Accessibility Service Student Handbook

The Purpose of the Accessibility Service Student Handbook

The purpose of the Accessibility Service Student Handbook is to provide students with information on the scope of support Accessibility Services provides at Macquarie University.

The handbook includes:

- Information on how to contact the Accessibility Team
- Information on frequently asked questions
- The Registration Process to request for reasonable adjustments for in-class supports, learning, in-person and online assessments, examinations, PACE units and placements.
- Information on the various types of Reasonable Adjustments
- Referral points and information about supports available around Macquarie University

To search a specific key word or topics, you can press 'control + f' to search the whole document.

The contents page is hyperlinked to direct to the relevant section by clicking on the topic.

Contents

Acronym Glossary

Acronym	Term
AA	Accessibility Advisor
AS	Accessibility Specialist
ASO	Accessibility Support Officer
AT	Assistive Technology
CDX	The number on the back of the Campus Card needed for swipe access
DDA	Disability Discrimination Act
HPR	Health Practitioners Report
IEAP	Individual Education Access Plan
JP	Justice of Peace
NAATI	National Accreditation Authority for Translators and Interpreters
PAF	Professional Authority Form
SGTA	Small Group Teaching Activity
Spec Con	Special Consideration
Stat Dec	Statuary Declaration
SWB	Student Wellbeing
WHS	Work, Health, and Safety
WWAFP	Withdrawal Without Academic and/or Financial Penalty
UC	Unit Convenor

Part 1 The Accessibility Team

1.1   Who is the Accessibility Service?

The Accessibility Service Team comprises of professional health practitioners and support staff. You can see the responsibility of our team members below.

Accessibility Manager

- Oversees all components of the Accessibility Service
- Provides expert advice to relevant University teams with the view to overcoming access barriers for students who are neurodivergent, has health conditions, disability, and/or carer duties
- Manages the resolution of escalated and/or complex cases

Accessibility Specialists and Advisors

- Assess and provide reasonable adjustments for students
- Communicate with teaching staff and other support staff on individual negotiations requirements for IEAPs
- Develop and provide small group psycho-educational programs
- Provide referral to other university supports

Accessibility Support Officers

- Manage the implementation of IEAP reasonable adjustments
- Maintain and update student data required to implement reasonable adjustments
- Escalate student enquiries needed to more specialised supports

Please note: All staff members are best contacted via email at accessibility@mq.edu.au or the phone on 02 9850 7497 between Monday to Friday 9:00am – 5:00pm AEST/AEDT.

This ensures emails and phone calls are attended to in a timely manner especially when a specific staff member may be on leave.

All services provided by the Accessibility Service are free.

Find out more about the Accessibility Service here.

1.2   Who is the Accessibility Service available to?

Macquarie University is committed to providing an inclusive experience to all students.

The Accessibility Service is available to Macquarie University students who:

- have an ongoing disability, health condition and/or mental health condition
- have a temporary injury
- are neurodivergent
- are carers of people with a disability

Students can contact the Accessibility Service at any time during their studies, however we recommend contacting the Accessibility Service as soon as possible as some services can take some time to put in place.

It is important to note that requests for Formal Exam adjustments will need to be processed by no later than Week 9 of the semester.

Prospective students can also seek advice and assistance in relation to enrolment, planning for their future studies and information about support available within the University and the Accessibility Service.

1.3   How do I reach the Accessibility Service?

The Accessibility Service is open Monday to Friday 9am to 5pm. At peak periods and holiday periods, hours of operation may vary to meet demand.

To make an appointment with the Accessibility Advisor, you will be sent an online booking link via email once your documentation has been reviewed. If you require some assistance with scheduling the appointment, you can visit the Student Wellbeing reception desk located at:

The Australian Hearing Hub (AHH)

Ground Floor, 16 University Ave

Macquarie University, North Ryde NSW 2109

Face-to-face appointments with the Accessibility Advisor will be held at:

The Australian Hearing Hub (AHH)

Ground Floor, 16 University Ave

Macquarie University, North Ryde NSW 2109

If you are enrolled in an online course and are not required to attend any classes on campus, you can make alternative arrangements for an appointment via:

Phone on 02 9850 7497 or Online via Zoom

Please inform staff if you require sign language interpreter for your appointment, or if you will be attending with a support person to ensure appropriate meeting accommodations can be made.

1.4   Accessibility FAQs

Q. Can I register to Accessibility Services before I enrol at MQU?

A. Students must be enrolled into units prior to registering to Accessibility Services as this will inform the Accessibility Advisor completing the initial appointment with you what reasonable adjustments and individual negotiations you may require based on your enrolment.

Students can register regardless of study mode (on campus/online/distance) or study load (part-time/full time).

If you are a prospective student or a support person/family member enquiring about Accessibility Services at Macquarie University, submit an Accessibility Service enquiry form.

Q. How long does my IEAP last? Do I need to renew it every session?

A. Student may be provided with an ongoing IEAP or a temporary IEAP based on the impacts of their health condition/s.

Ongoing IEAPs do not expire and will continue from sessions to session. However, in circumstances where students require alternate arrangements and specific negotiations of assessments, students may be invited to return for a follow-up appointment prior to the commencement of each session to allow timely negotiations to be made with relevant unit convenors.

Temporary IEAPs will have a specific expiry date based on duration in which the health condition is likely to impact the student.

Q. Can temporary IEAPs be renewed?

A. Yes, we understand that at times, recovery from a temporary health condition may be longer than expected. Students have the opportunity to renew a temporary IEAP by providing further independent documentation from the relevant health or medical practitioners to be assessed in a follow-up appointment with an Accessibility Advisor.

Q. Are there any assessments my IEAP reasonable adjustments do not apply to?

A. Some assessments have been designed with Universal Design strategies in mind, which may remove the need for the application of reasonable adjustments. This may include the Unit Convenor developing a test or quiz with extra time applied to all students. Please refer to 2.4 'What is Universal Design?' for more information.

Q.   Are there disability-friendly drop-off locations around campus for students?
A.   Yes, outside 9 Wally's Walk, 8 and 12 Sir Christopher Ondaatje Ave.

Q. I need to reduce my study load because of the impacts of my health condition, am I still eligible for Opal Concession?

A. Students with a disability or health condition, who are only able to undertake a part-time study load may be eligible for an NSW Tertiary Student Concession Opal card.

Detailed information is available on the Travel Concession webpage.

Q. What is the difference between a Planned Extension and Special Consideration?

A. A Planned Extension is a reasonable adjustment recommended based on the impacts of a student's health condition. It allows students to have a pre-determined allowance of extension days based on their needs for written hand-in assessment tasks (does not include formal exams, quizzes, participation, or presentations) by providing the IEAP as evidence. Please note students are required to submit their application for a Planned Extension prior to the original due date of the assessment.

A Special Consideration application is submitted when an unexpected, serious, and unavoidable circumstance occurs. Students are required to submit relevant independent documentation within 5 business days of the due date to be assessed by the Student Services Team.

The Accessibility Service is not involved in the assessment of Special Consideration applications and cannot provide documentation to support the application. Please see refer to the Special Consideration webpage for eligibility requirements.

Note: A Planned Extension application is to be submitted by midnight of the original assessment due date. In comparison, students have up to 5 days after the assessment due date to submit a Special Consideration application as this time is provided for students to obtain independent supporting documentation.

Q. Can I have both?

A. Students can apply for Special Consideration during the period of the planned extension should an unexpected, serious, and unavoidable circumstance occur. Students will be required to provide relevant independent documentation to be assessed by Student Services Team who will determine the additional extension duration based on the circumstances experienced.

Q. Do I need to disclose my health condition or carer's duties to the teaching staff?

A. Students are not required to share the details of their health condition to teaching staff. IEAPs will not be distributed to teaching staff on a per session basis. Teaching staff are only notified of a student requiring reasonable adjustments on a need-to-know basis, often to assist with implementing in-class supports, additional time in assessments or specific individual arrangements in the unit.

Part 2 Registering with Accessibility Service

2.1   How is my privacy and information kept confidential?

⚠ The Accessibility Service is a confidential service.

