

# Navitas English Supporting Students with Special Needs Procedure

Navitas English Services Pty Ltd



## Document

<b>Document Name</b>	Navitas English Supporting Students with Special Needs Procedure
<b>Brief Description</b>	The purpose of this document is to provide procedures in alignment with the Supporting Students with Special Needs Policy. The policy and procedure documents adhere to ELICOS Standard (2018) P3.1 b): <i>where a special need is identified for a student, arrangements are put in place to address the need and support for the student to learn effectively.</i>
<b>Responsibility</b>	Director, Centre Operations
<b>Initial Issue Date</b>	29/02/2020

## Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
29/02/2020	1.0	Initial Release	Director, Centre Operations
23/04/2024	2.0	Change to role nomenclatures	Director, Centre Operations

## Related Documents

Name	Location
Supporting Students with Special Needs Procedure	Navitas English website
Complaints and Appeals Policy	Navitas English website
Navitas English Letter of Offer	Provided upon request

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## 1 Purpose and Scope

- a) Navitas English commits to its obligations as outlined in the ELICOS standards 2018, Standard P3 – Teaching ELICOS: *Policies and procedures for teaching provide students with optimal opportunities for achieving successful outcomes.*
- b) The purpose and scope of this procedure relates specifically to standard P3.1 b): *where a special need is identified for a student, arrangements are put in place to address the need and support for the student to learn effectively.*
- c) This procedure covers actions that college leadership teams should take in regard to both special needs and special considerations and should clearly distinguish between the two as such:

<b>Special needs</b> refers to: “Students who have a more long-term or permanent disability or impairment”.	<b>Special consideration</b> refers to: Students who experience a circumstance which negatively affects their ability to study and which is typically an emerging, shorter-term condition.
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### 1.1 Purpose

- a) This “Supporting Students with Special Needs Procedure” (“**Procedure**”) sets out the approach of Navitas English Services (“**Navitas English**”) to the provision of English language services to students with special needs as set out in this Procedure.

### 1.2 Scope

- a) This Procedure provides detailed, specific and sequential information to all Navitas English colleges where students (current or prospective) present with ‘special needs.’

