Accessibility Service Guide

The purpose of the Accessibility Service Guide 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. This guide is designed to help you navigate and make the most of our accessibility services, whether you are new to registering with Accessibility or looking to enhance your experience.

The Guide includes:

- Overview of the Accessibility Service and contacting Accessibility staff
- Instructions for Access the online portal used by Accessibility Service to implement services and requests
- information answering frequently asked questions
- details on procedures for requesting reasonable adjustments for inclusive learning, assessment and examinations including course placements & internships.
- details about support service delivery and implementation, including your responsibilities to ensure timely and accurate support

You may like to view a full list of Accessibility Service individual and general support services and requests here

The Guide 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.

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

Table of Contents

Glossary

ALO	Academic Liaison Officer ([Link](#))
AC	Accessibility Consultant ([Link](#))
LATR	Library Assistive Technology Rooms (accessible study space)
MSA	My Student Administration ([Link](#))
SNDS	Student Notetaker Direct Services ([Link](#))
SSU	Student Services Unit
SSURR	Student Services Unit Resource Room (accessible study space)

PART 1: About the Accessibility Service

1.1 Accessibility Service

Welcome to UTS Accessibility Service, 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.

As a registered student with our service:

- you can log into our online system *Access* to view your service information, make requests and book appointments.
- you have an assigned Accessibility Consultant (AC) who will be your primary point of contact.

Your AC is here to assist with arranging support to meet your access requirements and achieve your academic goals, all while enjoying a smooth and enriching university experience in a supportive community where you can connect with peers and staff.

While focussed on your course progression, we encourage you to take opportunities to build upon your individual strengths and strategies. Learning to manage disability/health impacts in the study environment can equip you with transferable skills for the workplace and prepare you for life after university.

Welcome and we look forward to working with you!
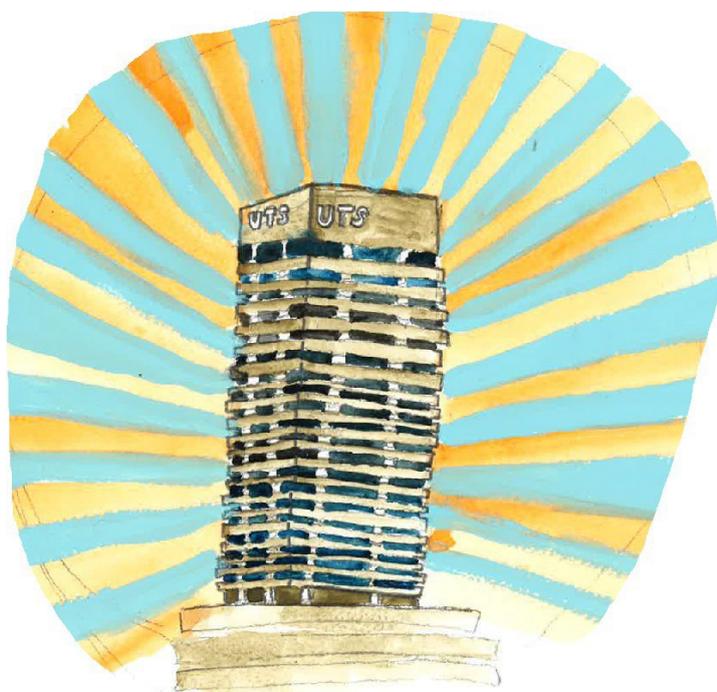
The Accessibility Service is located in the Student Services Unit on Level 6 in the Tower (Building 1).

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 and Financial Assistance; a team of Accessibility Consultants (ACs); Accessibility Administrator; Operations Coordinator and a pool of casual employees who mostly work as notetakers, accessibility assistants or scribes/readers for exams.

1.2.1 Accessibility Staff, Role and Contact Details

Your [Accessibility Consultant](#) (AC) will be your main contact for making any changes to your Access Plan and any access arrangements you require. You can check who your assigned AC is on *[Access](#)* and they are listed in your Access Plan.