We understand that students are disclosing personal and often sensitive information and we take privacy and confidentiality very seriously. We are also bound by relevant State and Commonwealth legislation and Macquarie University policy.

Disclosure is a dilemma most students with a disability or health condition face and is one that presents a number of challenges and choices. More information about disclosure and the issues that you might need to consider, are available on the NDCO disclosure website.

What happens to my information?

When you first register with the Accessibility Service, you will be asked to provide consent to allow us to share your information in the following ways:

- Within the Accessibility Service team.
- With other student support staff (i.e. counselling, welfare, faculty support staff).
- With, when necessary, academic staff.

If we need to consult with a third party outside of the University, we will request your consent first.

Who will see my information?

When you register with the Accessibility Service, we will document notes of our meetings and communications with you. We will create an electronic file to store this information.

⚠ Access to this file is limited to the staff of the Accessibility Service.

We may need to consult with other units within the University including:

- Faculty offices
- PACE office
- Other services to ensure the appropriate adjustments and supports are provided to you.

⚠ When we are consulting with these units, we do not disclose the nature of your disability or health condition. We will only discuss the impact of your condition on your academic studies and what reasonable adjustments will be required.

2.2   Who will my IEAP be distributed to?

Adjustments outlined in your IEAP are implemented by various departments within the University.

For this reason, information about your adjustments may be distributed to staff from the following areas:
- Accessibility Service staff, including the Accessibility Support Officers (ASO)
- Faculty Staff, including faculty administration managers
- Academic staff, including unit convenors and tutors
- PACE and/or placement/practicum coordinators
- Support services staff such as study support assistants or live captioning providers
- Exams Department
- Library Conversions Team
- Campus Security

You will also receive a copy of your IEAP via your student email account. This is **your plan** and you may use this plan as an avenue to start conversations with teaching staff if you would like them to know more about your disability and your required adjustments. **Disclosure is a decision made by you!**

Once you have an IEAP, the adjustments continue to be distributed to the relevant areas before the start of each teaching session and throughout your enrolment whilst the plan is active. Upon expiry of the IEAP no further adjustments will be put in place.

Please be aware that information is communicated to academic staff only when adjustments are required.

The Accessibility Service does not notify academic staff of your registration with the AccessibilityService. Students are given the authority to inform people of their personal circumstances of their own accord.

Will you disclose my information without my consent?

There may be occasions when we are legally required to disclose your personal or health information without your consent. These include:

- If the court issues a subpoena.
- If there is a serious and imminent threat to your life, health or safety or that of another person, or if there is a serious threat to public health or safety.
- Where laws, or serious criminal activity, may require mandatory disclosure of information.

You can get more information about the privacy policy from an Accessibility Advisor or the Privacy Officer at MQ via privacyofficer@mq.edu.au.

You can also access the Macquarie University privacy policy online.

2.2   What does the Disability Discrimination Act 1992 cover?

The services we provide are underpinned by the Commonwealth's Disability Discrimination Act 1992 (DDA). The DDA provides protection for everyone in Australia against discrimination based on disability.

<u>One of the areas which the DDA covers is Education</u> – it is illegal for an educational authority (such as Macquarie University) to discriminate against someone because that person has a disability.

The definition of disability in the DDA is as broad as possible. This broad definition means everyone with a disability is protected.

It includes:

- Physical
- Intellectual
- Psychiatric
- Sensory
- Neurological and learning disabilities
- Physical disfigurement
- The presence in the body of disease-causing organisms

Who is protected by DDA?

Within the education sector, the DDA protects people in the following areas:

Admission

- Refusal or failure to accept an application for admission from a person with a disability.
- Accepting a person with a disability as a student on less favourable terms or conditions than others.
- Asking a person with a disability to pay higher fees.

Access

- Denying or limiting access to people with a disability.
- Not allowing a person to attend excursions or join in school sports, delivering lectures in an inaccessible format, inaccessible student common rooms.
- Expelling a person because of a disability.
- Subjecting a person with a disability to any other detriment.

Harassment

- Humiliating comments or actions about a person's disability, such as insults.
- Comments or actions which create a hostile environment.

The DDA covers a disability which people:

- Have now or had in the past (e.g. a past episode of mental illness).
- May have in the future (e.g. a family history of a disability which a person may also develop).
- Are believed to have (e.g. if people think someone has AIDS)

The DDA also covers people with a disability from being discriminated against because:

- They are accompanied by an assistant, sign language interpreter or reader.
- They are accompanied by a registered/trained animal, such as a guide or hearing dog.
- They use equipment or an aid, such as a wheelchair or a hearing aid.

Reprinted with permission from the Australian Human Rights Commission. Visit the Australian Human Rights Commission DDA website for more information.

2.2.1 What are considered Reasonable Adjustments under the DDA?

If a person with a disability meets the essential entry requirements, then educators must make changes or 'reasonable adjustments' if that person needs them to perform essential coursework.

Examples of adjustments may include:

- Modifying educational premises: making ramps, modifying toilets, ensuring that classes are in rooms accessible to the person with a disability.
- Modifying or providing equipment: lowering lab benches, enlarging computer screens, providing specific computer software.
- Changing assessment procedures: allowing for environmental changes in the exam room, i.e. smaller exam room, or allowing additional time for someone else to write an exam for a person with a disability.
- Changing course delivery: providing study notes or research materials in different formats; providing a sign language interpreter for a deaf person.

⚠️ **Important Links**

This handbook should be read in conjunction with the Macquarie University policy and legislation as listed below.

Relevant legislation

- Disability Discrimination Act (1992-as amended 2009)
- Disability Education Standards (2005)
- Privacy and Personal Information Protection Act (1998)
- Health Records and Information Privacy Act (2002)

Macquarie University policies and procedures

- Student Disability support policy
- Accessibility Service: Principles and Procedures
- Accessibility Service Guideline: Assessing Reasonable Adjustments
- Access and Inclusion Plan
- Inherent requirements
- Fitness to practice procedure

2.2.2 NSW Anti-discrimination Act 1977

Services provided by Macquarie University are also subject to the NSW Anti-Discrimination Act (1977). This law prohibits discrimination on the basis of race, including colour, nationality, descent and ethnic, ethno- religious or national origin, sex, including pregnancy and breastfeeding, marital or domestic status, disability, homosexuality, age, transgender status, and carer responsibilities.

Examples of adjustments may include:

- Exam schedules which adhere to cultural or religious observances (e.g. the Sabbath).
- Changing assessment procedures such as allowing unpenalised breaks for students with carer duties.

2.3   What are Inherent Requirements?

All students, including students with a disability or a health condition must meet the inherent requirements of their individual course.

Inherent requirements are the fundamental parts of a course or unit that must be met by all students. They are the core abilities, knowledge, and skills that you need to complete the course.

Students with a disability or health condition can have adjustments made to enable them to meet these requirements. Any adjustments, however, must not fundamentally change the nature of the inherent requirement.

💡 We strongly encourage both prospective and current students to review the available [inherent requirements](#) for your course.

💡 If you are unsure what the inherent requirements are, the Accessibility Service can assist you to navigate these requirements.

In addition, before committing to any course, you are responsible for checking the eligibility criteria for registration with professional registration boards before enrolling.

2.4   What is Universal Design?

Universal Design is when course materials, delivery methods and/or assessments are accessible and usable by all students across the broadest extent possible, without the need for adaptation and specialised design. It facilitates inclusive education to allow students to access, participate and succeed in their education.

Course materials and assessments may be considered universally designed if they meet the Principles of Universal Design including being:

- Equitable
- Flexible
- Low Physical Effort
- Perceptible
- Physically Accessible
- Simple and Intuitive
- Tolerant for Error

Please note that when assessments have incorporated Universal Design techniques, reasonable adjustments are unlikely to be implemented. Please contact your Accessibility Advisor if you have any questions about your reasonable adjustments relating to these types of assessments.

For more information on Universal Design, please refer to the following webpages:

- ADCET Universal Design webpage
- TECHE Universal Design for Learning

2.5   What is the Registration Process to receive an Individual Education Access Plan (IEAP)?

You can register at any time during your studies at Macquarie University. However, it is recommended that you complete the registration as soon as possible to allow the University to implement the required supports.

