

Accessibility Service: Student Handbook

The purpose of the Accessibility Service: Student Handbook is to provide students who are [registered](#) with the Accessibility Service with information to make requests for reasonable adjustments and interact productively and proactively with the Accessibility Service.

The handbook includes:

- using Access to implement services and requests
- information about contacting Accessibility Service staff
- information answering frequently asked questions
- details on procedures for requesting reasonable adjustments for inclusive learning, assessment and examinations including course placements & internships.
- tips for managing your study with the impacts of a disability / health condition

The handbook is **not** intended to be a substitution for appointments or communication with your Accessibility Consultant (AC). Rather, it is a handy collection of practical information to build your confidence and knowledge of how to make requests, address disability related study matters and assist you with how to access the Accessibility Service usefully to best meet your needs.



TIP: If you are using an electronic version of this manual, an easy way to search for what you are looking for is to use the “Find” function on your computer/laptop.

Keyboard shortcut: Hold the “Control” and “F” keys at the same time.

A search window will appear into which you can type keyword/s e.g. ‘notetaking’, ‘travel concession’, ‘extension’.



TIP: The Table of Contents is hyperlinked so that you can easily navigate to the relevant page/s.

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Glossary

ALO	Academic Liaison Officer (Link)
AC	Accessibility Consultant (Link)
MSA	My Student Administration (Link)
SNDS	Student Notetaker Direct Services (Link)
SSU	Student Services Unit (Link)

PART 1: About the Accessibility Service

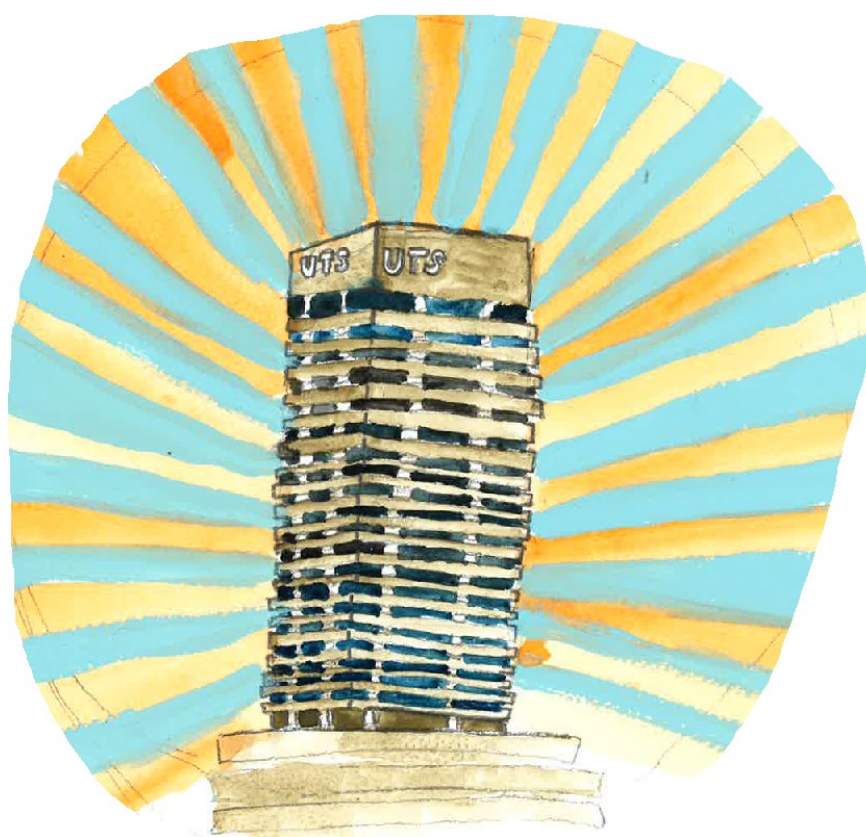
1.1 Accessibility Service

The [Accessibility Service](#) is the University's central contact point for all students living with one or more disabilities, medical or mental health conditions, to request assistance and support, access services, assessment arrangements and reasonable adjustments to enable an accessible and inclusive learning environment.

The main purpose of the Accessibility Service is enabling student inclusion in their learning and coursework and minimising the impacts of disability / health conditions upon study, as far as possible, while maintaining academic integrity.

While the main focus remains on student's course progression, the Accessibility Service encourages students to use this time to take up opportunities to build upon their individual strengths and strategies. Learning how to manage the impacts of your disability / health condition in the study environment can provide transferrable strategies for the workplace and/or in preparation for transition following university.

The Accessibility Service assists students to develop their independence, self-determination and self-advocacy skills to enable participation in a productive and concerted way.



The Accessibility Service is located in the Student Services Unit on Level 6 in the Tower (Building 1).

1.2 The Accessibility Service Team

The Accessibility and [Financial Assistance Service](#) are both part of the Student Services Unit. While they are managed as one service, the Accessibility Service and Financial Assistance Service operate separately for student use.

The Accessibility Service staff includes the Manager, Accessibility Consultants (ACs), Accessibility Administrator, Access Operations Officer and a pool of casual employees who mostly work as notetakers as well as scribes/readers for exams, and Accessibility Assistants.

Your Accessibility Consultant (AC) will be your main contact for making any changes to your Accessibility Services, and any concerns you have with your progress during session. If you are encountering any emerging difficulties, please [make an appointment](#) to see us earlier, rather than later.

The Accessibility Administrator implements the following Accessibility Services:

- Notetakers
- Accessibility Assistants
- Auslan Interpreters
- Captioning
- Accessible Formats,
- Readers and Scribes for exams
- UTS Parking permits for students with RMS mobility permits
- Student Services Unit Resource Room (SSURR)

You can [contact the Accessibility Administrator](#) directly to:

- Advise of any changes to your study plan/timetable affecting your support services such as notetaking, alternative formats, audio recording or interpreters/captioning.
- Request a UTS parking permit
- Request an SSURR locker or advise of any problems, requests for additional equipment or software in the SSURR.

1.2.1 Accessibility Staff, Role and Contact Details



Please Note: All staff in the Accessibility team, including your AC can be contacted via the Student Services Unit (SSU) reception.

Please phone **+61 2 9514 1177** and reception to make an appointment.



Accessibility staff contact details are provided [here](#)

1.2.2 Contacting your AC

Appointments can be made in person, phone or zoom via the Student Services Unit (SSU) Reception.

Ph: +61 2 9514 1177 or email Accessibility@uts.edu.au if phone is not accessible.

Appointments:

- Appointments must be booked.
- These are best if you would like to discuss a concern/issue in detail, make any changes to your direct Accessibility Services, are feeling stressed with your workload, or you're having difficulties with any type of assessment or any other emerging difficulties.

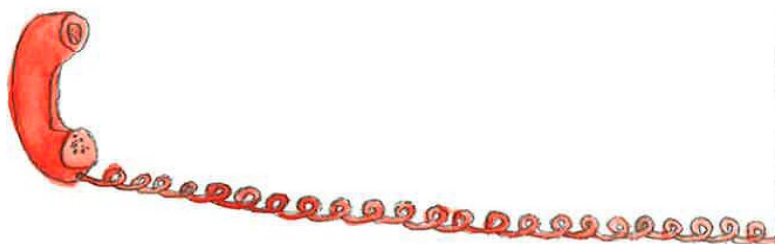
In person Appointments:

- Please let Student Services Reception (SSU) know when you have arrived, and your AC will come out to greet you.

Phone Appointments:



There are quicker ways to get in touch with your AC.



- At the time of your appointment, your AC will phone you.
- Please be aware that their AC's phone number may show as a private number or beginning 02 9514 XXXX.

Zoom Appointments:

- Your AC will send you a zoom invite prior to your appointment, for you to join.

Access:

- Please use our online system [Access](#) to make a Request which will be directed to your assigned AC. See instructions for [Submitting a request to my Accessibility Consultant \(AC\)](#)
- Requests may require clarification or further discussion via email or an appointment. Please reply promptly.



Tip: Access operates best using Google Chrome and Firefox browsers. For information on how to use [Access](#) on your iPhone or smartphone click [here](#)

Email:

- Email is best if you have a quick enquiry or to provide some information prior to your appointment or to keep your AC updated.
- Please use your UTS student email account to contact your AC.
- This short video will show you how to [link your UTS webmail to your existing email account](#).

Phone Messages:

- ACs cannot easily return a phone call because most of their time is allocated to student appointments.
- It is a good idea to book a phone appointment. Phone appointments help avoid 'phone tag' situations.
- AC's phones will show as a private number or beginning 02 9514 XXXX.

SMS Messaging:

- SMS is used to remind you of booked appointments.
- ACs may also contact you via SMS to alert you to an important email or to respond to their request / email.
- Please don't reply via SMS – instead, use your UTS email account.

Cancelling or rescheduling appointments:

- Please call us on +61 2 9514 1177 or email Accessibility@uts.edu.au as early as possible to cancel an appointment, so that we can reschedule another appointment.