We hope that having your AC assigned to you throughout your course will make it easy to reach out when you need support and proactively seek guidance, support, and help in navigating any challenges you may encounter.

The Accessibility Administrator implements the following Accessibility Services:

- Notetakers
- Accessibility Assistants
- Auslan Interpreters
- Captioning
- Accessible Formats
- Readers and Scribes for faculty based exams
- UTS Parking permits for students with [Mobility Parking Scheme (MPS)](#) permits
- Maintains the Student Services Unit Resource room (SSURR).

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

- Advise of any changes to your enrolment / timetable affecting your support services such as glean audio notetaking, accessibility assistants, interpreters/captioning or accessible formats.
- Request a UTS parking permit
- Request a locker located in the SSURR
- Advise of any problems or requests for additional equipment or software in the SSURR.
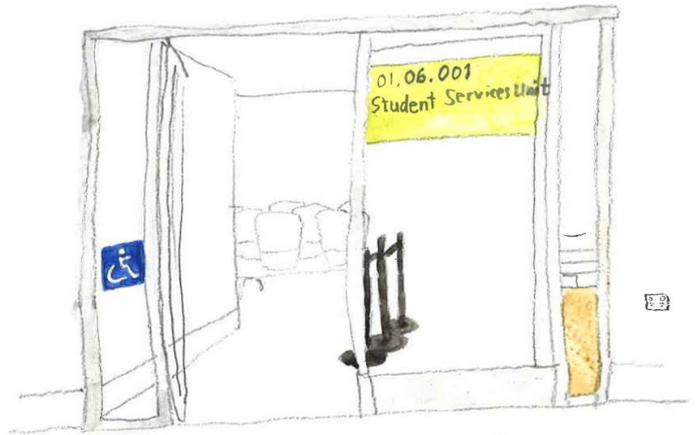
The Student Services Unit reception location is CB01.06.001 (near the escalators)

1.2.2 Contacting your AC

There are a number of ways to contact your AC.

Appointments:

You can book an appointment to meet with your Accessibility Consultant in-person, online via zoom or phone.

Appointments are best if you would like to discuss service or support details, make any changes to your Services, seeking further strategies or support or if you have any concerns, issues or any other emerging difficulties.

Access:

You can 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.

There are quicker ways to get in touch with your AC
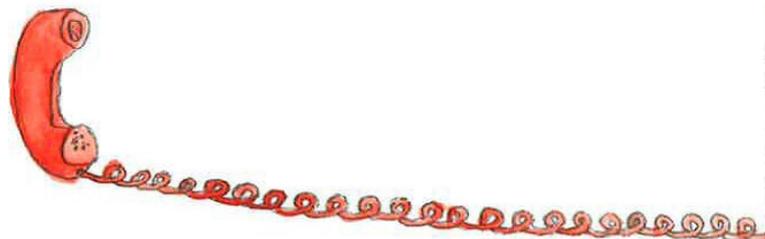
Tip: Access operates best using Google Chrome and Firefox browsers. For information on how to use *Access* on your iPhone or smartphone click here

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:

- 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 and requires your permission. You can opt in to receive text message reminders about your appointments in [Access](#). From the Access Home Page, select the link to Opt in to receive text messages, then complete and submit the form.
- ACs may also contact you via SMS to alert you to an important email or to respond to their request / email. You will need to reply via email.

Cancelling or rescheduling appointments:

- You can easily cancel or reschedule your appointment online booking option on *[Access](#)* or via phone +61 2 9514 1177. It's helpful if you can cancel or reschedule as early as possible to cancel an appointment, so that we can offer it to another student.