Supports cannot be implemented retrospectively and in most circumstances, it will take up to 2 weeks to begin receiving adjustments. We suggest that you register at least two weeks prior to the start of session.

Steps to register:

1. Have your Health Practitioner complete a [Health Practitioners Report](#) (PDF download) or appropriate documents (see page 8 for full details).
2. Complete the [registration form](#) (login required). You will be provided a link by the Accessibility Service to arrange an Initial Assessment and confirm any other details.
3. Attend an Initial Assessment in your first appointment
4. Follow any directions given by your Accessibility Advisor and your IEAP.

2.6   Documentation Required for Registration

Before your first appointment, you will be required to provide supporting documentation which verifies your condition from a medical, psychological or other AHPRA recognised professional specialist.

⚠️ We do not accept medical certificates and do require information to name the disability/health condition.

If your medical documentation is insufficient, you may be asked to provide further documentation. It would be helpful if you could have your treating specialist complete the Health Practitioners Report form.

💡 Depending on the nature of your disability/health condition and your current symptoms, updated medical documentation may be requested periodically, typically every twelve months.

What if my documentation is written in a language other than English?

If your documentation is written in a language other than English, you will be required to have your documentation officially translated by a Macquarie University approved translator - NAATI.

💡 You can find NAATI-certified translators for your specific language through their NAATI Online Directory.

2.7   How do I book my first appointment with the Accessibility Service?

Once your registration information has been reviewed by the Accessibility Service, and it has been identified that you have met eligibility requirements, you will be invited to book an appointment through the Accessibility Service Portal via a link sent to your Macquarie University student email.

⚠️ First appointments will not be approved unless a student has submitted a registration form and provided the required supporting documentation.

1. Once on the Accessibility Service Portal, you can book an appointment by selecting 'Request New Appointment'.
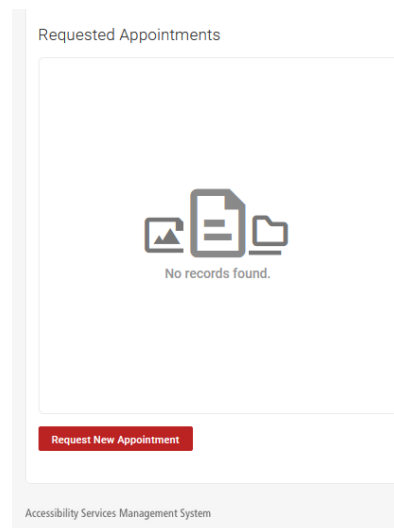
2. To find an available appointment, choose your desired scheduling criteria and select the 'Check Availability' button. This will allow available appointment options to populate to the right of the search filters.

3. Select the appointment most suitable to you, and a confirmation window will appear outlining the appointment details. You can also add notes to the appointment if there are any specific requests, for example – if an Auslan translator is required.

4. After submitting an appointment request, you will be taken back to the main 'Advising Appointments' page. You will need to wait for an appointment approval before the appointment is confirmed.
5. Once the request has been approved by the Accessibility Service, the appointment will move to the 'approve' column.

⚠ You will receive a confirmation each time you submit an appointment request, followed with an additional email notifying you of the status change.

💡 How do I reschedule or cancel my appointment?

You can use the Accessibility Service Portal to review, cancel or reschedule upcoming appointments. To reschedule or cancel, you can select the 3 dots appears on the requested appointment and choose the relevant option.

💡 Need further assistance with booking your appointment?

Please contact the Student Wellbeing Reception Team on 02 9850 7497 between Monday to Friday 9:00am – 5:00pm AEST/AEDT or email wellbeing@mq.edu.au.

2.8   Your First Appointment

Your first appointment with an Accessibility Advisor can take up to one hour, so make sure you've allocated enough time. The longer appointment will allow enough time for the Accessibility Advisor to assess the reasonable adjustments you may require as part of your studies.

For on-campus students, a face-to-face appointment is preferred, however a phone /zoom appointment may also be booked.

Steps to prepare for your First Appointment:

- Check your MQ student email to confirm the appointment date, time and location.
- Allow at least one hour for the first appointment.
- Prepare a quiet and confidential area for the appointment if you are having a phone or Zoom appointment.
- Ensure you have stable phone connection if you are in a phone appointment.
- Check that your phone can accept private numbers as staff members may be calling from phones with private numbers.
- Ensure you have steady internet if you are in a Zoom appointment.
- Think about what units you may enrol in, identify any barriers to study and consider how we may assist you.
- Have a device handy for taking down notes and to access the Accessibility Service Portal.
- Bring along any questions!

 If you are no longer able to attend your appointment, please call Student Wellbeing Reception as soon as possible to reschedule the appointment on 02 9850 7497 between Monday to Friday 9am – 5pm.

2.9   Review of the Individual Education Access Plan

Your Individual Education Access Plan (IEAP) is a legal document. For this reason, the reasonable adjustments on your IEAP will be put in place after the assessment with the Accessibility Assessment Advisor for the foreseeable future.

You may request a review of your IEAP periodically or if your condition has improved or exacerbated.

Your IEAP will be sufficiently flexible to allow for modification when necessary. There are many reasons your IEAP may need to be modified, including:

- Changes to your health status or medications.
- Changes to the way your disability or condition is impacting upon your studies.
- Change of course.
- To accommodate specific unit requirements (i.e. PACE/Clinical placement etc.).
- Your IEAP is due to be reviewed due to an upcoming expiry date.

When changes to your IEAP are needed based on medical grounds, you may be required to provide additional medical documentation.

How do I request a review or update of my IEAP?

1. Log into the Accessibility Service Portal via iLearn.mq.edu.au.
2. Select the 'Accessibility Support Review' link on the right-side column under 'Shortcuts'.
3. Add details of your CDX Number, contact details, documentation, and your written request for a change in the boxes below.

If you do not have additional documentation, please provide a Word document outlining the reason for requesting a review.

* indicates a required field

Additional Adjustment request
Please use this form when in addition to your current Individual Education Access Plan, you require extra support/adjustments. This may occur if you have received a new diagnosis, injury or due to the nature of your study plan for the current session (i.e Overseas Exchange, Prac. Placement). You can also use this form if your IEAP has expired and you are requesting to re-instate your IEAP. Please ensure appropriate documentation is attached for review to assist us in processing your request.

CDX Number
Please enter your CDX number which can be found at the back of your student ID card.

Your Phone Number *
You will be contacted via the details on your eStudent. Please check that these are your most up to date contact details and tick the box below to proceed with your application.
☐

Diagnosis/ Health Condition *
Add...

What has changed for you this session? What support are you requesting? *

Please upload supporting document(s) that relate to your specifc request. *
Add Item

Submit   Save   Cancel

24

2.10   Expiry of the Individual Education Access Plan

⚠ While the IEAP does not need to be updated every semester or year if your symptoms have remained unchanged, there are a few reasons your IEAP may have expired.

Possible reasons include:

- Your previous medical evidence has expired, and you have not provided sufficient up-to-date documentation.
- The medical documentation you have provided is insufficient.
- Your IEAP needs to be reviewed and you have not responded to requests by the Accessibility Service.
- Your IEAP is no longer required as your condition was temporary (ie. A temporary physical injury – broken hand that has since healed).
- You have provided a written request to your Accessibility Advisor to close your IEAP.

In these instances, you will no longer receive any reasonable adjustments and services will be extinguished.

💡 **How do I request a review or update of my IEAP?**

1. Log into the Accessibility Service Portal via iLearn.mq.edu.au.
2. Under 'Shortcuts', select the 'Accessibility Support Review link on the right-side column
3. Add details of your CDX Number, contact details, documentation, and your written request for a review in the boxes below.

* indicates a required field

Additional Adjustment request

Please use this form when in addition to your current Individual Education Access Plan, you require extra support/adjustments. This may occur if you have received a new diagnosis, injury or due to the nature of your study plan for the current session (i.e Overseas Exchange, Prac. Placement). You can also use this form if your IEAP has expired and you are requesting to re-instate your IEAP. Please ensure appropriate documentation is attached for review to assist us in processing your request.