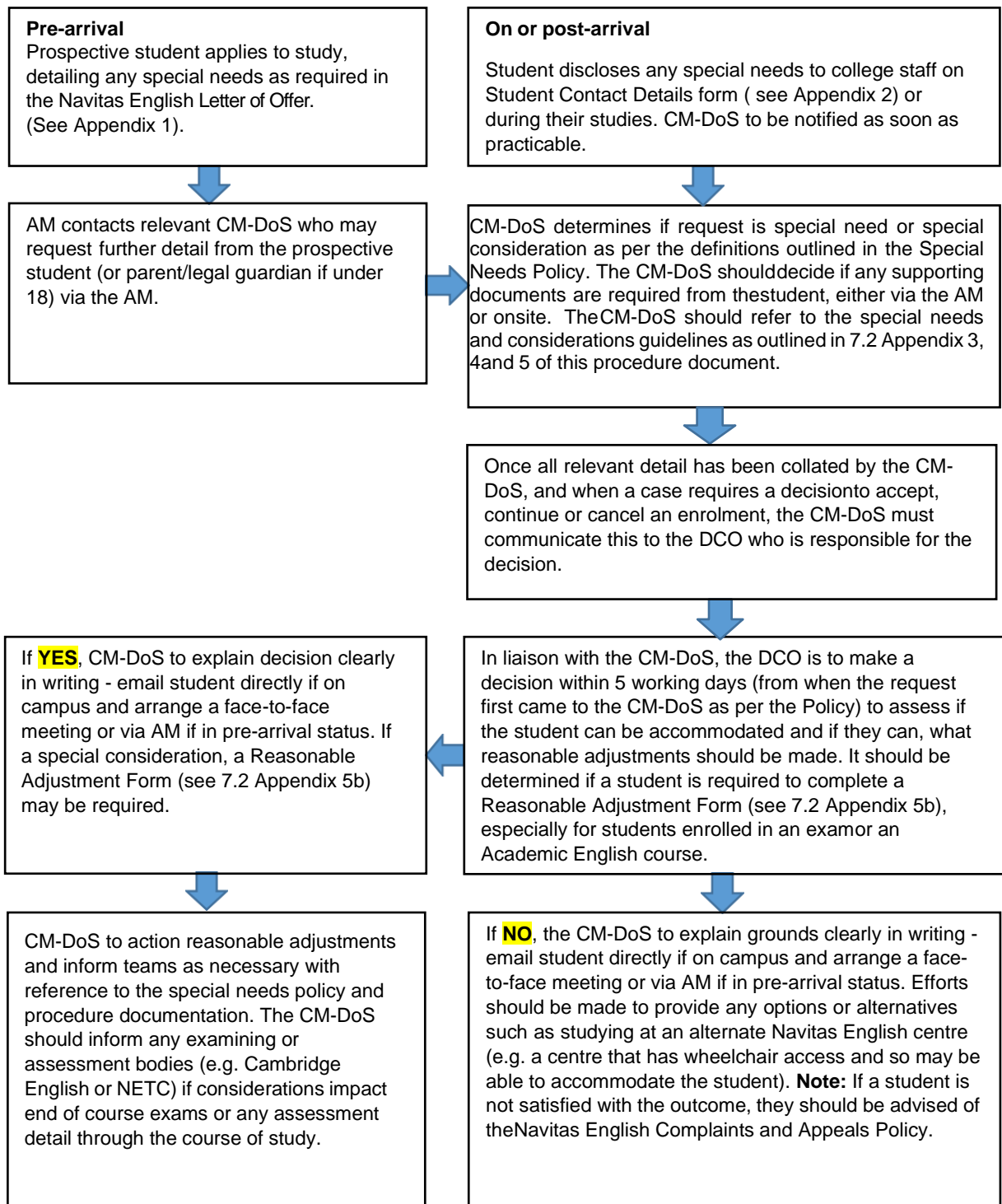
## 2 Context

- a) Navitas English chooses to adopt an inclusive approach to enrolling and accommodating students with special needs or who require special consideration.
- b) The ability to do so is on condition of three primary factors:
  - i. that the special need or consideration is brought to the attention of the college leadership team in a genuine and timely manner;
  - ii. that reasonable adjustments can be made by Navitas English in regard to its facilities, equipment, level of expertise and support systems in place for the student; and,
  - iii. consideration for Navitas English’s broader duty of care for all students and staff.

## 3 Procedure

- a) With reference to the definition of special needs and special consideration in 1c) of this document, the procedures account for pre-arrival process (when special need requests would typically take place) and for a post-arrival process (when special consideration requests would typically take place).

### 3.1 Process Map



## 4 Responsibilities

- a) Each of the positions involved in implementing and achieving policy objectives and carrying out procedures are clearly described here.

Responsibility	Centre Manager & Director of Studies	Director, Centre Operations	Admission Manager	Senior Management Group	Student Counsellor	ALL
Initial Alert to College	I	I	R	C	S	
Consideration of documentation	R	I	S	C	S	
Making Decision	S	R/A	S	C	S	
Advising applicant of outcome	R	I	S	C	S	
Implementing changes	R	S	I	C	S/R	R and A
Monitoring and reporting on outcome of change and student progress	R	S	I	C	R	
Oversight of the implementation of this Policy	C	R	I	A	I	
Maintaining effective records of students in this category	S	R	C	C	I	
Ensuring support is available as required for students in this category	R	R	I	C	I	

R = Responsible, A = Approve, S = Supporting, C = Consulting, I = Informed

## 5 Definitions

- a) Unless the contrary intention is expressed in this Procedure, the following words (when used in this procedure) have the meaning set out below:

Term	Meaning
<b>ELICOS</b>	English Language Intensive Courses for Overseas Students
<b>CM-DoS</b>	The Centre Manager & Director of Studies - the overarching manager for each individual Navitas English centre
<b>AM</b>	The Admissions Manager - responsible for an Admissions team who receive and process all student applications and oversees the conditions of enrolment.
<b>DCO</b>	The Director, Centre Operations is line manager to the CM-DoSs at all Navitas English centres
<b>Special Consideration</b>	A circumstance which negatively affects a student's ability to study and which is typically an emerging, shorter-term condition, such as an illness, bereavement, being witness to or involved in a traumatic event, incidences of violence, or sudden hardship.
<b>Special Need</b>	A restriction on participating in and/or benefitting from the ELICOS Providers' educational and other services as a result of an enduring physical, sensory, mental health or learning disability, or any other condition which results in a person learning differently from a person without that condition.
<b>NETC</b>	Navitas English Test Centre with whom Navitas English students may enroll in an end of course exam such as IELTS and Cambridge Preparation.

## 6 Review

- a) This Policy is tested and reviewed every 2 years by Director, ELICOS in line with any changes to the regulatory compliance requirements, legislation, regulation and guidelines.
- b) This review process aims to ensure alignment to appropriate strategic direction and continued relevance to Navitas English' current and planned operations.

## 7 Records Management

All records in relation to this document will be managed as follows:

<b>Record type</b>	<b>Owner</b>	<b>Location</b>	<b>Retention</b>	<b>Disposal</b>
Procedure	Director, ELICOS	Navitas English website & Policy Hub	Perpetual until replaced	Archived in Policy Hub

## APPENDICES

### Appendix 1. In Navitas English's Letter of Offer

*If you have a disability, condition, illness or special needs that may affect your ability to study, please inform Navitas English at the earliest opportunity. Navitas English will try to make reasonable adjustments to allow you to learn effectively but needs to consider any special needs to determine if it can accommodate them and also the impact it may have on staff and other students. Navitas English reserves the right to decline an enrolment if it cannot accommodate any special needs. Further information can be found in Navitas English Special Needs Policy on our website.*

### Appendix 2. Navitas English Student Contact Details Form (Page 1 section)

<p><b>Medical Information</b></p> <p>Do you have any allergies, physical illness or mental illnesses or take any medication which Navitas English or your homestay family should know about?</p> <p><input type="checkbox"/> No    <input type="checkbox"/> Yes</p> <p>If yes, what are they and what are they for? _____</p>
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## Appendix 3. Navitas English Definition and Guidelines for Special Needs Students

**Special needs** refer to: “Students who have a more long-term or permanent disability or impairment”.

The Special Needs hereby listed and with accompanying guidelines are based on Navitas English’s previous experiences for ELICOS students and so is not an exhaustive list:

<b>Physical disabilities</b>	The disability to be discussed in relation to the chosen Navitas English location such as wheelchair access. Also applies to accommodation and means of transport to and from classes. The degree of ability to use course textbooks and participate in class activities need to be discussed to ensure alternatives can be reasonably arranged and to no or little detriment to the learning outcomes of the student with the disability. If the student will be sitting an official exam, this must be taken into consideration in conjunction with the examining body.
<b>Sight impairments</b>	The degree of sight impairment is crucial to whether the student can be accepted and depending on the equipment available to the student. Images on the interactive whiteboards or hardcopy course materials can be enlarged. If the student is mostly or totally unable to see, Navitas English does not have the training or facilities in place to enable the student to achieve learning outcomes. One-to-one tuition may be arranged depending on suitable teachers available, lead in time to the arrangement and the English proficiency of the student. If the student will be sitting an official exam, this must be taken into consideration in conjunction with the examining body.
<b>Hearing impairments</b>	The degree of hearing impairment is crucial to whether the student can be accommodated and depending on the equipment the student is able to bring with them into the classroom. For partial impairment, arrangements can be made such as the teacher adjusting their voice projection accordingly and seating position next to amplifiers for listening skills activities. If the student is mostly or totally unable to hear, Navitas English does not have the training or facilities in place to enable the student to achieve their learning outcomes. One-to-one tuition may be arranged depending on a capable teacher being available, lead in time to the arrangement and the existing English proficiency of the student. If the student will be sitting an official exam, this must be taken into consideration in conjunction with the examining body.
<b>Speech impairments</b>	The degree of speech impairment is crucial to whether the student can be accommodated and depending on the equipment the student is able to bring with them into the classroom. For partial impairment, arrangements can be made such as preparing the teacher and with suitable permission, the other students, to account for the speech impairment. Activities can be arranged whereby the student is not required to speak if that is an appropriate arrangement for stakeholders. The testing and assessment criteria for the chosen course(s) must be considered, including if the student will be sitting an official exam, this must be taken into consideration in conjunction with the examining body.
<b>Mental Health</b>	<p>The mental health spectrum is vast so as much information Navitas English is able to acquire, the increased likelihood it can prepare to accommodate the student. Essential aspects to consider are whether the student may pose a threat to themselves or others, whether the student has appropriate access to professional medical support and relevant medication, whether the student has access to the right support during their stay with Navitas English. Accommodation requirements and for students who are minors will affect these considerations. Steps (not exhaustive) that can be taken to facilitate a student with either existing or developing mental health issues are:</p> <ul style="list-style-type: none"> <li>• Scheduling regular consultations with a specialist, a college counsellor or a First Aid Mental Health trained employee</li> <li>• Providing relevant information to staff such as the teacher and within the appropriate realms of confidentiality</li> <li>• Scheduling a course type (include private tuition) , timetable or study plan conducive to the student’s circumstances</li> </ul>



<p><b>Learning difficulties</b></p>	<p>The learning difficulties spectrum is vast so as much information Navitas English is able to acquire, the increased likelihood it can prepare to accommodate or make a decision on accepting the student. Some common learning difficulties examples are dyslexia, ADHD and dysgraphia (which affects the person's ability to format their writing and can affect their ability to put ideas into words). If on an exam course, academic teams need to consider the ability for the student to achieve their learning outcomes and may follow Navitas English's procedure for Special Considerations and Reasonable Adjustment (outlined subsequently in this Policy).</p> <p>Steps (not exhaustive) that can be taken to facilitate a student with either existing or developing learning difficulties are:</p> <ul style="list-style-type: none"> <li>• Providing relevant information to staff such as the teacher and within the appropriate realms of confidentiality</li> <li>• Scheduling a course type (include private tuition) , timetable or study plan conducive to the student's circumstances</li> </ul> <p>Navitas English staff can also refer to valuable resources such as from Cambridge English. Their January 2020 paper regarding Specific Learning Difficulties in ELT (SpLDs) informs of a range of learning difficulties, how to identify them and a variety of ways to assist students with SpLDs by making relatively small amendments to teaching practice. For further information, visit:  <a href="https://languageresearch.cambridge.org">https://languageresearch.cambridge.org</a></p>
<p>Other</p>	<p>To distinguish between special needs and special considerations. Special considerations are more likely to be circumstances post-arrival that arise and from which the students may struggle to cope with their academic learning and other commitments. Eligible circumstances may include; illness, bereavement, being witness to a traumatic event, violence and sudden hardship.</p>

## **Appendix 4. Navitas English Definition and Guidelines for Special Considerations**

Special consideration refers to: “Students who experience a circumstance which negatively affects their ability to study, and which is typically an emerging, shorter-term condition.”

If a student experiences circumstances that significantly affect their academic performance and in relation to an exam course such as Academic English, they can apply for special consideration. Eligible circumstances may include: illness, bereavement (death of a loved one), being witness to a traumatic event, violence, sudden hardship. In such cases brought to the attention of Navitas English staff, the student needs to write and tell them about the circumstances and how the student was were/are affected.