Running late:

- Please phone or email your AC and advise your estimated time of arrival, if possible.

- If you arrive late for your appointment, we cannot guarantee that your Accessibility Consultant will be able to see you. Your appointment time will be shortened, or you may need to reschedule.



Tip: If you're running late, it is helpful to consider the priorities that need to be addressed *first* in your appointment to ensure that you get the most out of the shorter appointment time with your AC.

PART 2: How to – helpful information

2.1 Access Instructions

2.1.1 How to log in to Access

Using either Google, Chrome or Firefox, you can log into Access using the [UTS App Dashboard](#)

2.1.2 How to view and sign your service agreement letters

1. From the home page, select **Learning and Assessment Arrangements**
2. Select **Letters**. All of your service agreements are displayed in this tab.
3. Select the service agreement you would like view
4. To sign, enter your first and last name in the signature box at the bottom of the letter. Your services will be implemented once you have completed your agreements.

2.1.3 How to view your registration details including your learning and assessment arrangements

1. From the home page, select **Learning and Assessment Arrangements**
2. Select **Service summary**

You can view your registration status, consent for release of information and other details such your services and their current approval status. Your Faculty Academic Liaison Officer is listed here for your reference.

2.1.4 How to make a request

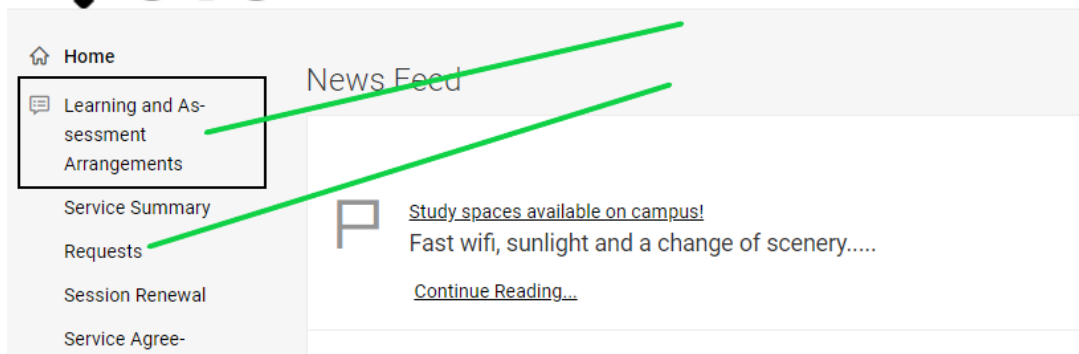


Tip: If your request relates to an assessment or exam, have the following information handy before beginning your request:

- Subject information including: number, name and subject coordinator
- Assessment due date or date of exam
- Assessment title and type or type of exam
- Further details about the assessment / exam

1. Log in to [Access](#)
2. From the home page, select **Learning and Assessment Arrangements**
3. Select **Requests**
4. Select **Add New**
5. Select the **Type of Request**, from the drop-down menu
6. Provide relevant details
7. Select **Submit**

Below image illustrates steps 2 & 3



Tip: prior to submitting your request, have the relevant assessment details available from Canvas. Including all details will assist your AC in actioning the request as soon as possible.



Please Note: We are working on an option to save requests, for now it's not possible, so it's best to gather all the details before starting.

2.1.5 How to view the current progress or approval outcome of your submitted requests

1. Return to the **Requests** tab
2. Check the symbol displayed next to your request(s):

Symbol Definitions:

N/A = Your request has been received and is waiting to be actioned by your AC.

Grey Circle = Your request has been sent to your Subject Coordinator for review/consideration.

Green Tick = Your Subject Coordinator has approved your request.

Red Cross = Your Subject Coordinator has not approved your request. You can contact your AC to discuss.

Below image illustrates a submitted request and symbol indicating the approval outcome

Return to Accommodation | Return to list (Accommodation)

Accommodations

Service Summary Requests Session Renewals Service Agreements and Correspondence Equipment Loan

Active Archived

Add New 5 Results SORT BY:

A01330-001-2020
 ✓ Extension Request on Individual Assessment
 Created on 18/04/2021 10:04:00 PM

Note: Click on the request to view the details of the request you submitted.

2.1.6 How to download a Letter

1. From the home page, select **Learning and Assessment Arrangements**
2. Select **Letters** and open the Letter you wish to download
3. Select **Generate PDF**
4. Save Letter and/or print as required

2.1.7 How to use Access on your phone

You can use [Access](#) on your iPhone or iPad. For best performance, please use Google Chrome or Firefox as the iPhone and iPad default browser is Safari which is not compatible with Access. For more information about how to download and select Google Chrome as your default browser please see below information:

Step 1: Please download and install [Google Chrome](#) from the App Store

1. On your iPhone or iPad, go to Chrome on the App Store.
2. Tap Get.
3. Tap Install.
4. Enter your Apple ID Password and tap OK.

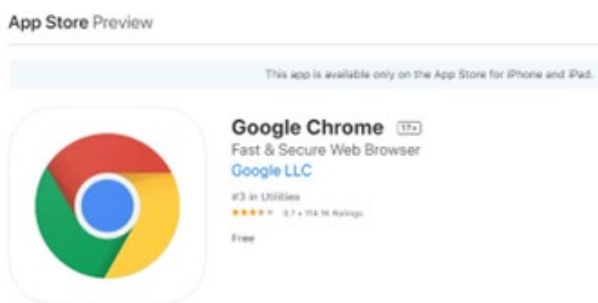


Figure 1 App Store preview of Google Chrome App

Step 2: You can change your [default web browser](#) to Google Chrome. Please note, you will need iOS 14 or iPadOS14 or later, and the Google Chrome app properly installed on your device.

1. Go to settings and scroll down until you find the Google Chrome app.
2. Tap the app, then tap Default Browser App
3. Then select the Chrome browser to set it as the default. A tick will appear to confirm it's the default.

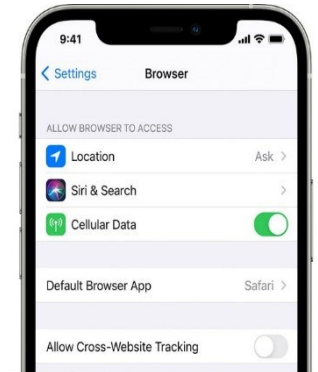


Figure 2 iPhone settings screen showing default Browser app

2.2 Accessibility Clarifications

2.2.1 Who is my AC and how do they assist?

Your Accessibility Consultant (AC) is ***your contact for your Accessibility Services*** and the person that you can direct your requests to for reasonable accommodations.

Usually the AC that you first meet with will continue as your AC contact in the Accessibility Service.

Your AC can assist with any disability / health condition enquiry related to your study, as well as make referrals for further assistance.

Please [book an appointment to see your AC](#) to review your services at any time. If you are new to the service it is a good idea to make an appointment:

- at the end of your first session
- if things haven't gone well
- if you have any difficulties,
- if your disability or health condition changes.

In most instances, it is best to book an appointment.



Please Note: If you do send an email and have not heard back from your AC, it is important that you follow up with a further email.

2.2.2 Who is my ALO and how do they assist?

[Academic Liaison Officers \(ALOs\)](#) are Academic staff in each faculty designated to assist students registered with the Accessibility Service, according to which course they are enrolled in. If you are studying a combined degree then you will have two ALO contacts – one for each course.

Your ALO is the central ***contact point in your faculty*** for any requests for reasonable adjustments and their role is to decide on the outcome of recommendations and requests made by your AC. Your ALO is copied in on correspondence sent to your faculty from the Accessibility Service.



Please note: ALOs require that requests for reasonable adjustments such as extensions (more than one week), exam provisions and alternative assessments are requested via your AC, rather than directly from students.

2.2.3 I need to make a request but my AC is on leave...

- You can continue to make requests to your AC via our online system [Access](#). An AC will be assigned to action requests for the AC on leave.
- You can contact Accessibility@uts.edu.au and the Accessibility Administrator will direct your enquiry or schedule an appointment with another AC – they will have access to your file to assist with your request until your AC returns. There is always someone available to help you.

- Please don't wait until your AC returns to action any requests and there are often deadlines or the requirement for requests to be made in a timely way.

2.2.4 How do I let my Academics know I'm registered with Accessibility?

- If you are registered with the Accessibility Service, an 'Accessibility Verification and Information to Academics' Letter provides information to teaching staff about what accommodations have been recommended.
- Please be aware that while your teachers can be notified that you are registered with the Accessibility Service and provided with details regarding how your disability/ health condition impacts on your study, this **does not** mean that:
 - the academic will use a different marking criterion to assess your work.
 - the recommended accommodations/extensions and faculty-based exam conditions are automatically granted or organised for your assessment tasks – you will need to [request these specifically](#) for each assessment.



Please Note: Your 'Accessibility Verification and Information to Academics' Letter will only include information that you have provided consent to release, and can be reviewed at any time. You do not need to specifically disclose your health condition/disability. Find out more about [Disclosure](#) on our website.