CDX Number
Please enter your CDX number which can be found at the back of your student ID card.

Your Phone Number *
You will be contacted via the details on your eStudent. Please check that these are your most up to date contact details and tick the box below to proceed with your application.
☐

Diagnosis/ Health Condition *
[Add...]

What has changed for you this session?What support are you requesting? *

Please upload supporting document(s) that relate to your specifc request. *
[Add Item]

[Submit] [Save] [Cancel]

2.11   The Assessment Process

The Accessibility Advisor will start by taking you through the assessment process and the purpose of an IEAP.

The Accessibility Advisor will then ask you for information to help determine what support and 'reasonable adjustments' may be appropriate.

Areas of discussion may include:

- Your disability/health condition and associated treatment
- Your current studies
- Your past experiences and any concerns you may have about the university experience.
- The Accessibility Advisor must also consider the academic integrity and inherent requirements of the course when determining reasonable adjustments.

Reasonable adjustments are determined in accordance with the needs of individual students, the course of study and the mode of study.

Once the assessment and registration processes are complete, an Individual Education Access Plan (IEAP) will be developed, and a copy will be sent to your student email. The IEAP will list the reasonable adjustments required to enable you to participate in your studies.

A written record of the assessment interview will be kept in a confidential database.

Part 3 Types of Adjustments

3.1   Planned Extensions

What is a Planned Extension?

A Planned Extension is a pre-approved extension for individual assignments that adjusts for the ongoing impacts of a student's health condition and/or carer role. The duration of the Planned Extension is based on the functional impact assessment conducted during a student's initial appointment with an Accessibility Advisor.

A Planned Extension **can** be used:

- For written, hand-in assessment tasks that are completed by the student independently. These may include essays, reports, reflections, bibliography etc
- Once per assessment per semester (You cannot apply for multiple Planned Extensions for one assessment)
- To encourage students to plan their semester ahead of time and to spread out workload throughout the session

A Planned Extension **cannot** be used for:

- Group assessments
- Presentations or viva assessments
- Quizzes, timed tasks
- Examinations or class-tests
- Class participation (including written online forum posts)
- Late submissions (submissions past midnight of the original assessment due date)

What is the difference between a Planned Extension versus a Special Consideration application?

A Planned Extension is granted based on a student's functional assessment through an IEAP intake appointment. While you submit the Planned Extension via the ask.mq.edu.au 'Special Consideration' application form, you are not required to obtain independent documentation each time. Just simply upload your active IEAP for the application. Students are required to submit their Planned Extension by midnight of the assessment's original due date.

A Special Consideration application is suitable if you experience serious and unavoidable difficulties including an exacerbation of an existing health condition at exam time or when assessment tasks are due. Students are required to submit relevant documentation to prove their circumstances within 5 working days of the original due date of the assessment. Your application for Special Consideration will then be processed by the Student Services Team in conjunction with your Faculty who will determine and advise of the outcome of your application.

To find out more about the Special Consideration application and policy, please visit the webpage.

What does 'Fit to Sit' mean?

For examinations and tests, it is important to remember that the University has a 'Fit to Sit' model, meaning that if you have determined you are not well enough to sit an assessment, it is recommended you do not attempt the examination and/or test. It is then

your responsibility to lodge an application for Special Consideration to notify the university of your circumstances. To find out more about the Fit to Sit policy, see more here.

How do I submit a Planned Extension?

To activate a planned extension adjustment for a specific assignment the student must submit a request via the ask.mq.edu.au Special Consideration application and attach their IEAP as evidence. Students are to choose the 'IEAP adjustments' as the event box.

It is recommended that you apply for a Planned Extension well before the original due date of the assessment task. This is to allow ample time for your application to be processed and for you to plan the completion of the assessment in line with the new due date.

My Planned Extension was rejected, what do I do?

If the Planned Extension application was submitted for an eligible assessment by midnight of the original due date of the assessment and it was rejected, please contact the Accessibility Service via email so we can look into it further for you.

Can I submit both a Planned Extension and Special Consideration application for the same assessment?

Yes, you can. If during the period of your Planned Extension a serious, unavoidable and unexpected circumstance occur, you are able to submit a Special Consideration application to request for a further extension from the faculty.

⚠ Please note, you will require independent documentation from your IEAP if you wish to submit a Special Consideration on top of the approved Planned Extension for the same assessment.

⚠ It is important to note that, if you have already received an approved Special Consideration extension and still require extra time, you cannot then submit a Planned Extension application.

3.2 Examination Provisions

What reasonable adjustments are available to me for formal examinations and in-class tests?

Where a student's health condition and/or carer role impacts on their exams and timed assessments, reasonable adjustments will likely be discussed during your first appointment with an Accessibility Advisor.

Where exam and/or timed assessment reasonable adjustments have been indicated, the IEAP will list these separately:

- 'Formal exam adjustments' refer to adjustments for the formal examinations that occur after the completion of classes in Week 13. This is known as the Formal Examination Period.
- 'In-session test adjustments' refer to timed assessments held during Weeks 1-13, and may include tests, quizzes, and mid-session tests.

Please note that all exam and timed assessment reasonable adjustments are developed in line with learning outcomes and inherent requirement

Depending on the nature of your disability or health condition adjustments may include:

- Changes to the time requirements of the exam
- Assistance in exams including scribes, readers, or computer-use
- Specific venue requirements (ie. Less people in the room, room close to a bathroom)
- Use of specific furniture or equipment (including ergonomic furniture, assistive technology)

Depending on the adjustments contained within your IEAP, you may be required to sign a statutory declaration confirming you are aware of the conditions surrounding specific exam adjustments.

Can I use a computer in my on-campus exams?

Depending on the nature and impact of your disability or health condition, you may be recommended to use a computer or laptop during an exam. This may be to type rather than handwrite your answers, or to engage with assistive technology.

- The IEAP will specify the type of exams (if any) for which you are allowed to use a computer.
- You will be required to sign a statutory declaration confirming you are aware of the conditions surrounding the use of computer equipment during exams.
- If you are required to use your own computer for exams, you may be requested to submit the computer for a security check.
- If you are using a specialised keyboard, you will be required to produce the keyboard for each exam.
- You must allow sufficient time before the exam to connect the keyboard to the computer.
- Please note that computer use may be monitored/recorded throughout exams to ensure academic integrity.

When will I be notified of my exam details and adjustments?

- Formal exam details and adjustments will be sent to your MQ student email address in the last week of Session (i.e. Week 13 of Session 1 or 2). Any errors should be identified and reported to exams@mq.edu.au and please include accessibility@mq.edu.au in the correspondence.

When do I need to register by to receive Formal Examination adjustments?

If you are registering with the Accessibility Service for the first time or need amendments to your existing IEAP, **all IEAP exam adjustments must be finalised prior to Week 9 of the semester.**

- New or amended exam adjustments issued after these timeframes will require you to sit a supplementary exam so that the updated adjustments can be implemented.
- Any changes to exam adjustments must be supported by medical evidence.
- Your Accessibility Advisor can assist you to complete the application to sit the deferred exam(s) in order to receive your new IEAP adjustments

What are my responsibilities with Examinations?

1. When you receive your IEAP:
    - If any exam adjustments are listed on your IEAP, you need to read more about each adjustment and what is involved by referring to the IEAP Glossary of Terms.
    - Please be aware that if you are allocated exam provisions as an adjustment **you will likely not be sitting your exams in the exam room with your class peers** but may be allocated specialised supervision in an alternative room/area to accommodate the provisions.
    - If you have been informed you that you need to complete a Statutory Declaration in order to receive your exam adjustments, please follow the instructions prior to the commencement of the exam.

2. Before exams:
    - For formal exams, check the final exam timetable to confirm exam details. Use this as a guide to timetable for your exams. Note that you will receive your individual exam timetable via your student email in Week 13.
    - Dependent on your exam adjustments your exam time/day may be different to that of your peers in the same unit. Email accessibility@mq.edu.au immediately if any information is incorrect.

