as an examination invigilator) as required.

The RAP is not circulated or available to all staff, however it contains no confidential information. If released to lecturers or other relevant staff, the redacted RAP will only be used as the basis for applying an approved reasonable adjustment to an assessment or any other teaching and learning materials

Assessment adjustments

In some circumstances it may be necessary to seek changes to subject assessment tasks in order to accommodate the impact of identified support needs. Endeavour enables students to request changes to their assessment formats where reasonable during their registration in the AEP.

Some examples of assessment adjustments include:

- Alternative examination arrangements
- Additional time for both written, practical and online examinations

- Changes to assignment methods
- Use of a scribe
- Sitting in an alternative room
- Extensions on assignments
- Rest breaks
- Use of computer.

Assistive technology

The AEP can recommend hardware or software that may assist a student to better participate in a class, and help facilitate their use in Endeavour classrooms. Not all students with a disability or chronic medical condition use assistive technology to support their studies.

It is important to note that the cost of such assistive technology would usually be borne by the student, unless it is already used or to be implemented as a support mechanism for all students at the College. Technologies can range from low tech and inexpensive, to high tech and costly.

Some common examples of assistive technology are:

- Thick black pens (good contrast on white paper to assist reading)
- Magnifying aids, such as a monocular viewer, magnifying glasses
- Recorders to record classes due to inability to focus and take notes at the same time
- Use of computers to replace handwritten activities
- Use of Endeavour Online facilities to review classes and consolidate learning, especially if attendance is irregular
- eBooks and Audio Books.

Attendance adjustments

Some students may have difficulties getting to or sitting in class due to their special needs. Endeavour may be able to provide:

- Flexibility with attendance hurdles
- Flexibility with late notice of non-attendance due to reasons directly related to ones identified needs
- Advance notice of field trips, practical assessments, or mandatory classes with discussion of alternatives if the task is not appropriate for a student with a medical condition or other identified need to participate in.

Course materials adjustments

Some students may request extra course materials or course materials in a different format. Adjustments to course materials are subject to availability and copyright restrictions.

Examples of learning material adjustments include:

- Provision of alternative, more accessible, formats for written material

- Provision of notes and materials in an appropriate format
- Copies of slides and lecture notes
- Access to Endeavour Online recordings of lectures and resources so the student can focus on content rather than note-taking tasks.

Please note the conversion of materials into alternate formats can be a lengthy process and students are required to provide a minimum 4 weeks' notice if this service is requested.

Library adjustments

Students may be able to negotiate specific special arrangements with the library in advance to better meet their specific needs including:

- Library staff retrieve items from shelves
- Extended loan periods
- Accessible computers
- Assistance with enlargement of photocopies
- Additional assistance beyond the general help provided to all students from the front desk
- Use of a trolley for students unable to carry books
- Assistance with using electronic information sources and relevant resources.

Teaching adjustments

Academic staff can make reasonable adjustments to their teaching in order to better include a student with a special need. Students should discuss their needs with the Student Service Access and Equity Adviser as soon as possible so that academic staff can be informed of the best way to utilise inclusive teaching techniques in advance.

Teaching adjustments may include:

- Allowing the student to record the classes - when the lecturer and fellow students have agreed to being recorded within the classroom environment
- Extra assistance with practical work
- Allowing the student to stand and sit (move around) during class
- Ensuring the student can sit at the front or back of the lecture room
- Wearing an FM transmitting microphone that the student provides
- Using contrasting colours on the board (i.e. not red or green).

A Student Services Access and Equity Adviser can liaise with lecturing staff, tutors, and supervisors, and detail the agreed adjustments specific to the individual student's needs. It is important that all students familiarise themselves with the subject outlines of their enrolled subjects so that they are aware of the expectations and learning outcomes required of each subject. Students will then be able to consider the kind of adjustments required and discuss them with the Student Services Access and Equity Adviser.

Facilities adjustments

Students have a right to be able to access classrooms, laboratories, the library, and other areas of the College that are required for their academic study. The student must notify Student Services, or campus management as soon as any potential barriers to access are discovered. The Student Services Access and Equity Adviser will work with Facilities Management to help improve physical access to the buildings and grounds on any campus where reasonably possible.

Referrals and liaison with external agencies

The Access and Equity Program can assist with internal and external referrals for counselling and academic support. Student Services Access and Equity Advisers will not counsel students, they can refer students to Endeavour's Student Assistance Program – SAP.