Running late:

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

- 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 use Access – quickstart

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 Access Plan and 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, Access Plan and other services and their current approval status. Your assigned AC your and 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
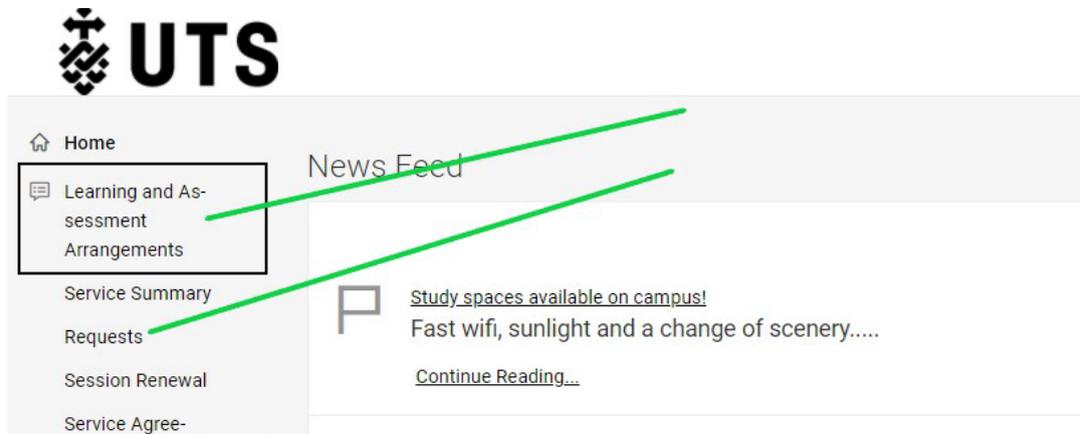
Tip: prior to submitting your request, have the relevant assessment details available from Canvas. Including all details will assist your AC in actioning the request as soon as possible.

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

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.
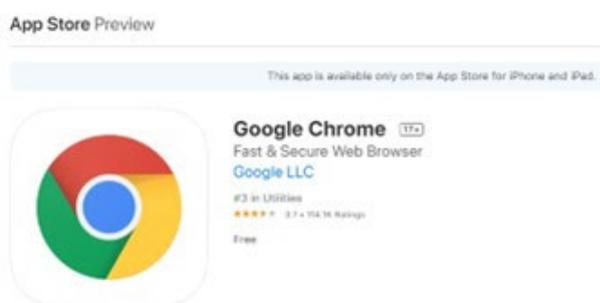
Figure 1 App Store preview of Google Chrome App

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.
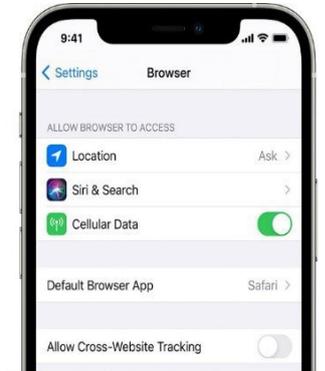
Figure 2 iPhone settings screen showing default Browser app

PART 3: Accessibility Clarifications - Q&A

3.1 Who is my AC and how do they assist?

You can check who your assigned AC in [Access](#). From the Access Home Page, select Learning and Assessment Arrangements and then select the Service Summary tab. Usually the AC that you first meet with will continue as your AC contact in the Accessibility Service.

Your Accessibility Consultant (AC) is **your contact for your Accessibility Services** and the person that your access requests will be directed to. 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](#) with 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 would like more support or strategies to try
- if your disability or health condition changes

3.2 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 AC may suggest to meet with your ALO to discuss requests such as placement adjustments, lengthy extensions or alternative assessments as well as any considerations around inherent requirements for the course.

3.3 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.
- You can contact SSU reception Ph: 02 9514 1177 o schedule an appointment with another AC.

- 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.

3.4 Will my Academics know that I'm registered with Accessibility Service?

Subject Coordinators have information available through access to see which students in their subject are registered with Accessibility Service with learning and assessment adjustments required. In most cases, Subject Coordinators are not accessing this information until they need to implement or respond to a request.

This information is not available to other academic staff such as Lecturers, Tutors, Lab staff unless they are informed by the Subject coordinator for the purpose of implementing support. Most Subject Coordinators will be advised of your registration with Accessibility Service when a request is initiated.

If you require your Subject coordinator or academic staff to know information to assist in your access and inclusion in class this is communicated through an inclusive practices request.