3. Exam day:
    - **Do not sit an exam unless you are well enough to do so**. If you are unwell on the day of an exam, you should not attempt it.
    - You will need to supply appropriate medical documentation if this is the case. See fit to sit clause within the Special consideration policy.
    - Inform the accessibility@mq.edu.au if you are unable to sit an in-class test ASAP.
    - Inform the Exam department if you are unable to sit a formal end of session exam via exams@mq.edu.au.

- If it is a formal end-of-session exam, you will need to lodge an application for a Special consideration and request a supplementary exam.
- If you are unwell on the day of a deferred exam, you will need to lodge an application for Special Consideration**. Please note that failure to sit a supplementary exam may result in a referral for withdrawal.**
- Before you start the exam paper, read over the adjustments listed. **You must confirm all adjustments have been implemented prior to starting the exam.**
- Do not start the exam until all adjustments are implemented.
- If there are any issues during the exam (e.g., if you suddenly become unwell), ask the exam supervisor to make note of this in the supervisor's report.
- You will need to lodge a Special Consideration application within 5 days of the exam to qualify for a supplementary exam/remedy.

3.2.1 In-class Tests On-Campus & Online

Throughout session, you will be notified in advance of timed assessments or exams where reasonable adjustments are applicable. A notification for each applicable assessment will be sent to your student email account.

- For in-semester exams/tests, the relevant Accessibility Support Officer for your faculty will confirm your IEAP adjustments for an upcoming test at least five (5) working days prior to the test. Contact accessibility@mq.edu.au if you have not heard from them at this point.

⚠ Time assessments notifications will be sent at least five business days prior to the assessment. It will contain the details with the time, date and adjustments required for the assessment. Contact accessibility@mq.edu.au if you have not received an email by this point.

⚠ Please ensure you reply to all communication from the Accessibility Service to confirm your attendance to invigilated assessments.

3.3   Practical Assessment Adjustments

Practical assessments are assessable tasks such as VIVAs, labs, and clinical simulations which have more practical elements beyond written answers. All practical test and exam adjustments will require individual negotiation on a session-by-session basis in order to ensure alignment with learning outcomes and inherent requirements.

Students who have a Practical Assessment Adjustment on their IEAP are required to contact the Accessibility Service as soon as possible within the teaching session/term if they would like reasonable adjustments applied to their practical assessments. This is to allow time for the adjustment to be negotiated with the Unit Convenor.

The IEAP Practical Assessment Adjustment will direct students to submit their request via the Accessibility Service Portal each session the adjustment is needed.

This will allow you to discuss the nature of the practical assessment task with the Accessibility Advisor each semester and for individual negotiations to be made between the Accessibility Service and the Unit Convenor.

⚠ **Please note:** The Accessibility Service may propose practical assessment adjustments based on your health condition and/or disability however it is the Unit Convenor who determines whether the proposed adjustment is aligned with the learning outcomes and inherent requirements of the unit.

3.4   Alternative Arrangements

An alternate assessment arrangement is an opportunity for specific individual negotiations to be made with the Unit Convenor to determine if specific arrangements could be put in place while meeting learning outcomes and inherent requirements of the assessment and unit. The specifics of the alterantive assessment arrangement may be negotiated separately from the IEAP.

Alternate assessment arrangements may include:

- Assignment task arrangement
- Attendance (in-person and online)
- Group Work
- In-Class Assessments
- Participation (in-class and online)
- Presentations

Where a student may require an Alternative Assessment, you are encouraged to contact the Accessibility Service as soon as possible at the beginning of the study session or term via the Accessibility Service Portal and submit a 'Request to Implement a Reasonable Adjustment/Request to Change IEAP'.

⚠ Note: Alternate Assessment Arrangements are subject to documented identified learning outcomes and/or inherent requirements of the unit of study. This will be assessed by the Unit Convenor of the subject the alternate assessment arrangements are negotiated for.

3.5   Assistive Technology

Students at Macquarie University have access to a range of free Assistive Technologies that can assist to overcome the impact of a health condition, and/or carer role, on study tasks.

Assistive Technologies, also known as AT, include any device, instrument, tool, or software that improves functioning and independence which will ultimately promote wellbeing.

AT can assist students to overcome the functional impacts of a range of health conditions and circumstances including:

- Reading and writing difficulties due to Specific Learning Disability and Dyslexia, or conditions that reduce concentration such as ADHD or Chronic Fatigue Syndrome
- Auditory processing difficulties
- Writing and/or typing difficulties due to physical and/or coordination conditions such as dyspraxia, limited hand function, physical fatigue, and back pain

The Accessibility Service has trialled a range of AT that are freely available to Macquarie students and have been endorsed by fellow students through our Wellbeing Skillshops program.

For more information on freely available AT for Macquarie students, visit the Assistive Technology webpage.

If you would like to learn more about AT for note-taking, reading, and writing then you can register for the Accessibility Insight Skillshop.

If you are a student with more complex AT requirements due to the impact of your health condition, such as low vision or low hearing, then you can register with the Accessibility Service.

3.6   Equipment Loan

We maintain a limited pool of specialised equipment and software for loan by students registered with the Accessibility Service including:

- FM System
- Lockers
- Pearl Camera
- Scooter Loan

At the end of the loan period, you must return the equipment and software to the Accessibility Service on the campus.

If the equipment or software is lost or stolen, you must report the incident to campus Safety and Security and the Accessibility Service.

3.6.1 Scooter Orientation

Students are required to sign a loan agreement and complete a Scooter Orientation with an Accessibility Advisor to ensure all safety measures are discussed, demonstrated, and practised.

Scooter Safety Guidelines

According to the Australian Road Rules, whilst using the mobility scooter, you are classified as a pedestrian.

Do:
- Plan your route.
- Give yourself plenty of room to stop- the equivalent of 2 scooter lengths at least.
- Stick to footpaths where possible. If it is not possible, travel on the road, staying close to the kerb and facing oncoming traffic.
- Only cross the road at pedestrian crossings.
- Always use the lights, if travelling in the dark.
- Always wear glasses/contact lenses if you need them when operating the scooter.
- Always approach any lip in the pavements front on. Please note that the scooter's maximum obstacle climbing ability is 5cm.
- Make sure other pedestrians and motorists can see you by using the lights.
- Travel slowly and carefully over uneven surfaces.
- Only use the scooter at its lowest speed in lifts and when indoors.

Do not:
- Use the scooter under the influence of alcohol or non-prescription drugs.
- Use the scooter if you take prescription medications which cause drowsiness/ impair your ability to use machinery.
- Exceed 10 km/h.
- Use a mobile phone, laptop, walkie talkie or other radio transmitter while operating the scooter.
- Use the scooter outside of the campus grounds or Macquarie Shopping Centre unless you have gained permission from an Accessibility Service staff member at Student Wellbeing for further discussion.
- Fill the basket with loads over 6kgs.
- Carry any other people on your scooter. It is designed to carry one person only.
- Use the scooter on unpaved surfaces (eg. Gravel, grass etc.)

3.7   Study Support Assistance

A study support assistant is a person employed by the Accessibility Service to assist students with a disability who, for various reasons, are unable to physically complete academic tasks that are essential to meeting their academic requirements.

Study support assistants may be required to attend timetabled classes in science labs, clinical labs or computer labs and provide out of class assistance where appropriate in the campus library or other venues on campus.

Study support assistants may be available to work with students participating in fieldwork, however this required written approval from the Accessibility Advisor. The Accessibility Service does not provide any personal care assistance or transport to and from the University. The practical support assistant must work within the principles of academic integrity and WHS.

In-class support for classes which have physical task demands which may include:

- lifting, carrying, and manipulating equipment and items
- set up and use items/equipment/material
- scribing assistance with worksheets in class
- physical assistance at workstation, computer set up and operation where there is difficulty with aids and equipment, in line with WHS requirements.

In-class support for practical classes (lab based/practical/clinical), which may include:

- physical assistance to safely set up a lab activity and use lab equipment
- scribing support for lab book entries

Guided assistance for University activities held outside of the classroom environment may include:

- verbalising observations
- reading out loud written material of relevance, e.g., safety management plans

Teaching staff will be contacted by Accessibility Service staff to discuss the details.