2.2.5 Do I need to disclose my disability / health condition to my Academics?

- No, it is up to you how much information you choose to share with your academics. After your initial appointment with your AC, you will have provided the Accessibility Service with written consent describing the level of information you wish to share with your Academics. For example, you may determine you'd like to share the impact your condition places on your study process but *not* the diagnosis.
- In any situation, that you find yourself pressured to disclose and/or provide details relating to your disability - you are *not* required to do so. If you have concerns about disclosure or you wish to discuss an experience around being requested to provide health related details, you can organise to discuss with your AC. You may also want to seek clarification from the [Student Associations' Student Legal Service](#).
- Find out more about [Disclosure](#) on our website.

2.2.6 What if I am registered with Accessibility and I also have carer responsibilities?

You need to contact your Academic Liaison Officer (ALO) to make any carer related requests. You will need to contact the ALO at the start of each session.

Please refer to the following UTS website:

- [Information for parents/ carers](#)
Study load assistance details the application process for assessment adjustment arrangements (including documentation requirements)

The [Learning and Assessment Arrangements Form](#) for students who are primary carers. This needs to be completed and given to your ALO each session.

2.2.7 What if I need assistance with personal care, mobility and/or transport to access University studies?

Your AC can assist you with facilitating these arrangements with external agencies. You may want to consider eligibility for funding of these services via the National Disability Insurance Scheme [National Disability Insurance Scheme](#) (NDIS). The NDIS website contains a [useful resource for university and other training](#).


2.2.8 What is the difference between the Accessibility Service and Special Consideration?

The Accessibility Service and Special Consideration operate as two **separate** UTS services/programmes.



Please Note:

- The Accessibility Service does **not** coordinate or process applications for Special Consideration.
- Students registered with Accessibility **do not** receive an overall 'special consideration' for individual assessments or at the end of a subject's completion. See [Section 2.2.9 I'm disappointed with my final mark, can the Accessibility Service help change my grade?](#)

Accessibility Service	Special Consideration
<p>The Accessibility Service is available for students living with a disability or ongoing (long term) medical or mental health condition.</p> <p>Occasionally, students registered with Accessibility may need to apply for a special consideration in addition to the reasonable accommodations provided. E.g.</p> <ul style="list-style-type: none"> - You experience an unexpected flare up of your condition that is more severe than usual, and is unable to be accommodated by Accessibility requests OR - You experience an illness or misadventure unrelated to the disability/health condition for which you have registered with us. <p>Your AC is able to advise you on this.</p> <p>You may register with Accessibility for temporary injuries (e.g. broken arm) if:</p> <ul style="list-style-type: none"> - You require more assistance than can be provided via the special consideration process, such as exam provisions. E.g. the use of a scribe if you are unable to write. 	<p>Special Consideration is intended to provide equitable academic treatment for students whose performance in an assessment task is affected by short term illness, misadventure or work-related circumstances.</p> <p>You should only apply for special consideration when your performance in an assessment item or examination has been affected by extenuating or special circumstances beyond your control.</p> <p>If you are frequently applying for special consideration for the same condition, please make an appointment to discuss this with an Accessibility Consultant.</p> <p> Please Note:</p> <ul style="list-style-type: none"> - Special Consideration applications have strict submission deadlines. - See the UTS Special Consideration page for more information.

2.2.9 I'm disappointed with my final mark, can the Accessibility Service help change my grade?

The Accessibility Service facilitates requests for reasonable accommodations **prior** to assessments taking place to ensure accessibility and, in most cases, **cannot** advocate for grade changes retrospectively.



Please Note: Students registered with Accessibility **do not** receive an overall 'special consideration' for individual assessments or at the end of a subject's completion.

See also:

- [Section 2.2.4 How do I let my Academics know I'm registered with Accessibility?](#)

- [UTS Student Rules 8.6 Review of final subject assessment results](#)

2.2.10 How do I organise support services for field trips/excursions/off campus course activities?

- Meet with your AC to discuss your needs and be prepared to discuss the field trip or activity in detail.
- Your AC can liaise with your faculty ALO and Subject Coordinator to develop a Field Trip Management Plan.
- [Contact us to make an appointment.](#)

2.2.11 How do I organise support services for exchange or cross institutional study?

- Meet with your AC to discuss your study plans.
- Your AC can write a verification of the services you receive at UTS, and help contact the support service in your host exchange University.
- Your service provisions will be provided by the host University and you should make contact early to ensure that you're aware of what service provisions will be available to you.
- Please be aware: if you are studying overseas, each country has its own disability legislation. As each University's services operate differently, you will not necessarily receive the same service provision as you do at UTS.

2.2.12 How do I organise support services for my In-Country Study (International Studies course)?

- Meet with your AC, ideally **one year prior to your departure**, to start looking into any arrangements you might need.
- Your AC can assist with developing a Travel Management Plan in partnership with the Faculty ALO and In-Country Study Coordinator.
- If you have any enquiries or requests for assistance related to In-Country Study and your disability / health condition, your AC will arrange a meeting with your Faculty ALO and In-Country Study Coordinator.

2.2.13 What are inherent requirements?

Inherent requirements are tasks that are essential to meeting the subject/course requirements. These tasks may be knowledge, activity or skills (practical or theoretical) based.

While there are inherent requirements exist in various formats across all faculties and courses inherent requirements are officially published for the following UTS courses:

- [Nursing](#) and [Midwifery](#)
- [Teacher Education](#)
- [Design, Architecture & Building \(DAB\)](#)

Reasonable accommodations can be implemented to assist in the way students demonstrate/perform these tasks. Academic integrity must be maintained throughout this process.

2.3 Course Administration – Flexibility

2.3.1 Why is the Census date important? And when is it?

The [census date](#) is important because it's the date on which your enrolment is finalised.

From the census date onwards you will incur a cost and an academic result for any subjects that you are enrolled in, regardless of whether you continue to participate in the subject. In other words, it is the last day that you can withdraw from a subject without a financial or academic penalty.

2.3.2 My disability / health impacts have worsened, but it's past the census date...

If you experience a worsening of your diagnosed disability / health condition **after** the census date, which is beyond your control and makes it impractical to complete your subject/s, you may be eligible to apply to withdraw from your subject/s without academic or financial penalty via a [Remission application](#).

NB: Please see the Remission application (link above) for the detailed eligibility criteria. Your AC can also explain this further and help you with the process.

2.3.3 I need to reduce my subject workload but I'm not sure if I will still be eligible for my Centrelink payment – who can help?

- The Financial Assistance Service can assist you with accessing Centrelink information to work out options that you can apply for to undertake a reduced subject workload and maintain Centrelink eligibility.
- Please see the [Financial Assistance Service website](#) and/or make an appointment via Student Services Unit Reception to see Financial Assistance Ph: + 61 2 9514 1177 or email Financial.Assistance@uts.edu.au.

2.3.4 Can I get travel concession if I'm not studying full-time?

- If the reason you're not able to study full time is directly related to the impacts of your disability / health condition, your AC can assist in making an application for travel concession.
- Your AC can advise if you need to supply additional documentation to support your request.

2.3.5 What do I do if I'm concerned about my timetable in relation to my disability/health condition?

- Contact your AC with details about what specific subjects you are enrolled in and what times you are requesting to change to.

- Your AC will need to assess the medical documentation we have on file and may request further documentation to support your request.
- If you are able to provide the necessary documentation, your AC will write a support letter which you can upload along with an e-request via My Student Admin.



Please Note: While your request may be reasonable, there is no guarantee that the University will be able to accommodate the timetable change due to Workplace Health and Safety (WHS) Legislation i.e. the number of people, chairs, tables in a room etc.

2.4 Digital Accessibility

2.4.1 Can I access assistive software on campus?

The following assistive software is available on campus in [all general access IT Labs](#) and the SSURR and Library Assistive Technology rooms:

- JAWS version 18
- Zoomtext version 10.1
- Read and Write Gold version 11.5

Additionally, the following [assistive technology software](#) is available in the SSURR (for use in the individual study room) and the [Library Assistive Technology rooms](#):

- Dragon naturally speaking 10 and headset (CB02.08.127)
- Dragon User Guide Kurzweil 3000 Version 11
- Read & Write Gold 11
- Adobe Acrobat 9 Pro
- Jaws 2018
- ZoomText
- Optelec Magnifier (CB02.08.127)

Please [contact the Accessibility Administrator](#) and copy in your AC if you need to request:

- Installation of assistive technology in Faculty computer Labs.
- Access to assistive technology for use from your personal computer/device.
- Installation of course specific software in the Accessibility Service study spaces. The outcome may depend on whether the University has a site licence for the particular software.

2.5 Campus Accessibility

2.5.1 How can I find out about physical accessibility on campus?

- [Campus Maps and Facilities](#) information is useful.
- You can also ask your AC to assist you with facilitating orientation needs for your transition into UTS.