The Access and Equity Program can also liaise with other external specialist agencies such as Vision Australia, the Deaf Society etc to assist in generating referrals to those agencies for assessment and follow up as required. These agencies may also provide support or advice in terms of extra assistance such as Notetakers, Auslan Interpreters and Participation Assistants.

Special consideration

Students within the AEP can also apply for Special Consideration for Assessments, as other students are able to, for matters which are not covered in their Reasonable Adjustment Plan. They should liaise with their Student Services Access and Equity Adviser, and can ask, under some circumstances, for their Adviser to advocate on their behalf.

Training and advice

The AEP can facilitate a number of general advice and information services including providing information on:

- Disability Awareness for staff or students
- Information on the Disability Standards for Education 2005
- Information on the DDA and the rights and responsibilities of students
- Advice on Disclosure of Disability
- Advice on Inclusive Education Practices
- Assistance with Physical Access Issues.

What we cannot do

While the Endeavour College community will do everything in its power to assist students with specific requirements, students also have certain responsibilities. They are expected to utilise the subject outlines applicable to their study and consult with their Qualified Medical Professional (where relevant) in providing appropriate supportive documentation and support. The College believes in a student's rights and responsibilities, and Endeavour strives to train independent learners. We balance this with our desire to provide equal opportunities to all students. Consequently we expect students to communicate and advocate for their needs, and the College in turn will respond to these needs, as far as reasonably possible.

Accordingly the AEP does not:

- Provide complaint resolution
- Provide support that substitutes teaching and learning
- Provide career advice
- Provide counselling.

We do, however, provide information on how to access these services.

Do I want to disclose my needs?

Whether to disclose a disability, mental health or medical condition, or other need for adjustments could be a difficult decision to make, and students with a disability or long-term medical condition will face the decision of disclosure throughout their lives. Some students may choose to stay anonymous and hope to complete their study without any support, while other students choose to disclose their need for support at the start of their studies as it provides for maximum opportunities for adjustments. Students also need to decide whether they want to disclose information to other students and teachers. **A student has no obligation to inform the College of their disability or medical condition unless it represents a health risk to other staff or students** (e.g. contagious infectious disease). However, if a student chooses not to disclose their special needs, the College may not be able to provide them with the adequate support to successfully complete their chosen award.

When considering this question, students may wish to discuss the matter with family and/or close friends, but also they may wish to read further information on the issue on the web. Here is a useful ADCET site that may help:

[http://www.adcet.edu.au/AdcetResources/To tell or not to tell.chpx](http://www.adcet.edu.au/AdcetResources/To_tell_or_not_to_tell.chpx)

Uncertainty about disclosure of your needs for adjustments

Disclosure is an individual decision, and it is dependent upon the circumstances, the context and how comfortable the person feels about it. In determining whether disclosure should occur or not, students need to:

- Reflect on whether they think their special needs may impact on their ability to study at Endeavour or participate in College life
- Explore the availability of services at Endeavour
- Consider their rights, responsibilities, and the possible advantages and disadvantages of disclosure
- Consider the impact of their special needs on other people – peers, staff, and clients.

Reasons for disclosing your needs

The most important question when deciding whether or not to disclose personal information is “What outcome do I hope to achieve?” The answer to this question can help guide when to disclose information about ones support needs. The website **Choosing Your Path: Disclosure – It’s a Personal Decision** (<http://pubsites.uws.edu.au/ndco/>) offers some insights into the issues around this topic.

Students often disclose their need for support:

- In order to discuss their specific needs with a Student Services Access and Equity Adviser and ensure appropriate assistance and services are provided

- To notify Student Services and/or teaching staff that they may require assistance in the future, such as during examinations, etc.
- To help identify specific supports that will assist them in completing their course
- To help prevent them from such concerns that may impact upon their course progression such as non-attendance or not achieving a pass grade
- Because course requirements including clinics or excursions may highlight issues in relation to an individual's support needs
- Because their personal circumstances and therefore their special requirements may change, such as a student acquiring a disability and/or medical condition
- Because their current circumstances may deteriorate and the impact on their study increase
- Because they feel confident that disclosing will not lead to discrimination.

Reasons for *not* disclosing

Many students choose not to disclose because:

- Their current support needs does not impact on their capacity to undertake study.
- They believe they will not need any additional support or adjustments during their studies.
- The student already has sufficient strategies and support in place.
- They believe Endeavour already uses sufficiently inclusive and flexible learning practices to enable them to participate without adjustments.

