

PP5.04 Communication Protocol for Supporting Students with Disabilities Policy & Procedure

Policy

This policy outlines the communication protocol for fostering an inclusive learning environment at FireWatch Safety Results Group, ensuring that all students, including those with disabilities or ongoing ill health, are supported to participate in training and assessment. It aims to ensure compliance with the Disability Standards for Education 2005 and the Disability Discrimination Act 1992, enabling equitable access to education and reasonable adjustments to be made in a timely, fair, and effective manner.

Roles and Responsibilities

The Compliance Manager & BDM is responsible for ensuring that this process is followed.

Administration - Ensure that all students are made aware of their rights and the availability of reasonable adjustments at the time of enrolment.

Maintain records of any reasonable adjustments made and the discussions that led to these adjustments.

Ensure that reasonable adjustments do not interfere with the integrity of the training and assessment process.

Work with students and RTO administration to understand the specific reasonable adjustments required and implement them in the training and assessment process.

Provide appropriate support during training and assessment to ensure students can participate equitably.

Disclose any disability or health condition that may require reasonable adjustments in a timely manner. Collaborate with RTO staff to identify and implement adjustments that support participation in training and assessment.

PROCEDURE

Students are encouraged to voluntarily disclose any disability or ongoing ill health, including mental ill health, as early as possible in their engagement with the RTO.

Disclosure is not mandatory, and students will not be penalised for choosing not to disclose.

Early disclosure helps us to ensure that reasonable adjustments (where possible) can be put in place in a timely manner, preventing delays in learning and assessment.

Reasonable adjustments will be identified collaboratively by engaging with the student, trainers, assessors, and relevant stakeholders (such as parents, carers, or associates), to understand the student's individual needs.

Adjustments will be considered based on the nature of the disability or health condition and will ensure that students can participate in training and assessment to the same level as other students.

Adjustments may include, but are not limited to:

- Flexible course activities
- Additional support during training or assessment
- Customisation of resources, presentation mediums, or activities

- Substituting course activities where necessary

Adjustments are only made in a way that does not compromise the integrity of the training product or certification. Will ensure that students are still able to meet industry standards required for certification.

FireWatch Safety Results Group will ensure that adjustments made are appropriate in the context of the workplace and meet the necessary competency requirements for the qualification.

Regular communication will be maintained between the student and FireWatch Safety Results Group staff to ensure that adjustments remain appropriate and effective throughout the student's course.

Where necessary, FireWatch Safety Results Group will revise the adjustments based on feedback or changes to the student's needs.

All disclosures made by students regarding disabilities or ongoing ill health will be treated with confidentiality. Information will only be shared with relevant staff or stakeholders (e.g. trainers, assessors, and support services) on a need-to-know basis and with the student's consent.

Monitoring and Review

The effectiveness of this policy and the communication protocol will be reviewed annually or as needed to ensure that it continues to meet the needs of students and complies with relevant legislation. Feedback from students and staff will be used to make improvements to this process.