### **How does Special Consideration work?**

Special Consideration should mainly apply to assessments and where a student may pass or fail a course.

### **When should a student apply?**

Special Consideration should be applied for as soon as the student is aware that their circumstances may affect their academic performance and/or attendance. If possible, the student should be advised to continue to work on their assessments until you the outcome of the Special Consideration application has been determined by Navitas English. However, Navitas English understands that this is not always possible to do.

### **Possible outcomes of a Special Consideration application**

A student may be:

- Allowed to re-sit an exam or assessment
- Asked to do another form of assessment
- Given a deferral or an extension
- Given an option to re-submit an assessment

An application for Special Consideration may be rejected. In this case, the assessment marks are upheld.

### **Evaluation of Applications**

Special Consideration will be considered by the CM-DoS in conjunction with any documentation provided by the student. The class teacher(s) and any relevant staff members will be notified of the ‘outcome’ of the application. The student will receive the outcome in writing by email and will be invited to speak to a senior staff member

### **Supporting Documentation**

When relevant, an application for Special Consideration must be accompanied by relevant documentation that explains the circumstances. Evidence including: a letter from a doctor, a death certificate, a police report, an intervention order etc., an email from an academic counsellor will assist in establishing the impact a student’s studies.

### **Application**

A Special Consideration Application can be submitted to the CM-DoS of the centre where the student is studying. A senior teacher may facilitate this communication.

**Processing times**

An application made by the student should be considered and an outcome determined within 5 working days and provided that the student has provided any documentation that has been reasonably requested on behalf of Navitas English

**Ordinarily ineligible circumstances**

Computer failure; public transport delays; misreading transport timetable, personal events such as birthdays; minor ailments or illness; travel plans.

## **Appendix 5 a) Navitas English Definition and Guidelines for Reasonable Adjustment**

Procedures Navitas English may undertake in regard to reasonable adjustment for student with special needs or for special consideration

### **What is Reasonable Adjustment?**

A reasonable adjustment is an adjustment made for students with a disability, mental health or medical condition. Reasonable adjustments are made to ensure that students are not presented with artificial barriers to learning, or demonstrating learning, in their studies.

Reasonable adjustments are designed to minimize the disadvantage experienced by students with a disability, mental health or medical condition, rather than provide students with a competitive advantage. Adjustments can include, but are not limited to, the physical environment, teaching delivery and format, assessments and utilisation of assistance equipment.

Student Services are the main point of contact for students with disabilities.  
Student Services staff assist with:

Managing enquiries and issues related to students with disabilities,  
Ensuring appropriate disclosure, confidentiality and privacy is maintained in the triaging of requests for learning assistance or reasonable adjustments,  
Referring students to the CM-DoS or senior teacher.

The CM-DoS or Senior Teacher:

Ensures students with disabilities are treated with appropriate etiquette,  
Assists other staff with strategies for responding to students with disability requests,  
Assists students with disabilities in getting appropriate, reasonable adjustments for study materials, assessment tasks and environmental improvements.

### **How does a student apply for a reasonable adjustment?**

Generally, an application for reasonable adjustment is made at the time of a student's initial enrolment, however, a student can make an application at any time during their enrolment. Students need to provide evidence of their condition and its impact on their studies.

Prospective and enrolled students should contact Student Services staff and ask for an appointment with the CM-DoS at the earliest opportunity to ensure that reasonable adjustments can be agreed within required timeframes.

Please note: It is important that affected students engage in this process as they have the responsibility for identifying and proposing appropriate solutions. Navitas English recognises that students themselves (or parents of students who are under 18) are often best placed to understand their conditions and capacities. All agreed reasonable adjustments will be communicated both to the affected student and academic staff within two weeks of a complete application being made.

Scope of reasonable adjustments (may include but is not limited to . . .)

### **Technology**

the use or loan of adaptive/assistive technology or specific equipment for use by student to enable them to undertake their study/assessment in a fair and equitable manner (e.g. seating, PC);

The recording of a lecture/class instruction.