Students may also choose not to disclose because of personal concerns including:

- Concern about drawing attention to themselves from staff and students
- Concern they will be treated differently or their support needs will not be understood
- Concerns they will be stereotyped or marginalised
- Concerns their disclosure may result in discrimination
- Concerns resulting from past negative experiences of disclosing
- Concerns their support needs will overshadow their abilities as a point of focus.

What happens if I do *not* disclose my needs?

Where a student has not disclosed their need for support, teaching and other staff are **not able** to provide educational-related or facilities-related adjustments. It is not the responsibility of staff to justify why no education-related adjustments were provided during the period when the student had not disclosed their need for support.

Nondisclosure may have consequences including:

- The inability to negotiate any education-related adjustments to materials, teaching, or assessments
- Difficulty implementing supports and adjustments quickly should a student's condition suddenly deteriorate and needs increase

- Teachers may interpret the impact of the support needs, disability or medical condition as poor performance or difficult behaviour
- Impact upon group work
- A lost opportunity to raise awareness and support for students with support needs, language barriers, disabilities or medical conditions.

Whom should I inform if I decide to disclose?

There are a number of mechanisms through which students can disclose a need for support, including during the admissions interview upon enrolment, making an appointment to see a Student Services Access and Equity Adviser, or confiding in a member of academic staff.

Generally, Student Services Access and Equity Advisers can act as an excellent source of information and they can act as a central resource to document students need for support. Student Services Access and Equity Advisers can also provide information on potential adjustments for those considering joining the AEP. Students may at any time change their mind about disclosing specific requirements, or they may remove themselves from the AEP through directly contacting the Student Services Access and Equity Advisers with a request in writing.

On enrolment

At the time of enrolment students are asked a number of questions, including whether they may have any specific requirements as a result of a disability or chronic medical condition or require any further support.

Student Services Access and Equity Advisers

These Student Advisers play an important role in the Access and Equity Program. They can help formulate strategies to assist students in planning their studies and assist in applying for reasonable adjustments to teaching, assessments, and facilities. They can also offer external referrals for additional support.

Academic Staff

Teachers regularly adapt to different needs in the classroom environment, tending to respond very well to the needs of students. They can be helpful allies in accommodating changes which can better help support students with specific requirements.

How we protect your privacy

Endeavour has policies in place to protect personal information and to eliminate discrimination wherever possible. Information supplied will be used to support any applications made by students for academic or facilities adjustments during study at Endeavour. To enrol in the AEP students must understand and agree to Endeavour's privacy and confidentiality policies, which can be found on the Student Portal at: www.endeavour.edu.au

Endeavour will not record or release personal details unless authorised by the student. Access to information disclosed will be strictly limited to Student Services Access and Equity Advisers, the Director, Student Services & Retention, the National Manager, Student Experience and only available to those who require the information for changes/amendments to current study requirements. If deemed necessary to protect the safety and duty of care of the student, this information may be required to be given confidentially to other staff members by decision of the Director of Education or the Director, Student Services & Retention only upon liaison with the student directly.

How to register in the Access and Equity Program

Prospective students are able to indicate a disability, mental health or medical condition or other special need by noting this on enrolment paperwork, or by directly contacting a Student Services Access and Equity Adviser and requesting additional information.

It is recommended to join the AEP as soon as enrolment with the College is finalised or as soon as a disability, special need or medical condition becomes apparent. Some services may take time to organise whilst others can be put in place quickly.

Disclosing the following information will need to be considered before meeting with a Student Services Access and Equity Adviser.

The type of information that students may disclose include:

- What your disability/medical condition/specific need for adjustment is
- Why the student is choosing to disclose their support needs
- How the disability, mental health condition, medical condition or need for support may impact upon ones study or access to campus facilities
- The type of education-related adjustments that may be required while studying
- Examples of how education-related adjustments have benefited the student in previous educational settings (e.g. at school).