⚠ Note: Support needs to be determined at the commencement of each session. Student to request this adjustment by contacting the Accessibility Service at the beginning of each teaching study Session/Term via the Accessibility Service Portal and submitting a 'Request to Implement a Reasonable Adjustment/Request to Change IEAP' form.

⚠ Note: Macquarie University is a 'no-lift' of person/s campus. This means that if a student requires manual-handling or personal care, this will not be the responsibility of the study support assistant.

Your responsibilities when working with a Study Support Assistant:

- Read the **'**Working with a Study Support Assistant fact sheet'.
- Respond to the initial email from your practical support assistant to organise a mutually convenient time to meet on campus (where applicable).
- At the first meeting, read through their position description and negotiate the day, time, location and length of future sessions.
- Become familiar with the duties your practical support assistant is authorised to do (listed in their position description). Do not ask your practical support assistant to perform any duties that are not listed in their position description.
- Remember, you need to give the practical support assistant clear and specific directions to complete required tasks.
- Contact your Accessibility Advisor if any issues arise.

3.8   Building and Campus Access

Students with accessible room or parking requirements may be provided with building and/or campus access as a reasonable adjustment on their IEAP.

Building and/or campus access may include:

- Boom Gate access
- Temporary Parking Permit
- Building access (including level access with no stairs and wheelchair accessible rooms)
- Lift Swipe access
- Q Room access

⚠ **Note:** Students are to check the accessibility of the classroom when registering in classes. This information is available on the MQU Room Profile page.

Students are encouraged to contact the Timetable Team if they have identified that their registered class is not in an accessible room. The Timetable Team can assist to relocate to a more suitable room on campus. Students can contact the Timetable Team via timetable@mq.edu.au

⚠ **Note:** for boom gate and swipe access including lift wipe and Q room access, students will be required to have a valid campus card with a CDX number.

Students requesting their first campus card will be required to complete the following:

1. Log in to the CaptureMe website.
2. Enter your personal details (your name, student ID and email address).
3. The University's secure servers will verify your enrolment.
4. Once verified, use the CaptureMe system to upload your own photo.
5. Once received, you will receive an email from CaptureMe to inform the status of your request.
6. If approved, your card will be posted to the Australian address you provided in eStudent.
7. If declined, please retake another photo that meets the photo requirements on CaptureMe.

⚠ **Please allow three weeks for delivery by post once your photo has been approved.**

For more information on the CaptureMe process and photo requirements, please refer to the Service Connect Campus Card webpage.

3.9   In-Class Support

Where your health condition and/or disability may impact on your tutorials and classes, reasonable adjustments are listed within the IEAP to help minimise these impacts.

In-class adjustments may be required for:

- Clarification of content
- Auditory content enhancement
- Breaks
- Distressing content modification
- Participation
- Presentation
- Seating in the classroom
- Couse Materials
- Registered Service Animal
- Integration of Support Person

⚠ Where adjustments are needed for science labs, you may be requested to complete an additional Workplace Health and Safety (WHS) assessment. Be aware that all students are required to comply with WHS policies. If you are working in labs, using chemicals or lab equipment, you must exercise a duty of care and inform the Unit Convenor of any risks to your own health and safety and any risks to others. This should occur prior to classes commencing.

3.10   Library Support

3.10.1   Alternative Format / Converted Materials

The IEAP may include, where appropriate, a request for some or all of the course related material to be converted into accessible alternative formats. This may include, but is not limited to:

- Large print and specific font types
- Accessible electronic texts
- Braille

Please note that conversion of textbooks and reading may take several weeks, and students are encouraged to update their Accessibility Advisor well in advance of session beginning. Texts will be converted progressively throughout session into your preferred format.

Please be aware that only 'Require Readings and Required Textbooks' will be made available in alternative formats. Students are encouraged to peruse the library reserve, alternative formats of books, publications etc may be readily available. See the Macquarie University Library webpage for details.

What are my responsibilities when receiving alternate formatted documents and/or converted materials?

- If you have any issues receiving the alternative formats listed on your IEAP, contact your Accessibility Advisor as soon as possible as conversion can take several weeks to complete
- If you do withdraw or change a unit, please inform your Accessibility Advisor as soon as possible.

3.11   **Notetaking & Transcription Services**

3.11.1 Notetaking

If your disability and/or health condition significantly impacts on your ability to produce your own notes during lectures or other classes, your Accessibility Advisor may recommend a notetaker. Notetakers may be a peer, student or casual staff employed by the Accessibility Service to attend their timetabled classes and provide a copy of their notes.

Your IEAP will state whether the notetaker is for lectures, online lectures, tutorials, seminars, practical classes, labs, field trips or all classes.

⚠ It is important to note:

- You are still expected to attend all scheduled classes.
- Notes that you receive are not intended to be a verbatim or comprehensive transcript of lectures, seminars, or tutorials, but are designed to be a reasonable summary of the main points of the class.
- It is assumed that you will have done the appropriate preparation for the class, attend the class and bring anappropriate level of understanding to the notes provided.
- The note taker is required to upload an electronic copy of the class notes to the Access Notetaker Network within 48 working hours (excluding weekends) after the finish of the class.
- Notes will not be provided prior to the time of registration with the service. Students requiring this type of support are encouraged to register with the Accessibility Service prior to the beginning of the semester.
- Please be aware that it may 2-4 weeks to train and recruit note takers for your classes.

What if I am dissatisfied with the quality of my notes?

- You are required to check your notes on iLearn regularly. Your use of the allocated services/adjustments aremonitored regularly. If services are not used on a regular basis the support services will be ceased.

- If you are dissatisfied with the quality, presentation, or content of the notes you receive contact the Accessibility Service via accessibility@mq.edu.au, and we will investigate the issue. In the case where the quality of the notes is the issue, we will review the notes provided and request feedback from relevant staff.

- The Accessibility Service will take appropriate action to resolve the problem and you will be informed via your student email of the outcome of the issues raised.

⚠ If you don't contact the Accessibility Service within five working days from the time the notes are uploaded to Access Notetaker Network, it will be assumed that the notes are satisfactory and continue with the allocated support.

3.11.2 Transcription

Automated Speech Recognition (ASR)

All students have access to the automated speech recognition (ASR) transcripts for all lectures on the echo360 platform. This includes Zoom lectures that also have an auto-captioning function. If your lecture is not ASR activated then you can submit a OneHelp ticket to request ASR to be activated for your unit.

For more information on how to use the echo360 platform, please refer to the Lecture Recordings webpage.

⚠️ Note: ASR is about 90% accurate, it should not be used as a substitute for notetaking.

Transcription Services

Specific transcription services are provided to students who may be Deaf or Hard of Hearing and cannot otherwise access lectures/online video content.

Audio files are sent to a transcription service where a verbatim record of the information is provided in a written format.

At times, when a video is embedded into the iLearn page, it can be downloaded to be sent for transcription services too.

⚠️ Please ensure you notify your Accessibility Advisor if there is any other information or materials on iLearn that require transcription.

⚠️ Transcripts will only be made available for classes you are enrolled in. If you are attending a class outside of your timetable, please seek approval from the Unit Convenor and notify Accessibility Services at accessibility@mq.edu.au

What are my responsibilities when receiving transcripts?

- You are expected to attend all scheduled classes.

- Transcripts are the verbatim record of what was stated in the class/or on the recording.

- No editing will be done to your transcription – it is assumed that students will review the transcripts and develop independent notes from the information.

- Transcripts are provided by an external service and are generally uploaded as an electronic copy or emails to you directly within 72 working hours (excluding weekends and public holidays) after the class has ended.

- Transcripts will NOT be provided retrospectively of the time you register with the service. Students who require transcription support are encouraged to contact Accessibility Services prior to the commencement of the session to ensure transcription will be available as needed.

- Check the uploaded transcriptions regularly. Transcriptions are provided to assist you with your coursework and assessments throughout the 13-week semester.
- Failure to use the service may result in the service being extinguished and the adjustment removed from your IEAP.

3.11.3 Live-Captioning

Live-captioning services are provided to students who are Deaf or Hard of Hearing that cannot otherwise access to live classes.

Highly trained captioners and stenographers listen to the live audio stream and re-speak or type what they hear (including punctuation and grammar) into text which is then streamed over the internet and available directly to your laptop/tablet. Students are also sent a copy of the written transcripts after the class.

⚠ Live-captioning will only be made available for classes you are enrolled in. If you are attending a class outside of your timetable, please seek approval from the Unit Convenor and notify Accessibility Services at accessibility@mq.edu.au

What are my responsibilities when using live-captioning?

- Read the Working with a Live-Captioner factsheet.

- You are still expected to attend all scheduled classes.

- Live-captioning is provided for the units for which you enrol in via eStudent.

- If you are attending a class outside of the enrolled timetable you will need to seek approval from the Unit Convenor and inform the Accessibility Team via accessibility@mq.edu.au

- Students are required to log in to the live-captioning services as per the instructions sent to them at the start of the semester and in the guide to 'working with live-captioner'.

- Live-captioners record the verbatim information of the streamed audio file provided. It is assumed that students will review the transcripts and develop one's own study notes from the information.

- Live-captioning cannot be provided retrospectively of the time you register with the service. Students requiring this type of support are encouraged to register with the Accessibility Service prior to the beginning of the semester.

- Please inform your Accessibility Advisor if additional information appears on your iLearn site that requires captioning.

- Use the service regularly. Failure to use the service may result in the service being extinguished and an appointment will need to be made to arrange an alternative adjustment.

3.11.4 Australian Sign Language Interpreting (Auslan)

Australian Sign Language (Auslan) interpreting will be made available wherever appropriate. Students who are Deaf and require a professional Auslan interpreter for the following situations:

- In lectures, classes, tutorials, workshops, seminars, or laboratory sessions
- In an interview or consultation, on a one-to-one basis with teaching staff
- During practicum or field trips
- Group work activities related to an assessment task

There may be other University activities or opportunities for which you required Auslan Interpreters. Please discuss such requests with your Accessibility Advisor.

To ensure Auslan interpreters can be booked, you must register in tutorials/lectures and send your timetable to accessibility@mq.edu.au before the teaching session starts.

The role of the interpreter is to facilitate communication between Deaf students and their lectures, tutors, and peers. The Accessibility Service will provide training and information to the University staff on working with an interpreter. Unit Coordinators are encouraged to provide relevant materials to Auslan interpreters at least 24 hours in advance of the scheduled lecture to allow for preparation. The Accessibility Service will liaise with academics to encourage universal design in the planning of their teaching material.

Auslan interpreters are not normally provided for written exams, as flash cards may be used as an alternative.

What are my responsibilities when working with an interpreter?

- Read the Working with an Auslan interpreter
- Provide your timetable to accessibility@mq.edu.au as soon as possible, please ensure this is done at least 2 weeks before sessions commences
- If you are unable to attend your class, inform accessibility@mq.edu.au as soon as possible, preferably at least 24 hour before the scheduled class
- You need to arrive to class on time. Please ensure you inform the service if you are running late.
- Interpreters are only required to wait 30 mins for you to arrive if you are running late. The interpreter is free to leave if you do not arrive within this time.
- Position yourself with a clear line-of-sight to both the interpreter and academic staff member.
- If you are required to deliver a presentation, provide your interpreter with a copy of your presentation in advance, to enable them to prepare and do justice to your assessment.
- Inform the Accessibility Service if there is any content for your unit that you are unable to access
- Inform your Accessibility Advisor of any issues that arise from using the service

3.12 Skillshops

Is there further support to enhance my wellbeing and develop my skills?

The Accessibility Service run weekly Skillshops in the teaching weeks of Session 1 and Session 2.

Our Skillshops:

- support students through the undergraduate lifecycle
- are run during Session Weeks only (we pause during the mid-Session break)
- are available on-campus and via Zoom

We are tailoring our programs to three specific groups:

- Autism Spectrum Disorder (ASD): ASPIRE Weekly Small Group Skillshops
- Attention Deficit [Hyperactivity] Disorder (AD[H]D): FOCUS Weekly Small Group Skillshops
- Specific Learning Disability (SLD): INSIGHT Weekly Drop-In Group

Aspire

Students who identify with being on the Autism Spectrum can experience characteristics that disrupt learning. The Aspire Skillshops support students to adapt to university life and achieve personal and academic goals. With a focus on skill development, students will:

- access key information about the university environment and processes
- learn how to manage their time, health, and study, and
- practice effective communication strategies with their peers

Focus

Students with Attention Deficit [Hyperactivity] Disorder (AD[H]D) report that despite strong conceptual and creative skills, they can experience great difficulty paying attention, controlling impulsive behaviours and maintaining focus on study tasks. The Focus Skillshops assist students to:

- develop strong time-management study skills
- implement realistic weekly planning, and
- practice reflection to prioritise wellbeing

Insight

Many university students with Specific Learning Disability (SLD) "go under the radar" as they work out ways to navigate their learning challenges. In a University environment, the emphasis on extended note-taking, heavy reading loads and written assessments can be stressful to manage. Students who identify as living with SLD can attend the weekly small group 'drop in' session which will assist students to:

- trouble-shoot access challenges for notetaking, reading & writing
- trial and practice Assistive Technology solutions
- discuss ways to prioritise and maintain wellbeing

To be directed to the Wellbeing Skillshops iLearn page, register for Wellbeing Skillshops.

3.13 Timetable Considerations

Students with a timetable consideration can contact the Timetables Team directly via timetables@mq.edu.au if the room is not accessible.

An example of this is if a student is required to have ground-level access, or if a student required a room that is wheel-chair accessible.

You can check if the room your class will be in meets your accessibility needs by searching on the timetables website, and selecting the classroom you are in.

However, adjustments to timetables can only be implemented as reasonably practicable (ie. When a class is available at an alternate appropriate timeslot and the allocation of a student aligns with WHS principles).

Is early class registration a reasonable adjustment for timetable considerations?

No, all students with active IEAPs will be provided with the opportunity to register into classes with the first available cohort. You do not need to have the timetable consideration adjustment on your IEAP to be able to register on the first day.

How will I know when the early class registration date will be?

You will be sent an email to your Macquarie student email notifying you when this date will be prior to the commencement of each session.

If you experience difficulties with class registration via eStudent, please contact Service Connect.

Part 4 Workplace Integrated Learning Adjustment Plans – Reasonable Adjustments While on Placement/PACE

Students who have placements, fieldtrips and PACE embedded into their program may be eligible to have a Workplace Integrated Learning Adjustment Plan (WILAP).

What adjustments are available to me if I need to go on placements, PACE and/or fieldtrips?

Some WILAP reasonable adjustments may include:

- A placement within a reasonable distance from the student's home
- Amended hours or duration of placement
- Break day/s
- Access to specific technology for learning and/or carrying out tasks
- Alternate assessment requirements

⚠ Note: WILAP adjustments are developed for the upcoming placement, fieldtrip, or PACE only and will require review for future placement, fieldtrip or PACE experiences. This is to ensure WILAP adjustments are tailored to the needs of the students in context of the specific future placement, fieldtrip, or PACE experiences.

⚠ Note: Accessibility Services is unable to determine whether specific reasonable adjustments are plausible in each workplace environment. The WILAP is a proposal sent to your placement coordinator, fieldtrip coordinator, PACE organiser and/or clinical supervisor to be determined whether this meets inherent requirements, and fitness to practice needs of the course.

💡 Students are responsible of reaching out to the Accessibility Service prior to the commencement of the session where a placement, fieldtrip or PACE is scheduled will occur to develop a WILAP with an Accessibility Advisor.

Part 5 Feedback and Complaints

5.1   How do I raise concerns to the Accessibility Service?

We provide opportunities for you to address any matter of concern regarding the Accessibility Service. The Accessibility Service is committed to continuously improving.

If you have any feedback or suggestions on how we can improve our service, we welcome your input. You can provide us with feedback via accessibility@mq.edu.au.

5.2   How do I Submit a Complaint?

The University has a complaint handling and resolution policy and a number of ways in which you can make a formal complaint. For more information about the policy and the complaints process see the Complaints Resolution website.