### **Assessments/Assignments**

alternative methods of assessment (e.g. verbal assessment, mode of questioning, mode of response); or  
individual conditions of assessment (e.g. seating arrangements, additional time/ breaks per hour, toilet/rest/exercise breaks, bite sized food, drink, snacks); or  
accessible learning formats (e.g. large print materials, coloured exam paper); or  
reasonable adjustments to assessment conditions may include extended time for theory-based exams or alternate arrangements for practical assessments, which may also include an extension of time for the practical assessment; or  
allowing extended periods of time for undertaking assessment tasks.

### **Examinations**

use of separate examination rooms; or  
adjustment to print size/font/paper colour; or  
extra rest time during examinations; or  
use of computer for examinations; or  
scheduling considerations (e.g. time of day); or  
modification to practical examinations (where applicable and appropriate);  
modifications to extra time in examinations (e.g. an extra 30 minutes).

### **Environmental Considerations**

Seating arrangements (e.g. front of the classroom, seating adjustment).  
Lighting and/or sound requirements.

### **Other**

referral to counselling; or  
referral to attend academic support sessions (e.g. tutorials, individual academic support sessions).

### **Conditions that may warrant academic adjustments (but not strictly limited to)**

Attention Deficit Hyperactivity Disorder (ADHD) , hearing impairment, Autism Spectrum Disorder (ASD),  
dyslexia, auditory processing conditions, visual impairment conditions

Chronic conditions - acquired brain injury, cerebral aneurysm, cerebral tumour, concussion, side effects from cancer therapies, low muscle tone, motor skill issues, arthritis, cancer, cerebral palsy, muscular dystrophy, paraplegia, cystic fibrosis, lymphoma.

Psychological or emotional impairment - depression, eating disorder, Obsessive Compulsive Disorder (OCD),  
panic/anxiety disorder, Post-Traumatic Stress Disorder (PTSD), schizophrenia, bipolar,  
arm in plaster (writing hand), arm in sling, broken arm/wrist/finger (writing hand), broken scapula.

## **Procedure to apply for Reasonable Adjustment**

Current or prospective students should follow the steps outlined below:

The student makes an appointment with the CM-DoS. Following the initial conversation, the student submits an Application for Reasonable Adjustment. The Director of Studies reviews the application and decides the outcome of the application. The student is informed in writing of the outcome of the application within five (5) working days of the application being received.

A meeting may be set up with the student and CM-DoS to discuss the application and formalise the reasonable adjustment. Where appropriate and in accordance with considerations regarding privacy, the CM-DoS may communicate a student's specific needs in relation to learning and assessment to relevant academics or administrative staff for assessment or support.

Students who are dissatisfied with the outcome of a reasonable adjustment application may seek recourse in accordance with Navitas English's Complaints and Appeals Policy which is available via a link in the student handbooks and on the Navitas English website.

**REASONABLE ADJUSTMENT APPLICATION FORM**

A staff member can help you complete this form, please ask at reception

Students with a disability or a long-term medical condition, which may have an impact on their studies, can apply for reasonable adjustment by completing this form. Students must apply for reasonable adjustment in writing to Student Services at the earliest opportunity, upon enrolment or as soon as the condition is diagnosed, to ensure that reasonable adjustments can be agreed within required time frames.

Name:

Date of birth (dd/mm/yyyy):

Student ID:

Mobile:

Email:

Course of study

Grounds for Reasonable Adjustment :

Evidence provided (a report from a medical practitioner may be required):

Adjustments sought :

Student Declaration :

I declare that the information provided in this application is accurate. I have read and I understand the information about the reasonable adjustment process as outlined in the Special Consideration and Reasonable adjustment Policy and associated procedure.

I understand I am sharing this information to enable my studies and I permit Navitas English to share this information with only those persons required to be informed as part of the process of enabling my studies. I understand that Navitas English will treat my information with due care and respect to manage my privacy.

Student Signature:

Date:

Received date:

Received by: