

INTERNATIONAL COLLEGE OF QUEENSLAND AUSTRALIA

Reasonable Adjustment

Your right to training and assessment that works for you.

Learner information | RTO 46584 | Registered with ASQA | Standards for RTOs 2025

Any stage

Request at enrolment or mid-program

Confidential

Not shared without your consent

Agreed with you

Not imposed on you

Same standard

Method changes, not the outcome

If you have a disability, health condition, or any other individual circumstance that affects how you learn or how you demonstrate your skills — ICQA will work with you to find an approach that’s fair. This document explains what reasonable adjustment means, what you’re entitled to, and how to ask for it.

What is reasonable adjustment?

Reasonable adjustment means changing how training is delivered or how assessment works — so that everyone can participate on a level playing field. The competency standard stays the same. What changes is the method.

Think of it this way: if two people need to reach the same destination, giving one person a ramp instead of stairs isn’t giving them an unfair advantage. It’s removing an unnecessary barrier. That’s what reasonable adjustment does in a training context.

What it can and cannot include

Reasonable adjustment CAN include:	Reasonable adjustment CANNOT include:
— Extended time for assessment tasks	— Changing the competency standard you must meet
— Answering questions verbally instead of in writing	— Skipping or being exempt from an assessment task
— Adjusted format for learning materials — larger print, audio, simplified language	— Your trainer completing tasks for you
— Submitting evidence in a different format, such as video	— Receiving answers or content you haven’t earned
— Flexible scheduling around health or caring responsibilities	— Changing what competency means for a unit

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— Modified assessment environment — noise, lighting, seating	— Assessment evidence that isn't genuinely yours
— Use of assistive technology or communication aids	
— Additional coaching or check-ins during the program	

Your rights

You have the right to request a reasonable adjustment at any stage of your program — not only at enrolment. If something comes up mid-program that affects your study, tell us. It's never too late to ask.

Specifically, you have the right to:

- Request a reasonable adjustment for any aspect of your training or assessment
- Have your request considered fairly, without judgment, and without disadvantage
- Be consulted in the process — the adjustment is agreed with you, not imposed on you
- Keep your support need confidential — it's not shared with your employer or other learners without your consent
- Appeal any adjustment decision you disagree with through ICQA's Complaints and Appeals process

The five principles that guide every decision

1	Equity Adjustments enable you to access training on equal terms. They don't lower the standard — they ensure the standard is reachable for everyone.
2	Integrity Every adjustment is checked against the unit of competency requirements. If an adjustment would compromise what competency means, it won't be approved.
3	Consultation You're part of the decision. ICQA works with you to understand what will actually help, and agrees the adjustment with you before implementing it.
4	Consistency Adjustment decisions are applied fairly and consistently across all learners. What's agreed for you is applied to everyone in comparable circumstances.
5	Confidentiality Everything you share about your support needs stays confidential. It's stored securely in eSkilled and shared only with the staff directly involved in supporting you.

How to request an adjustment

The earlier you ask, the easier it is to arrange. But you can request an adjustment at any stage — including mid-program. To request an adjustment:

- Contact your trainer directly through eSkilled — they’re your first point of contact for anything affecting your learning
- Contact the Compliance Manager at compliance@icqa.edu.au if you’d prefer to speak with admin first
- Raise it at your pre-enrolment conversation, at orientation, or at any check-in during the program

You don’t need a formal diagnosis or official documentation to request an adjustment — though that information may help ICQA understand what will be most useful. You just need to tell us what’s making things harder and what you think might help.

What happens after you ask

- ICQA will have a private conversation with you to understand your situation and what you need
- A proposed adjustment will be discussed with you — you have input into what’s agreed
- The adjustment is checked against the unit requirements to confirm it’s appropriate
- Once agreed, it’s documented in your learner file in eSkilled and communicated to your trainer
- It applies from that point forward — to every relevant session and assessment task it covers

If your request is refused

ICQA may decline a request if the proposed adjustment would compromise the competency standard for a unit. If this happens, you will receive a clear written explanation of why the specific adjustment can’t be approved, and what alternatives might be considered.

If you believe your request has been unfairly refused, you have the right to lodge a formal complaint. See ICQA’s Complaints and Appeals — Your Rights ([LR 0285a]) on our website, or contact us directly.

Get in touch

Want to discuss a support need or ask about reasonable adjustment before you enrol? Contact us.

Compliance Manager

compliance@icqa.edu.au

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RTO 46584

Also available on our website

• Learner Support Services — What We Offer ([LR 0212a]) • Complaints and Appeals — Your Rights ([LR 0285a]) • Recognition of Prior Learning — Your Rights ([LR 0383a]) • Fees and Refunds — What You Need to Know ([LR 0387a]) • Privacy Policy ([LR 0388a])