3.5   How do my Academics know my access requirements for class?

The inclusive practices request is a communication that can be sent to your Subject Coordinator to share with your teaching academics to inform them about:

- any inclusive practices you may need implemented in the class
- impacts of your disability/health that they may need to know in relation to your access and engagement during class.
- Specific support that is in place during class such as Accessibility Assistants

Your AC will work with you to develop this communication in consultation with you and it can be reviewed at any time, prior to the start of session is best. It is sent to your Subject Coordinator at the beginning of each session.

You may like to follow up and introduce yourself to your academic staff or via email or arrange a meeting as a confidential option than a conversation before or after class, where your peers may be nearby.

Please Note: Your 'Inclusive Practices' 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.

3.6 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 and *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.

3.7 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 using the [Learning and Assessment Arrangements Form](#) for students who are primary carers. Further details and [Information for parents/ carers](#) is available and you can access support form UTS Counselling service.

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

3.8 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](#).

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

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

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
The Accessibility Service is available for students living with a disability or **ongoing (long term)** medical or mental health condition. Occasionally, students registered with Accessibility may need to apply for a special consideration in addition to the reasonable accommodations provided. E.g. - 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. **Your AC is able to advise you on this.** You may register with Accessibility for **temporary** injuries (e.g. broken arm) **if**: - 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.	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. 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. If you are frequently applying for special consideration for the same condition, please book an appointment to discuss this with an Accessibility Consultant. **Please Note:** - Special Consideration applications have strict submission deadlines. - See the UTS Special Consideration page for more information.

3.10 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 enable equitable access 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: Request a review of a result

3.11 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](#).

3.12 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.

3.13 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.

3.14 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.

Course [inherent requirements](#) are available along with further information explaining inherent requirements.

3.15 Course Administration – access and flexibility
3.15.1 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. If you have experienced circumstances that meet the eligibility criteria you may consider making a [Remission application](#) to remove academic and/or financial penalty.

3.15.2 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.

3.15.2 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?
- Centrelink may be best placed to advise you of your options to remain on your current payment or move to another payment.
- The Financial Assistance Service can assist you with accessing Centrelink information. 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.
- The following links may be helpful:
  [Welfare Rights (external webpage)](#)
  [UTS Student Legal Service](#)

3.15.3 Can I get travel concession if I'm not studying full-time?
- If your disability / health impacts on your capacity to study full time, you can apply for a travel concession while studying part time / reduced subject load.
- Provide the relevant details via *[Access](#)* to request a support letter from your AC to support your part time study application for travel concession.
- Your AC will advise if additional documentation is required to support your request.
- Further details are available [here](#)

3.15.4 What do I do if I'm concerned about my timetable in relation to my disability/health condition?
- Check if there are any alternative timetable options that would assist you to attend classes. Enrol into these if available.
- 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.
- Your AC will need to assess the medical documentation we have on file and may request further documentation to support your request.
- Your AC can write a support letter which you can upload along with your 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 compliance requirements such as the number of students permitted for the room allocation.

TIP: Enrol early to give yourself the best chance to get your timetable preferences

3.16 Digital Accessibility

3.16.1 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
- Zoomtext
- Read and Write

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
- Read & Write
- Adobe Acrobat
- Jaws
- ZoomText

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.

3.17 Campus Accessibility

3.17.1 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.

3.17.2 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.

3.17.3 If I have MPS Parking Permit, where can I park?

- While there is limited accessible parking on the UTS Campus, if you have a current/valid MPS 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.
- Accessible parking is available at Tower/Building 1 forecourt via Broadway.
- You will need an interpark access card to enter the undercover accessible parking is available at Building 10/Interpark via Thomas Street.
- If there are no accessible parking spaces available, please contact Security who can advise on any alternative parking arrangements possible - (02) 9514 1192.

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

3.17.4   Where can I toilet my Guide Dog or assistance animal?

The Assistance Animal Toileting area is located in the Broadway forecourt in front of Tower Building 1. Your AC can request Security to set up your access via your student card. Further information is available here.

Here is an article from the launch explaining the usage and benefits of this facility.

3.17.5   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.

3.17.6 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 impacts.

