Example
The following are example strategies that might be put in place to address specific client needs identified either during the enrolment discussion or anytime within the enrolment period.

<table>
<thead>
<tr>
<th>Client Name</th>
<th>Student ID Number</th>
</tr>
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<tbody>
<tr>
<td>Qualification Name</td>
<td>Qualification Number</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Details</th>
<th>Strategies</th>
<th>Initial &amp; Date</th>
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</table>
| Literacy/numeracy support  
Student has difficulty reading course materials | ▪ Apply for Course in Applied Vocational Study Skills (CAVSS) support  
▪ Referral to Certificates in General Education for Adults (CGEA)  
Contact HECS 2721  
▪ Referral to USIQ course referral form on lecturers guide  
contact HECS 2721 | |
| Technology support  
Student doesn’t have the computer skills required to complete their course | ▪ Referral to USIQ courses to address gaps  
Contact HECS 2721 | |
| Individual support  
Student has problems that are affecting their course progress | ▪ Referral to Client Services  
▪ Referral to Indigenous Training Services  
▪ Referral to Disability Liaison Officer | |
| Financial support  
Student cannot afford an item that is essential for their course | ▪ Referral to Client Services | |
| Reasonable adjustment to assessment  
Detail what was adjusted in the assessment process to ensure the assessment meets the principles of assessment ie fair, valid, reliable and flexible | ▪ Contact a Principal lecturer for support | |
| Referral to external agency for support  
Student has a specific problem that requires additional support other than what a lecturer or Students services would normally provide | ▪ Contact Student Services for support and referral | |
| Physical access  
Student requires modified learning environment or equipment | ▪ Referral to Disability Liaison Officer | |