If you would like to make a complaint relating to the service or assistance you have received from the Accessibility Service, or within the University, you are invited to contact us so that we can talk through your concerns in the first instance. You can contact your Accessibility Advisor or if you do not feel comfortable with this you can contact the Manager – Accessibility, to discuss your concerns.

If you do not feel that your grievances have been resolved, you may submit a formal complaint via the complaints website.

If you feel that you have experienced discrimination you also have the option to make a complaint through the Human Rights Commission. You can find more information about making a complaint through the Human Rights Commission website.

There are also legal services which provide free specialist advice about disability discrimination. Find out more on the Community Legal Centre website.

Part 6 Managing Your Study / Getting Organised

It is recommended that students reach out to Accessibility Services as early as possible to allow time for adjustments to be put in place. We encourage students to be organised prior to the commencement of the session, so that once classes begin, you can focus on your study and learning materials.

6.1   How do I Set Up my Student Email Account?

While studying at Macquarie University, students are expected to communicate to staff using their student email. It is essential to set up the email address and check it regularly for announcements from the University, your academic staff, and updates from the Accessibility Team on your supports throughout the semester.

If you are a new student, after you have completed your first time login process to set up your OneID password, your student email address will be shown to you at the very last step.

If you have forgotten your student email address, you can find it from the 'Contact Details' section within your eStudent.

You can forward your MQ student emails to your personal email. It is an easier method to have all your important emails in one location. For more information on this, please visit the link here.

6.2   Where can I access the Accessibility Portal?

You will need to access the Accessibility Portal to see your latest IEAP or request an appointment to discuss updating changes on your IEAP.

To access the Accessibility Portal, use the following steps:

1. Log into your iLearn account at iLearn.mq.edu.au.
2. On the top panel of the page, select 'Student Services'

3. Under 'Student Services', click on 'Accessibility Service Portal'.

4. Log in with your One ID and password.
5. You will reach the Accessibility Service Portal.

6.3 How do I enrol into units?

Students are encouraged to enrol as early as possible to allow the Accessibility Team maximal time to prepare in-class adjustments as needed.

Students with IEAP adjustments for timetable considerations can enrol at an earlier date. To see the latest enrolment and class registration dates, please refer to the [Enrolment Dates webpage.](#)

To receive help with the enrolment process, contact [Service Connect](#).

6.4   What units should I enrol in?

Accessibility Service staff members are unable to advise students on which units they should enrol in nor provide any academic advice. The best team to speak with about which units you should study is your faculty.

You can contact a Course Advisor to discuss:

- Unit suggestions
- Course advice
- Academic progression
- Course Transfer questions

For advice on your degree and units, contact Service Connect.

Part 7 Information and Resources

7.1   Referral Points

IT Service Desk Tech Bar– for technical difficulties and resetting One ID passwords

In person – Ground Level, 18 Wally's Walk, Macquarie University, North Ryde 2109

Phone – (02) 9850 4357

Email – help@mq.edu.au

OneHelp - here

Library – for research enquiries, finding resources, joining online and in-person learning workshops

In person – 16 Macquarie Walk, Macquarie University, North Ryde NSW 2109

Phone – (02) 9850

Online Chat - here

Scholarships Team – for scholarship enquiries including applications for students facing financial hardship, in recognition of academic excellence, sporting achievement and outstanding character

Domestic Scholarship

Phone – (02) 9850 7337

Email – csap@mq.edu.au

International Scholarship

Phone – (02) 9850 6248

Email – scholarships@mq.edu.au

Student Advocacy – for academic appeals, grade appeals, applications, complaints and University policies and procedures

Care Report - here

Service Connect – for administration and enrolment questions

In person – Ground Floor, 18 Wally's Walk, Macquarie University, North Ryde 2109

Phone - (02) 9850 6410

Online Chat - [here](#)

Ask.mq.edu.au

Student Wellbeing – for wellbeing, counselling, welfare, and accessibility services

In person – Ground Floor, Australian Hearing Hub (AHH), 16 University Ave, Macquarie University, North Ryde NSW 2109

Phone – (02) 9850 7497, After Hours – 1800 CARE MQ (1800 2273 67)

Email – wellbeing@mq.edu.au

Care Report – [here](#)

7.2   Learning supports available at Macquarie University

How do I find additional supports at Macquarie University?

There are many avenues for support at Macquarie University ranging from academic writing, study skill development, employment, and social/cultural/international supports.
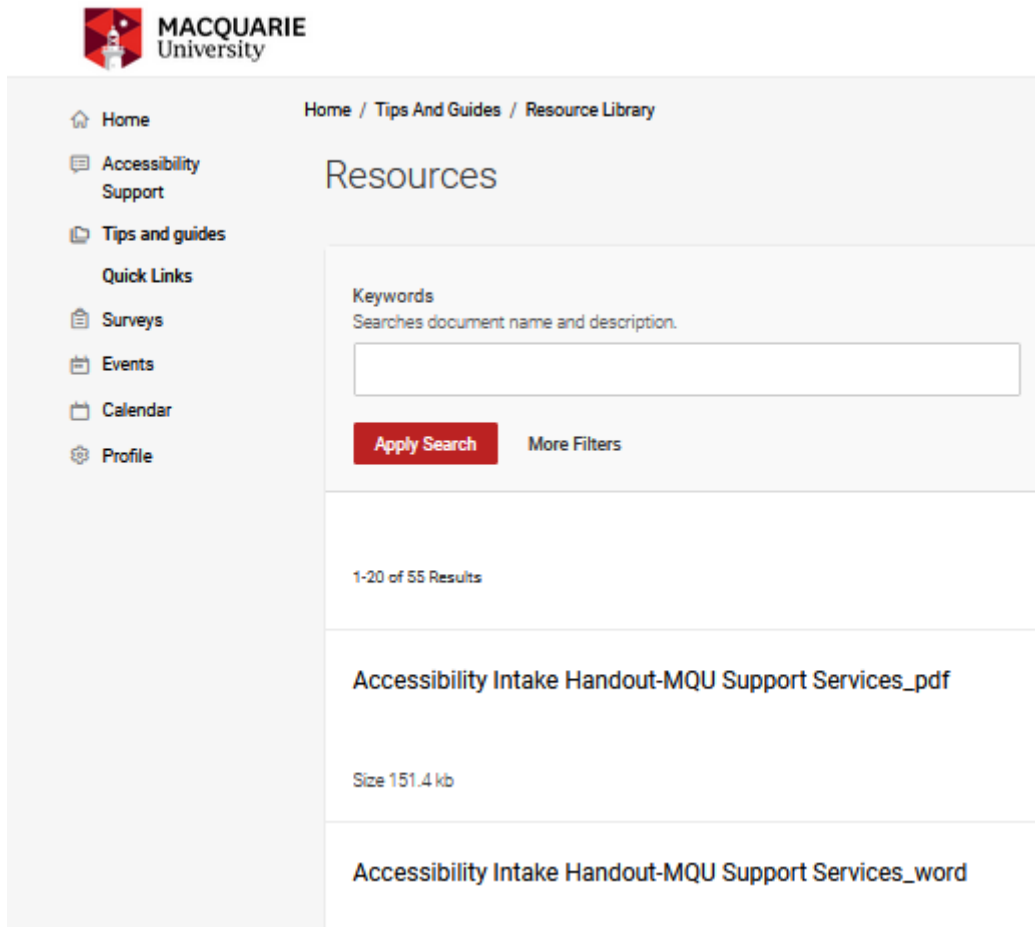
You can find the Overview of MQU Supports Handout by:

1. Log into the Accessibility Service Portal via ilearn.mq.edu.au
2. Under 'Shortcuts' select 'Tips and guides'

3. Select 'Accessibility Intake Handout – MQU Support Services'

Part 8 Resources / Handouts

8.1   Appendix A: Session Planner

Wk	Mon	Unit code: title	Unit code: title	Unit code: title	Unit code: title
1					
2					
3					
4					
		CENSUS DATE:			
5					
6					
Bk					
Bk					
7					
		Last date to withdraw without academic penalty:			
8					
9					
10					
11					
12					
13					
Exams					
		Exam results release date:			

ACCESSIBILITY
SERVICE

ROUGH WEEKLY OVERVIEW PLANNER (with lines)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							