3.17.7 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. There are floor stickers to follow the way or these instructions:

- 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.

3.17.8 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 1 and 2:

- 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 4: Requesting reasonable adjustments

4.1 Determine if the request is related to your access requirement / health impacts

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 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.

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.

4.2 Extension Requests – Individual Assessments

PLEASE NOTE:

- *All* students can apply for short extensions following the information specific to each Subject. Please apply for the short extension request if they meet your needs or if you are applying for an extension within 72 hours of your assignment due date – this way you are covered while your further extension request is being processed.
- 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)

TIP: 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 via Canvas for short extensions or if you are making a request within 72hours of the due date
   OR
3. Request your extension via our online system *Access*
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 or view the assessment due date details in your calendar in Canvas

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 via Canvas for short extensions or if you are making a request within 72 hours of eh due date.

Please check your Subject Outline and/or Canvas subject site for options to make short extension requests.

If you need to request a longer extension and your assignment is due within 72 hours of making your request, please make a request for a short extension via Canvas. This will ensure that you are covered while your longer extension request is being considered and processed.

STEP 3: Request your extension 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
- 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.

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.

4.3 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.

4.4 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.

4.4.1 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 and those with accreditation requirements eg. Nursing/Health 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'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 Requirement**, 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 4: Check *Access* for the approval outcome of your attendance requirement 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: Also consider if you need to make a request in relation to any participation or in class assessments that are affected by missed classes.

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.

4.5 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

- Your Access Plan will be updated to include Alternative Assessments for the particular assessment type.

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:
- Log in to **Access**
- From the home page, select **Learning and Assessment Arrangements**
- Select **Requests**
- Select **Add New**
- Select the **Alternative Assessment Request**, from the drop-down menu
- Provide relevant details
- 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, [book 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.

4.6 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 Responsible Academic Officer or 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: <u>Read the inherent requirements for your course, if available</u>. 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 access support.

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.

4.7 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
- permanent, 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.

4.7.1 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 [book 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.](#)

Approval: The ALO decides on the approval of your exam provisions. If you are enrolled in a combined degree you will have two ALOs, one for each Faculty.

- If your exam provisions are ongoing, they will be approved for the duration of your course.
- If your exam provisions are temporary, you will need to re-apply prior to the expiry date agreed and listed below.

Timeframe: The approval of exam provisions have closing dates for the examination period, which are published via [Examinations.](#) If I require any additional exam provisions or changes to the exam provisions listed above, I understand I need to make a request to my AC prior to the [application deadline](#).

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.](#)

My exam provisions will be shared with the following UTS staff in order to implement in my exams: Student Administration Unit Examinations and Assessment, Academic Liaison Officer/s, Faculty academic and administration staff, Learner Experience Team, IT support staff, Scribe/Readers and Accessibility Assistants.

4.7.2 How are my exam provisions implemented?

Exam Provisions can be applied to Centrally-Conducted and Faculty-Based Examinations. This includes quizzes; tests; online and computer-based exams; timed assessment supervised and unsupervised.

A detailed explanation of how exam provisions are implemented is available [here](#).

The exam provision process depends on whether your exam is centrally-conducted or faculty-conducted. It's important to note you need to request your exam provisions to be applied for your faculty-conducted exams and to make these requests early.

***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.

- Centrally-conducted exams are conducted by Student Administration: Examinations. These exams are held in the Final Assessment Period at the end of the session and are listed in your MyStudentAdmin exam timetable.

- All approved provisions will be provided for centrally conducted exams.

- Once the exam timetable is published, you can view your exam details and confirmed exam provisions on MyStudentAdmin.

***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.

- Faculty-Conducted exams are coordinated by relevant teaching staff (lecturers, tutors, seminar leaders etc) and/or Faculty staff. These exams/quizzes/tests are usually held during class throughout the teaching session.

- To have your exam provisions applied in a faculty-conducted exam, you will need to submit a request via Access.

- Requests should be submitted by the census date or at least two weeks prior to the exam.

- Your Accessibility Consultant will inform the Subject Coordinator of your request to confirm details and arrangements for your exam.