How to register

1. Make contact with the local Student Services Access and Equity Adviser to discuss enrolling in the Access and Equity Program. The Student Services Access and Equity Adviser will discuss the program as well as the rights and responsibilities of the student and the College.
2. When enrolling into the Access and Equity Program, appropriate documentation about the disability, mental health or medical condition and is required as well as suggested adjustments that may be required. This is provided by having a Qualified Medical Professional (with relevant training and experience in a field of disability or health relevant to the condition) complete Part B of the **Access and Equity Program Registration Form**.
3. The completed **Access and Equity Program Registration Form** will be discussed and collected by the Student Services Access and Equity Adviser, who can then advise on creation of a personalised RAP relevant to the need of the student applying. The form asks the student to describe the disability, mental health or medical condition and to consider any adjustments that may be needed in terms of facilities, teaching arrangements, and course materials. Students should consider the types of assessments the subjects involve, whether they involve group or individual work, and whether they involve practical work experience or laboratory work.
4. Students are able to work with the Student Services Access and Equity Adviser and any relevant Advisors to draft a **Reasonable Adjustment Plan** for your study at Endeavour. This document records the needs and adjustments suggested in your **Access and Equity Program Registration Form** including the recommendations from your Qualified Medical Professional (in the case of students identifying with a disability, mental health or medical condition), and will be used to support any alterations in teaching, materials, or facility changes requested over the course study at Endeavour

Students identifying with a Disability, Mental Health or Medical Condition



What to do once registered

Informing your teachers about your specific requirements

The Student Services Access and Equity Adviser liaises on the student's behalf with academic staff however it is the choice of the student as to whether information about the disability, mental health or medical condition is provided to individual teaching staff. Each student is responsible for providing relevant teaching and operational staff with a copy of the redacted RAP to ensure the approved adjustments are known and implemented. This redacted document does not disclose any information provided in confidence to the Student Services Access and Equity Adviser during registration.

We recommend that registered students remain in contact with their Student Services Access and Equity Adviser throughout their course, particularly if amendments to the RAP are required. To maintain registration in the Access and Equity Program, students who identify as having a fluctuating disability, mental health or medical condition must meet with their Student Services Access and Equity Adviser every 6 months. All students who register with the Access and Equity Program must meet with their Student Services Access and Equity Advisor at a minimum of once per calendar year (12 months) to confirm ongoing reasonable adjustments and to remain registered with the Access and Equity Program.

Actively plan and manage your study load

It is recommended that students map out the entire semester for each class time, assignment due date, and how easily they think they will manage the requirements of their program of study. Having a realistic view of study load by planning ahead of the semester to identify any potential barriers to being successful should be completed at the start of each teaching period. Further direction can be gained through discussions with the Student Services Access and Equity Adviser. This is also a good opportunity for students to conduct a review of the RAP. This review will enable the RAP to reflect any adjustments required for specific assessments, within specific subjects in that teaching period.

Students should consider:

- Whether they should study part-time instead of full-time, especially in the first study period

- Whether they need to change their study load
- Whether their study load will allow them to balance their personal, work, family, study, and health needs and responsibilities
- Recommendations from their Qualified Medical Professional pertaining to their studies.

It is important to be aware of key dates such as:

- *Census date* – students must make any changes to their enrolment before Census date, otherwise the full cost of a subject will be charged.
- *Assessment dates* - we suggest students map when their assignments are due and exams are scheduled on a calendar at the beginning of each teaching period.

Be familiar with Emergency and Evacuation Procedures

It is important to be familiar with emergency evacuation procedures. Floor plans and emergency procedure notices are posted on the walls of buildings with emergency exits clearly marked. If this information is required in an alternative format, this can be requested via the Student Services Access and Equity Adviser.

Individuals with hearing impairments should discuss their emergency procedure requirements with a Student Services Access and Equity Adviser, in order for the College to be prepared in the case of an emergency evacuation. This information is also included at Orientation.

Requesting adjustments or assistance

What are Reasonable Adjustments?

Reasonable adjustments may be made to accommodate a student with a special need, disability, mental health or medical condition and can reduce the impact of a disability, condition or special need on a student's academic success. Adjustments may include modifications to the learning environment, teaching method, or assessment conditions to increase the participation of a student without compromising the academic standard or the inherent course requirements.

Reasonable adjustments may be made to assist a student with a disability, condition or special need to successfully complete a subject or course, however it may not be possible for the student to achieve 100% of the inherent course requirements. This means that while students with a disability, condition or special need may receive provision for reasonable adjustments to achieve the inherent course requirements, it may not be possible to receive a passing grade in some circumstances.