2.5.2 Which classrooms have hearing loops / infra-red hearing assistance?

- A list of [rooms identifying the hearing assistance options is available here.](#)
- Infra-Red devices can be borrowed for long term use via the Accessibility Administrator (contact Accessibility@uts.edu.au).
- Infra-Red devices can be borrowed from Security, out of office hours.

2.5.3 If I have an RMS Mobility Parking Permit, where can I park?

- While there is limited accessible parking on the UTS Campus, if you have a current/valid RMS Mobility Parking Permit, **you will need a UTS Parking Permit to use the accessible spaces.**
- You can apply for a UTS Parking Permit via your AC or the Accessibility Administrator (Accessibility@uts.edu.au), who will explain the parking options.
- The UTS Parking Permit is to ensure that only UTS Staff, Students and approved visitors can park in these spots.



Please note: Accessible parking at UTS is enforced by UTS Security, which is authorised to issue parking tickets under an agreement with the NSW RTA and Police.

2.5.4 How do I access the study spaces for students registered with the Accessibility Service?

- Swipe card access using your student ID card is available for the:
 - [Student Services Unit Resource Room](#) (SSURR) located CB01.05.003, and
 - Assistive Technology room 2a, located the in Library.
- You will need to arrange access with your [AC](#).
- To access Assistive Technology room 2b, located in the Library, you will need to make a booking via the [Library room bookings](#) or via 'Quick Links' on [the Library Homepage](#) (click 'Book a Room').



Please Note: Arrangements can be made for installation of course specific software in these study spaces, via a request to Accessibility@uts.edu.au. The outcome may depend on whether the University has a site licence for the particular software.

[For more information about these study spaces, please see our website.](#)

2.5.5 My disability impacts on carrying my books and equipment around Uni – are there lockers?

Yes, lockers are located in the Student Services Unit Resource Room (SSURR). Requests for lockers can be made to the [Accessibility Administrator](#), or to your [AC](#).

Please be aware that the allocation of lockers is prioritised for students with mobility impairments.

2.5.6 What is the most accessible pathway between Central station and UTS?

The Devonshire tunnel from Central station to the start of the Goods Line provides an accessible entry to UTS and avoids the need to cross roads. At the end of the Devonshire tunnel are some escalators that take you to UTS Building 6, level 4. The Harris St bridge can then be used to access Buildings 1, 3 and 4, as well as heading across the Alumni green to building 7, 10 and 11.

Lifts are planned for the entry into building 6. If escalators are not accessible for you, please make use of this alternative pathway which is an interim route until the lifts are in place:

- At the end of the Devonshire tunnel, go past the escalators on your left, approximately 20 metres.
- There are two entrances to UTS via UTS Housing, please enter through the second entrance
- There is a black metal door. With your Student ID, tap the black rectangular sensor pad with the red light, located to the right of the door.
- Stay near the sensor as the door opens outwardly, towards you.
- Follow to the end of the corridor.
- Enter through door marked 'loading dock'. Push the handle downwards and the door will open automatically.
- Turn left and continue to the end of corridor.
- Continue through doorway and turn right into Building 6, Level 2
- Access lifts, to your left
- Take the lift to level 4
- Turn right, left, pass through the glass doorway then turn left to exit through the glass sliding doors and turn right to access the Harris St Bridge. There are entries off the bridge directly to Building 4, level 4 and Building 3, level 2 and the Tower building 1, level 4.
- Continue to Building 1 for continued directions and access to Buildings 7, 10 & 11.

2.5.7 What are the accessibility features of the lifts in the Tower building and Building 2?

The lifts across campus have accessibility features that include audio announcements and visual lighting within the lift to identify the floor being served.

The following information may assist in accessing the lifts in the Tower Building:

- When you enter the Tower Building from street level (15 Broadway), you arrive on Level 4.
- There are 6 lifts that service the Tower Building and these are all located in a corridor in the centre of the building.

Lifts A, B, C and D are located on one side of the corridor, and Lifts E and F are located on the other side of the corridor.



Please note:

- Only two lifts access Level 3 – Lift B and Lift F.
- Only four lifts access Level 5 – Lift B and C are on one side of the corridor, and Lift E and F are on the other side of the corridor.

Lift Touchpads:

The lifts in the Tower Building do not have buttons inside each lift indicating individual floor numbers. Instead, the lifts operate from a destination allocation system, which is coordinated by touchpads located near the lifts on each floor.

These touchpads have a touch screen that is approximately 15cm by 9cm (height x width) and are located approximately 120 cm high from the ground.

Each floor has at least three touchpads. There is always at least one touchpad at each end of the corridor of lifts, and one in the middle of the corridor between lifts B & C.

The touchpads are either free standing, or are mounted onto the wall. If wall mounted, the touchpad at each end of the corridor will be mounted near the corner of the wall. In the middle of the corridor, the touchpad will be mounted between lift B & C.

On the ground floor (Level 4), there is a free standing touchpad approximately 120cm high located directly to the left of the Concierge desk as you approach the corridor of lifts.

To use the touchpad:

On the touchpad, individual floor numbers are displayed in 3 rows of 3, or 4 rows of 3.

Below these numbers there is also a rectangular display that reads 4 – Main Lobby and below that are another two displays, which read ‘Lower Floors’ or ‘Upper Floors’.

Press the number of the floor you would like to go to.

If your floor number does not appear, use the ‘Lower Floors’ and ‘Upper Floors’ buttons to navigate to the right floor number.

Once pressed, an audio announcement will indicate the Lift (Car) that has been allocated. For example “Car D”. Lights will also flash at the top of the allocated Lift i.e. the letter D will flash at Lift D.

Accessible features:

The raised button at the top of the touchpad has braille. When the button is pressed it triggers the following additional functionality:

- The touchpad will commence an audio announcement of the building levels, one by one, commencing with Level 27 and descending down the building to Level 2.
- When your destination floor is announced, press the button again.
- Audio advice on which lift has been allocated is then announced at the touchpad e.g. “Car C”.
- An audio function is also triggered at the designated lift. A bell tone will sound at the allocated lift, and the Letter of the allocated lift will also be said aloud e.g. “Car C”. The audio also notes when the doors open and close.
- Additional time is allocated to get to the lift and the lift doors are held open longer to give the passenger time to enter the lift.
- You can also use the assistance button with the audio and the touchpad simultaneously to select your floor, to receive the function of additional time to get to the lift and to slow the speed of the lift doors.

Inside the lift:

- On the edge of each side of the doorframe (near the top), there is a black rectangular panel approximately 28cm by 6cm. The floor numbers at which the lift will stop are displayed in red on each of these panels.
- Audio announcements within the lift identify the floor being served. The floor number being served will also flash on the black display panel.
- The only buttons in the lift are (from top to bottom): Doors Open Button, Doors Closed Button and the Emergency Telephone Button which are located midway up the edge of the lift wall, on the left hand side of the lift as you enter. Instructions for the Emergency Telephone Button read, “Press button for 5 seconds and await reply”.



TIP:

- The Accessibility Service is located in the Student Services Unit, on Level 6.
- To access levels 5 and 6 from street level (Level 4) it may be easier to use the escalators rather than wait for the lifts, which can become very busy during peak periods.
- The escalators are located on the far left hand side of the building as you enter the Tower Building (on Level 4).
- When you step off the escalator on Level 5, the next escalator going up will be directly behind you, approximately 11 metres.
- When you step off the escalator on Level 6, the Student Services Unit is directly behind you, approximately 17 metres.

PART 3: Requesting reasonable adjustments

3.1 Determine if extension request is related to Accessibility

3.1.1 What is the reason for my extension request?

- If your request is related to the disability / health condition for which you have registered with the Accessibility Service (AS), then you can ask your AC to support your extension request.
- If your request is related to temporary illness (e.g. you have the flu) or other extenuating circumstances, then you should **check your Subject Outline** and information about a [special consideration application](#) for details about requesting extensions / special consideration.
- If your request is related to [family / carer responsibilities](#) or pregnancy and you have met with / contacted your Academic Liaison Officer (ALO) for these needs, please:
 - Make your request to your ALO, or
 - Follow the information provided in your Subject Outline, and see the [special consideration application](#)
- If your request is related to **both** your registered disability / health condition and another personal extenuating circumstance, consider which one is having the **most** impact on your current assessment:
 - If your personal/extenuating circumstances are having the most impact on your current assessment, follow the information provided in your Subject Outline, and see the [special consideration application](#)
 - If your disability / health condition is having the most impact on your current assessment, you can ask your AC to support your extension/assessment request. Follow the information below for the various types of requests.
 - If both are having a significant impact on your study, it may be necessary to complete both processes – discuss with your AC.

