



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.

Client Name		Student ID Number	
Qualification Name		Qualification Number	

Details	Strategies	Initial & Date
Literacy/numeracy support <i>Student has difficulty reading course materials</i>	<ul style="list-style-type: none"> ▪ 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 <i>Student doesn't have the computer skills required to complete their course</i>	<ul style="list-style-type: none"> ▪ Referral to USIQ courses to address gaps Contact HECS 2721 	
Individual support <i>Student has problems that are affecting their course progress</i>	<ul style="list-style-type: none"> ▪ Referral to Client Services ▪ Referral to Indigenous Training Services ▪ Referral to Disability Liaison Officer 	
Financial support <i>Student cannot afford an item that is essential for their course</i>	<ul style="list-style-type: none"> ▪ Referral to Client Services 	
Reasonable adjustment to assessment <i>Detail what was adjusted in the assessment process to ensure the assessment meets the principles of assessment ie fair, valid, reliable and flexible</i>	Contact a Principal lecturer for support	
Referral to external agency for support <i>Student has a specific problem that requires additional support other than what a lecturer or Students services would normally provide</i>	<ul style="list-style-type: none"> ▪ Contact Student Services for support and referral 	
Physical access <i>Student requires modified learning environment or equipment</i>	<ul style="list-style-type: none"> ▪ Referral to Disability Liaison Officer 	