Wherever practicable, reasonable adjustment to requirements of a College policy or procedure will be made to meet the needs of a student with a disability, condition or special need. To determine if an adjustment is reasonable, the following must be considered:

- A student's disability, mental health or medical condition, and any barriers, needs, or challenges that may affect the student throughout a subject or course
- The views of the student or the student's advocate
- Whether the adjustment will impact on the academic standards or inherent course requirements
- Whether the adjustment creates an undue advantage for the student, or an undue disadvantage for another student

- The costs and benefits to all parties of making the adjustment including possible impacts on college capital expenditure and/or operational budgets
- The 'willingness to pay' the costs associated with the adjustment on behalf of either party.

The College is not obligated to make any adjustment or accommodation that may impose an unjustifiable hardship on the College. Students with a special need, disability, mental health or medical condition may be required to provide additional medical or specialised documentation to substantiate the reasonableness of the adjustment.

What if I want new adjustments?

Reasonable adjustments should be negotiated in a timely manner. Students are expected to meet the terms of the agreed adjustments once they have been established unless their individual circumstances have changed which necessitates a revised adjustment. It is best to contact the Student Services Access and Equity Adviser as soon as reasonable to request any new adjustments.

What if I need to request an adjustment of the facilities?

Students who need to request a distinct adjustment to facilities (e.g. private area for any medical or special needs reason) should contact their Student Services Access and Equity Adviser.

If a class is located in a non-accessible location, contact should be made as soon as possible with the Student Services Access and Equity Adviser to arrange for a class in an accessible location or to make modifications to the facilities where this is practicable or possible.

Where there are temporary obstructions to access, these can be brought to the attention of the Student Services Access and Equity Adviser who will contact Facilities Management to attempt to rectify any impediments. Where classroom equipment is unsuitable, the Student Services Access and Equity Adviser can attempt to work with Facilities Management to modify the classroom where reasonable.

What if I need to request an adjustment to the teaching?

After meeting with the Student Services Access and Equity Adviser to discuss self-identified needs, and the recommendations of the Qualified Medical Professional, (where relevant) a Reasonable Adjustment Plan is formulated. The RAP can identify areas where adjustments may be required of the teaching style of the lecturer. The AEP can provide a vehicle through which any adjustments to assessment tasks or other requirements are provided with all parties. If a RAP has been formulated, the Student Services Access and Equity Adviser can be contacted to revise the plan.

What if I need to request alternative formats to, or additional course materials?

Members of the AEP are able to request alternative or additional materials for specific subject when formulating a RAP. Additional materials may not be available depending on availability and copyright regulations.

Please note that the conversion of materials into alternate formats can be a lengthy process and students are required to provide a minimum of 4 weeks' notice if this service is requested. Where the College needs to liaise with publishers to organise materials, this process could take 12 weeks or longer. Requests for adjustments to course materials must be made as early as possible.

What if I need to request adjustments for my library services?

Students can discuss any adjustments they might need for the library with their Student Services Access and Equity Adviser to determine eligibility. A referral can then be made to the Library through the AEP. The National Librarian and Campus Librarians will be more than happy to discuss additional services that are available to provide students with plan that makes the library services more accessible.

What if I need to request an adjustment to an assessment task?

In some circumstances adjustments can be made to assessment tasks to ensure equitable access to assessment to all students. Adjustments can include variations in the structure, format, duration, and venue of assessments, and may include rest breaks and alternative formats. Adjustments are intended to minimise the impact of a student's ability to participate equally in assessments. However, they will not be 'easier' or lower the academic standard being assessed. Instead, they allow students to participate in the assessment in a more equitable form through different accommodations.

Adjustments to assessments **should be planned**, and discussed with the Student Services Access and Equity Adviser **at the start of the teaching period**. For students with an existing disability, mental health or medical conditions, the completed application for adjustments should be completed by the end of Week 3 of each teaching period. For students who develop a disability, mental health or medical condition during the course of a teaching period, an application for adjustments should be received at least two (2) weeks before the due date of an assessment if reasonably possible.

Students should review the subject outlines before or at the start of each teaching period in order to plan and identify potential barriers or difficulties. Making adjustments to assessments is a planned, proactive process where students identify potential difficulties and plan their academic needs.

Some examples of adjustments include:

- Extra time for resting/writing
- Bite size food/drink
- Reader/Scribe
- Large text / Electronic format
- Large print and/or coloured exam paper
- Permission to move about/exercise
- Seating in front or back of room
- Special lighting.

What if I need to request an extension on an assessment?

A student can request an extension to an assignment when they are unable to complete an assignment on time due to the effects of a condition or needs they have registered with the AEP. Students must supply attach a copy of the redacted RAP with the extension request form to act as the required medical evidence. The Assessment Policy and RAP itself details where these extension forms should be sent. Where students foresee the need for adjustments to assessments they should request an appointment with their Student Service Access and Equity Adviser for finalisation within the first three weeks of a teaching period or as soon as changes arise.

Students should only request an extension to an assessment where their condition is fluctuating and worsens unexpectedly, where they develop a new disability or health condition, or where some other extenuating circumstance arises. The decision to grant the assignment extension lies with relevant academics.

Students who have already received an extension for an assessment are not able to apply for another extension through this process. Additional applications must be classed as a Special Consideration and follow the standard process specified in the Special Consideration Policy including the provision of additional medical documentation beyond the RAP.

What if I need to apply under special consideration or appeal my grade?

Requests for Special Consideration and the Grievance processes, whilst standard Endeavour processes, are considered to be external to the AEP. However the Student Services Access and Equity Adviser can assist with providing the relevant information regarding these processes. Students may use either process to inform the relevant parties of personal difficulties resulting from a disability, illness or need for adjustments that have affected an assessment. Normal policy and process will be followed, but nevertheless the disability, mental health or medical condition will be given due consideration, as appropriate.

What if I need to withdraw from a subject?

Special circumstances may be applicable for those students who wish to apply for fee remission post census date. Information regarding this is available via the Remission of Financial Liability due to Special Circumstances Policy – Higher Education. Information regarding Endeavour policies and procedures is available via the student e-portal or the Endeavour website via: www.endeavour.edu.au

Student Responsibilities

Like all students at Endeavour, students with support needs must comply with the **Student Charter and Code of Conduct** and be respectful of other members of the College community. The Charter outlines clearly what it is meant to be a student member of the Endeavour community and outlines a student's responsibilities, including:

- To be respectful, fair and value equality irrespective of disability or cultural background to all members of the college community
- Be well informed about course requirements and seek academic assistance if in doubt
- Take responsibility to self-manage enrolment and course planning, using advice provided by the College through its personnel and web services.
- Actively engage as diligent learners and participate in all teaching and learning activities including submission of all assessments in a timely manner.
- Be informed of all current policies and procedures, support services and academic requirements and seek guidance if unsure.
- Support continuous improvement through the provision of honest and constructive feedback on academic and support services.
- To pursue scholarly activity and professional practice which contribute positively to the profile of the College and the profession at large.
- To contribute to their local community and create partnerships in a manner that is representative of natural medicine philosophy and Endeavour values.

The Student Charter and Code of Conduct (for Higher Education Students) is further outlined at: <http://www.endeavour.edu.au/policies-and-procedures/> or available in full to enrolled students via accessing the Student Portal.

More specifically to the AEP, students are responsible for:

- Awareness of the inherent requirements for registration, if planning to undertake a career that involves registration with a professional or authorising body
- Providing required documentation to the College in a timely manner
- Considering in advance (where the need for support is pre-existing), areas where they may need support or adjustments
- Advising the Student Services Access and Equity Adviser in a timely manner of their needs in relation to their disability/medical condition/language barriers, including education-related adjustments and information
- Applying for any adjustments they feel they may need

Student responsibilities before commencement of each teaching period

Update status with the AEP

As outlined above, it is a requirement in order to maintain registration with the AEP that registered students meet with the Student Services Access and Equity Adviser at the specified time to update their status in the program. It is also a good opportunity to bring College staff up to date with any changes to current circumstances. This meeting will ensure that the Student Services Access and Equity Adviser is aware of the current status of the student's needs so that they may put in place processes to receive the best possible opportunity to study effectively at the College.

Request and review the Subject outlines for the teaching period enrolled

Students are advised to review the subject outlines for each subject they enrol in. They should look for any aspects of the subject where they might have difficulty. If they believe any assessment tasks may be difficult to complete due to their need for support, they should discuss any concerns within the first three weeks of the teaching period with their Student Services Access and Equity Adviser.

It is helpful to:

- Chart all the dates and types of assessments on a calendar
- Look at the requirements of the assessments and in class activities
- Familiarise oneself with important College dates
- Meet with key teaching staff in each subject
- Attend all lectures for enrolled subjects

Engaging Students at Endeavour

The following material may assist to provide clarification on some points already covered. Please do not hesitate to contact the local Student Services team if further information or explanation is required.