3.2 Extension Requests – Individual Assessments



PLEASE NOTE:

- **All** students can apply for an extension of one week or less **directly to their Subject Coordinator / Tutor as specified in the Subject Outline** ([Law subjects have a specific form to apply for an extension](#) You can [find further information on the UTS Faculty of Law website](#))
- Some Faculties have specific Faculty handbooks. It's important you are familiar with the information contained in these handbooks as there may be

requirements that need consideration, related to the requests you are making to your AC. Please advise your AC of any relevant faculty handbook requirements when making your requests. The Faculty handbooks that we are aware of include:

- Law
- Design, Architecture and Building (DAB)
- Graduate School of Health (GSH)



TIPS:

- It's important to keep your AC included in any extension requests you are making directly to your Subject Coordinator.
- It's important that you are aware of all the Subject requirements listed in your Subject Outline. Ensure that you let your AC know of subject requirements related to any requests you are making, as further consideration of subject requirements may need to be included in your request.

To apply for an extension through the Accessibility Service, please follow the steps outlined below:

Steps: Please see below for further detail.

1. Determine how long an extension you need to request.
2. Request your extension directly to your Subject Coordinator – for extensions one week or less.
OR
3. Request your extension via our online system [Access](#) - for extensions more than one week
4. Return to Access to view the outcome of your request

STEP 1: Determine how long an extension you need to request

How long an extension should I request?

- We suggest you think about when you can realistically complete the remaining work for your assessment. To estimate this as accurately as possible, it's a good idea to plan the main tasks/steps of your assessment along with estimated timeframes that take into consideration the current impacts of your disability / health condition e.g. allowing extra time for concentration difficulties, rest breaks or time required to attend additional medical appointments/treatment.
- It's also a good idea to consider the due dates for any other assessments for all subjects for the session. Your next assessment may rely on the completion of your current assessment or it may be a priority to schedule time for a

following assessment that holds more weighting e.g. you're currently working on an assessment worth 10% with an upcoming assessment worth 40%.

- To help with planning your assessments, please visit the [Student Hub](#) for [study planners](#).



TIP: Academic support and study assistance is available at [HELPS](#) offering assessment resources and academic skills and the [Library](#) has resources to help with research and assignments.

STEP 2: Request your extension directly to your Subject Coordinator – for extensions one week or less.

All students can request an extension for one week or less. Please check your Subject Outline for any additional instructions for making extension requests.

This email template is designed for you to copy, insert your details, and send to your Subject Coordinator / Tutor.

Ensure you ***copy in your Accessibility Consultant into your request, including the outcome***. You are welcome to contact your AC at any point if you have any difficulties or need assistance with reaching an outcome for your request.

Template:

Suggested Email Subject line: Extension Request for Subject number Subject name

'Dear (Subject Coordinator / Tutor)

I am registered with the Accessibility Service and requesting an extension for my upcoming Assessment Task (insert name) due on (insert date). I am requesting a new due date of (new date) due to the current impacts of my disability / ongoing health condition (add any additional impacts / details you consider relevant eg. Reduced concentration / fatigue / increased anxiety symptoms, requiring longer amounts of time to complete tasks).

I have copied in my Accessibility Consultant, (insert name) who can confirm my registration with Accessibility Service and in case you require any clarification.

Thank you for considering my request. Please reply all to indicate your approval or non-approval or if you require further consultation with my AC.

Kind Regards,

(Your name & Student ID)

This email text has been developed by Accessibility for student use.

STEP 3: Request your extension via our online system Access - for extensions more than one week



TIP: Have your Subject Outline / Canvas assessment information handy as you will be asked for the following details:

- Subject information including: number, name and subject coordinator
- Assessment due date
- Assessment title and type and weighting eg. Research Essay 30%
- Extension request date

Request:

1. Log in to [Access](#)
2. From the home page, select **Learning and Assessment Arrangements**
3. Select **Requests**
4. Select **Add New**
5. Select the **Extension Request**, from the drop down menu
6. Provide relevant details
7. Select **Submit**

Your request will go to your AC. Your AC will then:

- Advise you if further information, documentation or an appointment is needed to support your request.
- Submit your request to your Subject Coordinator via *Access*.



TIP: Please reply promptly (eg. within 48 hours) to your AC when they are requesting clarification / details from you for your requests - to ensure your request can be made in a timely way and there is time for your Subject coordinator to respond.

We recommend requesting extensions at least one week prior to the due date to allow time for the approval process and for you to receive a response prior to the assessment due date.

Of course, we understand you cannot always foresee the need for an extension. If you are unable to contact us a week before the due date, we will do our best to respond to your request as quickly as possible, but cannot guarantee that your request will be sent and responded to by the assessment due date.

If you make an extension request after the due date of your assessment, the lateness of the request will need to be explained and you may need to provide further documentation to support/explain the late application.

When your assessment is due within 72hrs:

If your assessment is due within 72 hours from making your request via Access, please send an email to your Subject coordinator using this template

This email template is designed for you to copy, insert your details, and send to your Subject Coordinator / Tutor if your request is being made close to (within 72 hours) or on the due date. This ensures your Subject Coordinator / Tutor receives your request prior to the due date.

Template:

Suggested Email Subject line: Extension Request for Subject number Subject name

'Dear (Subject Coordinator / Tutor)

I am registered with the Accessibility Service and have submitted a request for an assignment extension via Access for the Assessment Task (insert name) due on (insert date). I am requesting a new due date of (new date) due to the current impacts of my health (add any additional impacts / details you consider relevant).

As the assignment is due in the next 72 hours, the Accessibility Service has recommended that I contact you and make this request to ensure it reaches you prior to the due date. This process is in the interest of fast-tracking requests to reach the Subject Coordinator prior to the assessment deadline.

I have copied in my Accessibility Consultant, (insert name) in case you require any further verification about my registration or clarification about my request.

Thank you for considering my request. Please reply all to indicate your approval or non-approval or if you require further consultation with my AC. If no response is received or it's not possible to proceed with a decision at this point, my Accessibility Consultant will proceed with sending the request via Access. This will provide the full request information for your consideration and response.

Kind Regards,

(Your name & Student ID)

This email text has been developed by Accessibility for student use.'

STEP 4: Check Access for the approval outcome of your extension request.

1. Log in to [Access](#)
2. Return to the **Requests** tab
3. Check the symbol displayed next to your request(s):

Symbol Definitions:

N/A = Your request has been received and is waiting to be actioned by your AC.

Grey Circle = Your request has been sent to your Subject Coordinator

for review/consideration.

Green Tick = Your Subject Coordinator has approved your request.

Red Cross = Your Subject Coordinator has not approved your request.

You can contact your AC to discuss.



TIP: It is important to also regularly check your UTS email as updates may also be communicated via email.

The decision to approve requests remains with the Faculty. In most cases extensions will be considered by the Subject Coordinator or Tutor and may be referred onto the ALO for further consultation.

If you're concerned about the time it's taking to receive a response in *Access* or if you haven't heard back and it is approaching the original due date – please email your AC to ask if there is an outcome for the request. It is ok to send follow up emails to your AC if you have not received a response within 2 working days. You can also follow up directly with your Subject Coordinator / Tutor.

3.3 Extension Requests - Group Assessments

- It's not usually possible to request extensions for group assessments, due to the impacts on other students in your group.
- It's best to prioritise your group work assessments above individual assessments. E.g. if you have a group assessment and individual assessment due around the same time, prioritise your group assessment and request an extension on your individual assessment.
- Alternatively, if you're unable to complete your group assessment due to your disability / health condition, it may be possible to request an alternative assessment.
- It's important to seek assistance early by making an appointment to see your AC (email them to let them know it's urgent if there is a waiting period) as soon as you are aware of your disability / health condition affecting your progression on your group work assessment.
- If you're unable to continue in the group work assessment it's important to let your Subject Coordinator/Tutor and fellow group members know as soon as possible.

3.4 Attendance

Attendance is a requirement of the University and specific attendance requirements differ with each course and subject. It is your responsibility to keep track of the attendance requirements for each subject and to attend the range of face-to-face scheduled hours within your timetable e.g. lectures, tutorials, seminars, lab sessions, field trips and placement / internships eg. clinical placements, professional experience, internships.

3.4.1 Requests for alternative to attendance requirements

It may be reasonable to request makeup work or an alternative assessment to meet the attendance requirements if your disability / health condition has a direct impact on your ability to attend and/or meet subject attendance requirements. Additional documentation may be required to support your request, as advised by your AC. Any arrangements/alternative assessments then need to be negotiated with your Subject Coordinator/faculty via your AC, within a timely way eg. ideally requested prior to the census date or otherwise as soon as you become aware there will be a problem meeting the attendance requirement/s.

It is not always possible for the Faculty to accommodate these requests. In particular, for practical classes it may not be possible to offer alternatives for attendance or there may be a limitation of how many missed classes can be accommodated.

Where possible, requests for alternative to attendance requirements should be made **prior to** the [census date](#) to enable you to make an informed decision about continuing in the subject, if the request cannot be accommodated.

Steps: Please see below for further detail.

STEP 1: Organise your timetable to suit your disability / health condition, as far as possible.

- Enrol early to give yourself the best chance to get your timetable preferences
- Check if there are any alternative timetable options that would assist you to attend classes.
- If there are alternative timetable options but they are not available, provide the relevant details via [Access](#) to request assistance from your AC for timetable changes. Note: [session deadlines](#) for the last date to change/add classes.