Requesting exam provisions for <u>faculty-based exams</u>

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).

4.7.3 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.

4.7.4 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.

4.7.5 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.

4.7.6 Readers and Scribes for exams and tests

Scribes and Readers are an exam provision that can be applied for with your AC and approved by the Faculty ALO.

- The role of the scribe is to write verbatim as is instructed by the student.

- The role of the reader is to read aloud the exam paper and any related allowable documents, as instructed by the student.

Scribes and Readers are either hired from an external agency or UTS students who have been trained in the role:

- External agency scribes/readers will be assigned for centrally-conducted exams and organized by the Examinations in Student Administration Unit.

- Both external and internal scribe/readers may be used for faculty-based exams and organized by Accessibility Service.

Implementation of Scribe/Reader exam provisions may vary depending on the type or format of the exam.

Implementation of scribe / reader exam provisions:

You will need to have a scribe or reader approved as an [exam provision](#). Scribe and/or reader exam provisions 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 check and 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 if you attend exams on campus. You may also choose to sit your exams as scheduled (online) without your scribe / reader and consult with your AC to have an alternative arrangement in place of your scribe/reader. Further information about online exams is available [here](#).

  Your AC will consult with you on your preferences and confirm arrangements in the scribe / reader service agreement. You can review and change these preferences, at any time, prior to each session [Centrally Conducted exam provision deadline.](#)

  Your responsibilities and tips to ensure a quality scribe and/or reader service:

- Make requests for faculty based exams and quizzes at least two weeks prior.
- Promptly provide exam details and reply to Accessibility requests for information and confirmation, to ensure the timely allocation of my scribe / reader.

- UTS Scribe/Readers will be provided with your UTS email for communication and confirmation. They will also be provided with your approved exam provisions to supervise accordingly, if they are invigilating your exam.

- 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.

- Use the Scribe to write verbatim as instructed by you

- Use the Reader to read aloud the exam content only (explanation or clarification is not permitted).

- Scribe/reader requirements can be changed in appointment with / or writing to your Accessibility Consultant.

- Promptly advise the [Accessibility Administrator](#) if your scribe/reader is no longer required or you will not attend your exam or quiz.

- These arrangements are addition to the [Accessibility Service Rights and Responsibilities](#) signed when you registered with Accessibility Service.

PART 5: Information about General Support Services

This section provides detailed information about how each of the general support services work and outlines your responsibilities so we can work together to deliver quality services.

This information is in addition to the [Rights and Responsibilities](#) agreed to when you registered with Accessibility service.

5.1 Accessible study spaces

Access to the **Student Services Unit Resource Room and Library Assistive Technology Rooms** is organised by the Accessibility Service. Please contact your Accessibility Consultant or Accessibility@uts.edu.au to request access. Your Student ID is used to access these spaces and these spaces are exclusively for registered Accessibility students.

Students on leave of absence will not have access to these study spaces: [Rule 2.2.1 (5)](#)

5.1.1 Library Assistive Technology Rooms (LATR)

The [LATR rooms](#) are located in the Library Building 2, Level 8, Room 123 (CB02.08.123). There are two Assistive Technology rooms in the library, for use by students registered with Accessibility Service:

- The Assistive Technologies Room (CB02.08.123) 2a is a group space.
- The Assistive Technologies Room (CB.02.08.127) 2b is for individual use and can be booked [online.](#) Room bookings are for a maximum of two hours per day. However, if there are no bookings you may stay and use the room for longer periods.

LATR spaces are available when the [library is open.](#)

5.1.2 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 shared study space with features including computers, kitchen, lounge rest area, lockers and an individual room for using assistive read aloud software.

The SSURR Quiet Space room (CB01.05.03C) is located inside the SSURR. It is for individual use and can be booked [online](#)

The SSURR 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.

5.1.3 Code of Practice for Student Services Unit Resource Room (SSURR) & Library Assistive Technology Rooms (LATR)

All users agree to a Code of Practice to assist in maintaining a harmonious study environment.