Access and Equity

Endeavour College of Natural Health, through its policies and processes, as well as its Access and Equity Program, will seek to ensure:

- All students are recruited in an ethical and responsible manner which is consistent with the requirements of the curriculum
- Student selection decisions comply with equal opportunity legislation
- Entry principles are inclusive, rather than exclusive, and courses are designed to maximise students' ability to succeed
- Appropriately qualified staff assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience
- It meets the needs of individuals and the community as a whole through the integration of access and equity guidelines and, within reason in the private tertiary environment, seeks to establish strategies to increase access for people from minority groups
- Principles of social justice are addressed appropriately in all aspects of the course implementation
- Vocational needs of students are taken into account in the program structure where possible in order to provide for appropriate time allocation for practical application of knowledge and skill, maturational factors and (where possible) personal need factors; and
- Endeavour provides a sound base of support for personal and social needs of students including equal opportunity provisions in relation to education and work, study skills, personal development, resource facilities, and access to counselling and specialist services.

What else does Endeavour do to ensure academic success?

Endeavour complies with all legislative requirements and provides a number of services for students with disabilities, mental health or medical conditions or other support needs where these do not represent unreasonable hardship to staff or the business operation of Endeavour.

Additionally Student Services and Academic staff undertake a variety of strategies aimed at Students at Risk to assist with early identification of poor performance and ensure intervention strategies are implemented to assist students who are failing to achieve academic success. Intervention strategies range from primary prevention to tertiary intervention and include orientation/induction through to appropriate referral to Support Services.

Audio recording of classes

On occasion students will be unable to participate fully in learning experiences due to reasons relating to a disability (as defined under the Commonwealth Disability Discrimination Act 1992) or other special need.

Where a need for support exists and the student has registered for the Access and Equity Program, students may request to audio record their lessons. Such a request would be allowed only when it is deemed that to audio record the lesson would not interfere with the operation of the class, and the lecturer and all students in the class agree to this occurring. In such instances, the Head of Department would provide written permission to the student to be allowed to tape record a lesson.

Where a student is enrolled in more than one subject, the above process must occur for each and every subject in which the student is enrolled.

Referral for tutoring assistance

Some students who experience difficulty with study and/or who identify as having a learning difficulty may require additional assistance to successfully complete their subject/s. In such circumstances the lecturer will provide whatever assistance is reasonable and equitable.

If further in-depth assistance is required, the student should contact their local lecturer, Senior Lecturer or Program Leader to discuss tutoring assistance.

Referral for Counselling

Some students who experience difficulty with study and/or who identify as having difficulty may require counselling support to successfully complete their subject/s. In such circumstances the lecturer will provide whatever assistance is reasonable and equitable.

If further support is required, the student may access Endeavour's **Student Assistance Program (SAP)**.

The SAP provides current Endeavour students with support in dealing with life issues which may impact upon their wellbeing and subsequent ability to study, through access to a confidential counseling service available 24hrs / 7 day a week. Included in the program are up to 3 sessions per year (normally 1 hour in duration) at no cost to the student, which can be accessed via a special hotline which has been set up exclusively for all Endeavour students (both domestic and international) - **1800 33 62 07**.

The SAP, provided by AccessSAP, advocates an early intervention model through self-referral or referral by an Endeavour representative to assist students in resolving a broad range of issues before they cause deterioration in study performance, safety or personal well-being. Confidentiality is assured when accessing the program, so students can be confident that their identity and details won't be shared with Endeavour, unless agreed upfront via written consent or in circumstances where counsellors are legally obliged to share details of the session, such as when a student poses a risk to self or others.

A wallet card is available at Student Services. Students can obtain more information about the service from the Student Services Access and Equity Adviser or general information on the SAP provider and their programs by accessing their website <http://www.accessprograms.com.au>.

Thank you for your interest in Endeavour College's Access and Equity Program. If you have any questions about the content or processes outlined in this Handbook, please contact the Student Service Access and Equity Advisers located on each Endeavour campus.

To reach a Student Services Access and Equity Adviser please email accessandequity@endeavour.edu.au. Alternatively, you can lodge a request for assistance via the Student Portal, selecting Student Services Assistance from the drop down menu, visit your campus or phone student services on 1300 462 88.