STEP 2: Check your attendance requirements.

- Check the subject outline for the required attendance.
- Pay attention to various attendance requirements for the types of classes eg. Practical classes usually have higher attendance requirements.

STEP 3: If you have any concerns about meeting the attendance requirements make an appointment with your AC to discuss these concerns/options.

- It's best to do this before the start of session or prior to the census date at the latest.
- Ensure you have provided documentation to the Accessibility Service that verifies how your disability / health condition impacts your attendance.
- You can ask your AC to send details to your teaching staff at the beginning of each session indicating that your attendance may be impacted. The benefit of this is that if your attendance is impacted, the Subject Coordinator has been informed from the beginning of session that requests may come for makeup work or alternative arrangements / assessment.

STEP 4: If you're unable to meet the attendance requirements of your subject, make a request for an alternative arrangement.

- Make your request prior to the census date and before you've exceeded the attendance requirements of the subject.
- If you already have alternative attendance arrangements listed as an accommodation on your Access plan, please make your request via Access.



TIP: Have your Subject Outline / Canvas assessment information handy as you will be asked for the following details:

- Subject information including: number, name and subject coordinator
- Attendance requirement, for each subject
- Number of classes/weeks you have missed
- Information about future classes/weeks you may be unable to attend

Request:

1. Log in to [Access](#)
2. From the home page, select **Learning and Assessment Arrangements**
3. Select **Requests**
4. Select **Add New**
5. Select the **Alternative Arrangement for Attendance Request**, from the drop-down menu
6. Provide relevant details
7. Select **Submit**

Your request will go to your AC. Your AC will then:

- Advise you if further information, documentation or an appointment is needed to support your request.
- Submit your request to your Subject Coordinator via Access.

If Attendance Arrangement Alternatives are not included in your current Access Plan or this is a new impact for you, please [make an appointment](#) to discuss your request with your AC.



TIPS: Please reply promptly (eg. within 48 hours) to your AC when they are requesting clarification / details from you for your requests - to ensure your request can be made in a timely way and there is time for your Subject coordinator to respond.

Keep your own record/copy of emails of your attendance and any missed classes.

If you arrive late or leave early from a class, make sure you confirm your attendance with your Tutor – it's best to send an email to confirm any verbal arrangements.

STEP 5: Check Access for the approval outcome of your attendance request.

1. Log in to [Access](#)
2. Return to the **Requests** tab
3. Check the symbol displayed next to your request(s):

Symbol Definitions:

N/A = Your request has been received and is waiting to be actioned by your AC.

Grey Circle = Your request has been sent to your Subject Coordinator for review/consideration.

Green Tick = Your Subject Coordinator has approved your request.

Red Cross = Your Subject Coordinator has not approved your request. You can contact your AC to discuss.



TIP: It is important to also regularly check your UTS email as updates may also be communicated via email.

The decision to approve requests remains with the Faculty. In most cases attendance arrangement requests will be considered by the Subject Coordinator and may be referred onto the ALO for further consultation.

If you're concerned about the time it's taking to receive a response in Access, please email your AC to ask if there is an outcome for the request.

If you've unexpectedly been unable to attend classes or missed a significant number of classes due to the impacts of your disability / health condition, contact your AC for an appointment to discuss as soon as you are well enough to do so.

- You will need to [make an appointment](#) to discuss your request with your AC.
- If you've missed too many classes for an alternative arrangement, and your circumstances health worsened after the census date, you may instead be eligible to apply for a [Remission application](#) to request to withdraw from your subjects without academic or financial penalty.

3.5 Requests for Alternative Assessments

If a particular type of assessment is not accessible to you and reasonable accommodations do not assist in addressing the disadvantage, it may be possible to be provided with an alternative assessment that gives you an opportunity to demonstrate your knowledge, while meeting the subject requirements and maintain academic integrity.

Alternative assessments are ideally requested prior to each session or by the census date, where possible. Alternative assessments are considered in relation to the requirements of the particular subject. It should **not** be assumed that alternative assessments will be repeated in future subjects because they've been provided in past subjects, as each subject has its unique requirements.

It may be possible to accommodate alternative assessments at the beginning of the course during a transition period, and then for the student to work towards completing the original assessment type throughout the course, to meet the course requirements. Examples of such assessment types are group work and presentations.

Where possible, your AC will work with you to develop strategies to minimise the need for alternative assessments. Your AC can also provide referrals to offer further assistance.

Where possible, requests for alternative assessments should be made **prior to the [census date](#)** to enable you to make an informed decision about continuing in the subject, if the request cannot be accommodated.

Steps: Please see below for further detail.

STEP 1: Check your subject outlines, assessment types and details to identify any alternative assessment request needs. Ideally, prior to the start of session.

If you have any concerns about being able to attempt, complete or demonstrate your knowledge in a particular type of assessment due to the impacts of your disability / health condition, and previous accommodations have not assisted/addressed the difficulties, you may need to request an alternative assessment.

Note: If you have Alternative Assessments included on your Access Plan – go to Step 3.

STEP 2: Make an appointment with your AC to discuss your request for alternative assessment.

- Your AC can discuss assistance and support available to manage the assessment type for your individual circumstances and recommend reasonable adjustments.
- If it's determined that instead an alternative assessment is needed, your AC will discuss in detail how your disability / health condition impacts on your

opportunity to demonstrate your knowledge. Your AC will also consult with you about possible alternatives to request to the Faculty ALO / Subject Coordinator.

- You will need to provide specific and current documentation from your primary health professional. Documentation will need to detail the extent to which you are unable to complete the particular assessment type (with accommodations) and an option to suggest alternative arrangements.
- Where possible, you will be expected to take steps towards learning how to manage the impacts of your disability / health condition to complete the particular assessment type e.g. learning strategies and/or undertaking counselling to assist in managing anxiety in exam or presentation situations

STEP 3: Request your alternative assessment via our online system [Access](#) ideally by week 2 of Session.



TIP: Have your Subject Outline / Canvas assessment information handy as you will be asked for the following details:

- Subject information including: number, name and subject coordinator
- Assessment type
- Assessment details eg. title, due date and weighting

Request:

8. Log in to [Access](#)
9. From the home page, select **Learning and Assessment Arrangements**
10. Select **Requests**
11. Select **Add New**
12. Select the **Alternative Assessment Request**, from the drop-down menu
13. Provide relevant details
14. Select **Submit**

Your request will go to your AC. Your AC will then:

- Advise you if further information, documentation or an appointment is needed to support your request.
- Submit your request to your Subject Coordinator via *Access*.



TIP: Please reply promptly (eg. within 48 hours) to your AC when they are requesting clarification / details from you for your requests - to ensure your request can be made in a timely way and there is time for your Subject coordinator to respond.

STEP 4: Check Access for the approval outcome of your alternative assessment request.

1. Log in to [Access](#)
2. Return to the **Requests** tab
3. Check the symbol displayed next to your request(s):

Symbol Definitions:

N/A = Your request has been received and is waiting to be actioned by your AC.

Grey Circle = Your request has been sent to your Subject Coordinator for review/consideration.

Green Tick = Your Subject Coordinator has approved your request.

Red Cross = Your Subject Coordinator has not approved your request. You can contact your AC to discuss.



TIP: It is important to also regularly check your UTS email as updates may also be communicated via email.

The decision to approve requests remains with the Faculty. In most cases alternative assessment requests will be considered by the Subject Coordinator and may be referred onto the ALO for further consultation.

If you're concerned about the time it's taking to receive a response in *Access*, please email your AC to ask if there is an outcome for the request.

STEP 5: Review arrangements for alternative assessment.

- Following the completion of an alternative assessment or session, [make an appointment](#) with your AC to review how the alternative assessment was implemented.
- This is an opportunity to improve any arrangements for a future request, as well as to reflect on developing further strategies for particular assessment types.

3.6 Reasonable Adjustments for Placements / Internships

Requests for reasonable adjustments are available to assist with adequately supporting and ensuring full access for placements or internships that are completed as part of your course. The main course areas with placement / internship course requirements at UTS include:

- Nursing and Midwifery clinical placements
- Teacher Education professional experience
- Graduate School of Health courses
- Courses with internships, such as Engineering, IT
- Business internship elective

Any requests for reasonable adjustments for placement / internship will need to be supported by specific and current documentation from your health professional.

All requests will be considered in consultation with the Faculty ALO and in some Faculties the Academic responsible for coordinating placements/internships. It is important that inherent course requirements and industry requirements can still be upheld when implementing reasonable adjustments.

Requests are considered in relation to the requirements of the particular placement, and may be approved on a permanent or temporary basis.

It may be possible to provide some placement accommodations at the beginning of the course during a transition period. As the course progresses, you can work towards completing your placements with minimal accommodations (where possible), in order to meet the course requirements.

Where possible and depending on the type of adjustment, you will be expected to take steps towards learning how to manage the impacts of your disability / health condition to complete placements/internships with minimal adjustments e.g. learning strategies and/or undertaking counselling to assist in managing anxiety / communication skills.

Requests for placement accommodations should ideally be made prior to the session or **prior to the census date** where possible, to enable you to make an informed decision about continuing in the subject if the request cannot be accommodated.

Steps:

1. Get informed: [Read the inherent requirements for your course, if available](#). These provide you with an outline of the course requirements to complete your course. Review the [Internships Management Policy](#).
2. If you have any concerns about being able to complete placements or meet the inherent requirements, discuss these concerns with your AC as soon as possible.
3. Check your Subject Outline for placement / internship details.
4. Make an appointment with your AC. You may also raise a request initially via [Access](#) regarding your placement needs.

5. Meet with your AC for assistance, support and planning regarding your placement needs, and request for accommodations. Following a detailed consultation with you, your AC will make a request with recommendations to the Faculty ALO and relevant Placement Coordinator, where necessary.
6. Meet with ALO and relevant Clinical Director / Professional Experience Coordinator, if needed, to discuss support in detail – this meeting is usually organised by your AC, who can also attend.
7. Notify your AC and Faculty placement contact if you encounter any problems with the implementation of your agreed placement accommodations.
8. Meet with your AC to review reasonable adjustments provided. This is an opportunity to improve any arrangements for a future request, as well as to reflect on developing further strategies and transition for employment.

3.7 Exam Provisions

UTS can provide [exam provisions](#) to minimise the impact of the disability / health condition when sitting exams.

Depending on your circumstances, exam provisions can be arranged:

- on a temporary basis (for one session/year), or
- permanently, for the duration of your degree.

Please note that if you change your course you need to re-apply for exam provisions through an appointment with the Accessibility Service and approval from your ALO.

3.7.1 How do I apply for exam provisions?

Documentation: Provide specific supporting documentation regarding the impact of your disability / health condition *in exams*.

Appointment: You must [make an appointment](#) with an AC to discuss exam provisions. Your AC will consult with you about your needs and make a recommendation for exam provisions. Your AC will send a recommendation to your ALO for consideration/approval. The current list of ALOs is available [here](#).

Timeframe: The approval of exam provisions have closing dates for the examination period, which are published via [Examinations](#).

It's best to make an appointment with an AC prior to [census date](#) at the latest, to ensure you make your application on time. It's important to notify your AC immediately if your circumstances change and you need to change your exam provisions, to receive advice on the options available to you.

If you are unable to meet the application deadline, late applications may be arranged under extenuating circumstances, such as:

- Your disability / medical condition / injury occurred after the closing date.
- Your disability / medical condition / injury changes after the closing date.

Otherwise examinations for late applications are scheduled during the Alternative Examination period. You can view the UTS examination timetable [here](#).

3.7.2 How do I ensure my exam provisions are applied?

Centrally Conducted Exams:

- Centrally conducted exams are held during the formal examination period at the end of the teaching session. Centrally conducted exams are managed by Lifetime Learner experience (LLE): Examinations.
- Centrally conducted exam provision information is available on the [Learner Administration Information Hub](#).
- Centrally Conducted Online exam FAQs are available [here](#).
- [Exam timetable information](#) is published via My Student Admin (MSA).
- When your timetable is released via MSA it will have scheduled your approved exam provisions. Please note that your exam may be held at a different time to your class/peers so ensure you follow the details in [MSA](#).
- If you have any concerns or experience problems with the implementation of your exam provisions please [email Exam Provisions](#) and copy your AC.

Faculty Based Exams:

- Faculty based exams are any in-class exams, quizzes or tests facilitated by your Faculty e.g. Tutor, Lecturer or Subject Coordinator. If your exam is scheduled during the session teaching period, it is a faculty based exam.

Requesting exam provisions for faculty-based exams

The faculty based exam provision request is to verify and request to your Subject Coordinator to implement your approved exam provisions, for each of your faculty based exams. Requests for faculty based exam provisions must be made by the census date or at least two weeks prior to the exam date.

STEP 1: Confirm your Faculty Based Exam Provision requirements

Check your subject outlines for the details about the exam/test and format **and consider whether you need all or only some of your exam provisions** e.g. if you have a laptop as an approved exam provision and the format of the exam is multiple choice, you may not need the laptop for this particular exam.

If you have a scribe / reader approved, check the exam format carefully to confirm whether you need your scribe / reader for the exam.

STEP 2: Request your Faculty Based Exam Provisions Request via [Access](#) ideally by week 2 of Session.



TIP: Have your Subject Outline / Canvas assessment information handy as you will be asked for the following details:

- Subject information including: number, name and subject coordinator
- Exam date
- Exam start / finish times

You can view your approved exam provisions via [Access](#)

Request:

1. Log in to [Access](#)

2. From the home page, select **Learning and Assessment Arrangements**
3. Select **Requests**
4. Select **Add New**
5. Select the **Faculty Based Exam Request**, from the drop down menu
6. Provide relevant details
7. Select **Submit**

Your request will go to your AC. Your AC will then:

- Submit your verification and request to implement exam provisions request to your Subject Coordinator via *Access*.



TIP: Please reply promptly (eg. within 48 hours) to your AC when they are requesting clarification / details from you for your requests.

STEP 3: Check *Access* for the approval outcome of your exam provisions request.

1. Log in to [Access](#)
2. Return to the **Requests** tab
3. Check the symbol displayed next to your request(s):

N/A = Your request has been received and is waiting to be actioned by your AC.

Grey Circle = Your request has been sent to your Subject Coordinator for review/consideration.

Green Tick = Your Subject Coordinator has approved your request.

Red Cross = Your Subject Coordinator has not approved your request. You can contact your AC to discuss.



TIP: It is important to also regularly check your UTS email as further exam details may be communicated via email.

If you're concerned about the time it's taking to receive a confirmation in *Access*, please email your AC to ask if there is an outcome for the request or ask your Subject Coordinator directly (copying in your AC).

3.7.3 What if my circumstances change?

If you no longer require your exam provisions please contact to your Accessibility Consultant (AC) to update your exam provisions.

If your disability / health condition has changed and you require additional exam provisions you will need to make an appointment with your AC to complete a new request to the Academic Liaison Officer (ALO), for approval of any additional exam provisions. You may also be required to provide documentation to support any additional changes.

NB: Please be aware of the application ***closing dates***, and ***make your application by the census date*** of the teaching session.

3.7.4 What if I'm unable to sit my exams due to the impacts of my disability / health condition?

You may be eligible to apply to reschedule your exam/s to the Alternative Examination Week, to assist in spreading your workload. Contact your AC for options and advice, prior to the commencement of the exam period. It's helpful to view the examination timetable, prior to making your request.

3.7.5 I have successfully applied for an Alternative Exam in the Alternative Exam Week; will my approved exam conditions be put in place?

Applications for an alternative exam held after the main exam period are processed by [Examinations and Assessments](#). If you have successfully applied for your exam to be rescheduled to the Alternative Exam Week, most of the exams are centrally conducted by exams branch and your conditions will be arranged. You will be notified via [My Student Admin](#) (MSA).

If your exam is instead being conducted by the Faculty - they will not automatically be aware of your exam provisions so you will need to ask your AC to send a verification of your exam conditions to your Subject Coordinator / exam contact. Please make your Request via Access as soon as possible and ideally, with at least two weeks' notice.

3.7.6 Readers and Scribes for exams and tests

While the Accessibility Service does not conduct tests and examinations, we provide trained scribes and readers for examinations. Scribes and readers are selected and trained by the Accessibility Service and are allocated in relation to the same or similar discipline in which the student is studying.

The role of the scribe is to:

write verbatim as is instructed by the student.

The role of the reader is to:

read the exam paper and any related allowable documents, as instructed by the student.



Please Note:

You will need to have a scribe or reader approved as an [exam provision](#).

If you have approved exam provisions for a scribe and/or reader they will be implemented differently depending on whether your exam is faculty based or centrally conducted:

- **Faculty based exams:** following your request to implement your scribe/reader via Access, you will receive a confirmation email to your UTS email account from the Accessibility Administrator. This email will list the details of your exam/quiz/test including the date, time, and location.

You need to reply to this email to confirm that the exam details are correct.

- **Centrally conducted exams:** approved scribes/readers will be supplied for all centrally conducted exams.



Please Note:

- You will need to meet your scribe/reader at the allocated room and at the allocated time ***prior*** to the scheduled start time of your exam.
- The purpose of this is for you to:
 - Clarify with the scribe/reader how you will be working together i.e. will they be scribing/reading the whole exam or just when requested by you.
 - Review any abbreviations/jargon you'll be using – you may want to show them a list during this time.

PART 4: Information about Accessibility Support Services

4.1 Library Access Information

Accessible features of the Library Services include:

- Access to the assistive technology rooms in the library
- Extended borrowing rights and assistance with inter library loans
- Assistance in learning how to research using databases
- Assistance with assistive technology such as Read and Write & Dragon Naturally Speaking
- Assistance in collecting books from shelves

The [Library website](#) provides further details. If you need assistance for information about your Library record, accessing and borrowing Library materials and booking rooms, please [contact the Library](#) .

If you need assistance with an introduction to Library services and facilities, or training in finding information and using assistive technologies and software, please [contact the Library](#).

4.1.1 Library Assistive Technology Rooms (LATR)

[Assistive Technology Rooms:](#)

- There are two Assistive Technology rooms in the library, for use by students registered with Accessibility Service.
- Assistive Technologies Room 2.a can be accessed using your student ID card. Please contact your AC or Accessibility@uts.edu.au to request access.
- Assistive Technologies Room 2.b is for individual use – for using read aloud software, and can be booked via the [Library room bookings](#) or via 'Quick Links' on [the Library Homepage](#) (click 'Book a Room').
- [More information about Library Assistive Technologies rooms can be found here.](#)

4.2 Student Services Unit Resource Room (SSURR)

The Student Services Unit Resource Room (SSURR) is located in Building 1, Level 5, Room 3 (CB01.05.003). The SSURR is a study space with accessibility features including computers, kitchen, lounge rest area, lockers and an individual room for using assistive read aloud software.

It is available 7 days a week, 24 hours a day except between 24 December and 2 January and any other periods during which the Building is closed by the University. The SSURR is accessed using your Student ID card and access is organised with your AC. All users agree to a Code of Practice to assist in maintaining a harmonious study environment.

4.3 Notetaking Service

Students will need to apply for a notetaker through their AC. If your AC determines that you are eligible for this service, they will explain the service and complete the *Notetaking Service Agreement* via *Access*. This will outline which type of classes a notetaker will be allocated (lectures, tutorials, seminars etc.). This agreement also sets out your responsibilities in relation to how you communicate with your notetaker to maximise the benefits of the Notetaking Service.

The notetaking service does not **replace** class attendance. You are still required to meet the attendance requirements for each subject or meet with your AC to discuss / make requests if you're unable to meet the attendance requirements for your subject.

Once the service has been established, requests for notetakers should be made via [SNDS](#). It is your responsibility to request notetakers within a timely manner in order to allow the Accessibility Administrator enough time to establish the service for you. A message will be sent out via your UTS email when SNDS is open to accept requests for the upcoming session.



Please Note: you will need to make a notetaking request for each of your classes *every teaching session*.

4.3.1 Notetaking for group work

You will need to communicate with your notetaker about how you would like them to take notes when there are groupwork activities during your class.

- Talk to your notetaker **at the beginning of session** about your expectations in different teaching activities. For example, if you know that you would prefer your notetaker not to join you during groupwork, you can make sure that your notetaker has prior knowledge of this arrangement.
- Consider whether you need your notetaker for break out group activities during class e.g. if your tutor asks you to break into small groups for discussion. If you don't feel comfortable with your notetaker joining your group in breakout discussions and you know that a group activity is planned for a particular class, you can advise your notetaker prior to the class. Instead, you could ask your notetaker to focus on the general outcomes discussed during the feedback session after small group work.



Please note: If you ask your notetaker not to sit with you in group settings, you will not receive notes for that part of your class, or you may receive notes from another group discussion.

If you choose not to have your notetaker join in class groupwork activities, or not to take notes for these activities – consider whether you still require a notetaking service for this class – it's fine to stop your notetaking for a class after the session has started. Your notetaker will **not** be disadvantaged if you stop using the service for this class. In most cases, we will be able to reallocate your notetaker to another student requesting the service

4.3.2 Notetaking for online breakout groups

Please advise either your Subject Coordinator or [Accessibility Service](#) if your class uses online break out groups so that your Subject Coordinator can allocate your Notetaker to your discussion group.

4.3.3 How do I access my notetaking service?

- Once you sign your *Notetaking Service Agreement* – via *Access*, you will be added to the notetaking service system called [Student Notetaker Direct Services \(SNDS\)](#). This can take up to 48 hours following your appointment with your AC.
- Once you have access to SNDS, you will receive a welcome email to your UTS email address. Use your Student ID and webmail password to login.
- When you log into SNDS, use the “class requests” link from the top navigation menu to make a request for a notetaker. You will be able to select the subjects in which you are enrolled, and the type of class that has been approved for the allocation of a notetaker.
- If you are unsure why a particular class type is not approved for a notetaker, [contact your AC](#) for more information.
- If you don't require a notetaker for all subjects and all classes, please only make a request for those in which a notetaker is needed e.g. if you're provided with a lecture transcript or notes from your Subject Coordinator for a particular class you may not need additional notes from a notetaker.



Please note: you will need to make a notetaking request for each of your classes **every teaching session**.

- You can view all your notetaking requests via [SNDS](#). You can also see which classes have a notetaker allocated, and who your notetaker is.

4.3.4 What do I do if I'm not receiving my notes from my notetaker on time?

- If your notetaker attends the same class as you, you should receive your notes via email within 24 hours of the class. Please be aware that if your notetaker attends a different class, you can expect to receive the notes within 24 hours of the class the notetaker attends.
- If you have not received your notes within this time, please contact the Accessibility Administrator (Ph: +61 2 9514 1177 or email Accessibility@uts.edu.au) so that we can follow up with the notetaker as soon as possible.

- It is your responsibility to review your notes regularly. Please don't wait until you are mid-way through the session to let us know that you have not received notes for the first few weeks of the teaching period.

4.4 Course Materials in Alternative Formats

- Students will need to apply for Course Materials in Alternative Formats through their AC.
- Please be aware that it takes a lengthy period of time and resources to establish this service. If the required textbooks are not already available in an electronic version, it can often take 4-6 weeks to make available some textbooks in an alternative format. Therefore, ***we encourage you to apply for this service as soon as possible*** i.e. ideally, 4 weeks prior to the start of session.
- It is also important to keep the Accessibility Service updated about any subject enrolment changes, to ensure you have access to your required alternative formats. Please consider these issues when making your changes to your subject enrolment.
- Once this service has been approved, you will be contacted by the Accessibility Administrator prior to the beginning of the session to confirm your subject enrolment. It is important to advise the Administrator as soon as possible if you make changes to your subject choices or amend your enrolment.

PART 5: Managing Your Study

5.1 Getting organised for the start of session

We encourage you to organise your support services *prior to the beginning of each session* so that once your classes start you can focus on your study. Below are some reminders for getting organised prior to session:

UTS student email account: You are required to use your UTS student email account to make contact with staff across the University. This short video will show you [how to link your UTS webmail to your existing email account](#).

Office 365 – free!: Office 365 Education includes Word, Excel, PowerPoint and OneNote, plus additional classroom tools. This short video will show you [how to get Office 365 for free](#).

Enrolment: Check your enrolment is finalised before the required date. [Important enrolment dates are listed here](#).

If you are having difficulty with your enrolment, please contact the [Student Centre](#) as they can assist with any enrolment changes. If you have any requests or difficulties related to your disability or health condition, please make an appointment to see your AC. Remember that you can make a phone appointment if it is difficult for you to travel to campus.

[U:PASS](#): Check if any of your subjects offer U:PASS, and register if needed.

Subject Workload/Academic Advice: If you are unsure about how many subjects you can manage due to the impacts of your disability / health condition, flexibility is available to study as little as one subject per session, depending on your course.

However, it's important that you remain aware of the progression rules and pre-requisite requirements for your course. If you choose to withdraw from a subject, you need to withdraw [by the census date](#).

Information to Academics: If you require particular information regarding your disability / health condition to be forwarded to your Academics each session, complete your session renewal prior to the start of session. You will receive a reminder email to let you know when it's time to make your session renewal, with instructions.

Check Subject Outlines thoroughly: Make sure that you're aware of all subject requirements including assessment and attendance, and contact your AC early if you need to make any requests.

Workshops to help support your study: Book into [workshops](#) run by the Counselling service to help you learn to cope with study, work and life.

Study skills support: Check the [HELPS](#) website for assistance available, assignment writing assistance, presentation skills, workshops and self-help resources.

Study skills resources:

Click [here](#) to find useful resources across a range of areas including how to plan your time, manage multiple projects, and tips on collaborating effectively with others.

Get Organised:

Find the most current Session Planners via [The Student Learning Hub](#)

5.2 Other Support Services at UTS

Health and Wellbeing:

The **UTS Health Service** provides confidential medical services to students, staff, alumni and their families. Appointments can be made via SSU reception on ph. 9514 1177. More information can be reviewed [here](#)

The **UTS Counselling Service** offer a wide range of personal, psychological, study-related and administrative difficulties and appointments can be made via SSU reception on 9514 1177. Self-help resources can be located via the UTS Counselling Service [website](#). If you have an urgent situations after-hours, please use the [emergency contacts list](#).

Financial Assistance:

Provides support service for students seeking guidance and advice on study related finances. In addition, the **Financial Assistance Service** also supports students experiencing current cash-flow shortfalls. Eligibility Criteria and online resources can be accessed [here](#) and appointments via SSU reception on ph. 9514 1177