In an Emergency:
- Call Security – dial 6 from an internal phone or 1800 249 559 from mobile phones. Security will come straight to the room.

- When an alarm sounds or orange light flashes, prepare to or evacuate as per [emergency procedures](#).

Health & Safety:
- Report hazards, accidents and incidents to Accessibility Service staff or Security.

- If First Aid is needed:

  o During business hours (Mon – Fri, 9am – 5pm), contact the UTS Health Service (Tower, Level 6, Ph: 9514 1177 or dial 1177 from an internal phone
  o After hours, contact Security (24 hours), dial 6 from an internal phone or 1800 249 559 from mobile phones. All security officers are trained in First Aid.
  o Signage listing UTS First Aid Officers is posted in the room and available [here](#)

- Some users have extreme chemical sensitivity. Please be considerate of their needs – avoid using hairspray, perfume, aftershave or cleaning agents in the rooms.

- Some users have vision impairments. Please be sure to leave the room exactly as you found it e.g. put furniture back where it was, don't leave power cords or anything slippery on the floor.

Guidelines for Sharing the SSURR and LATR Spaces:
- This is intended as a quiet space - conversational noise should be minimal and kept to a considerate level. Please leave the room if you need to speak on your mobile.

- It is not be used for small group discussions.

- It is very important that you do not bring or let anyone into these rooms.

- Personal carers may be in the room to assist students who have access.

- The phone is for incoming and outgoing internal university calls.

- Medication must not be left in the fridge or left unsecured in the room. If you need to store medications in a fridge, contact the UTS Health Service (Tower, Level 6, Ph: 9514 1177).

- Lounges are to be used for resting and short periods of sleep. If you feel unwell, please go to the UTS Health Service, where you can be monitored by Health Service staff.

- Access to these spaces is for academic activity only.

Computers:
- The rules for UTS Computer Labs apply to the computers in the SSURR and LATR. The rules are posted in the SSURR and LATR, and are available on the UTS website: https://www.uts.edu.au/current-students/managing-your-course/using-uts-systems/computer-labs-and-facilities

- Computer, Printer, Scanner problems are to be reported to the ITD Help Desk on ext. 2222.

SSU Resource Room only:

- If you are in the room after hours and feel concerned about your safety, contact Security (24 hours) dial 6 from an internal phone or 1800 249 559 from mobile phones.

- Report any difficulties with equipment (apart from computers, printer, and scanner; as above) to the Accessibility Service administrator on ext. 1177 or send an email to Accessibility@uts.edu.au. To assist repairs being made promptly, please do not assume someone has already reported it.

- You are expected to clean up after yourself. If something is spilled that you cannot clean up, contact the Accessibility Administrator to arrange assistance.

- Personal Audio devices including speech software may only be used with headphones, or within the individual study room

SSU Resource Room Lockers:

- If you need a locker contact the Accessibility Administrator via Accessibility@uts.edu.au. Goods left in unregistered lockers will be given to Security as lost or uncollected property.

As a user of these spaces you are required to abide by the above Code of Practice and understand that you may lose access to the SSU Resource Room and/or Library Assistive Technologies Rooms if you do not do so. This code of Practice is in addition to UTS rules and policies related to student conduct. This Code of Practice has been approved by the Director, Student Services Unit

5.2 Library Access Information

Accessible features of the Library Services include:

- Access to the assistive technology rooms in the library
- Library accessibility officers
- Assistance in learning how to research using databases
- Assistance with assistive technology
- 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.

5.3 Assistive Technology

Accessibility Service can assist with assistive technology options to offer increased independence and dignified access.

5.3.1 Accessibility Consultant specializing in assistive technology

The [AC specializing in assistive technology](#) can assist with identifying a range of equipment and technologies following consulting with you on your access requirements. You may be referred across from your assigned AC and you can book an appointment directly via SSU reception Ph: 95141177.

Currently, the specialized AC service is available on Tuesdays.

You are welcome to discuss any assistive technology requests or requirements with your AC as a first step.

5.3.2 Read and Write & OrbitNote

Read & Write is available for free to UTS students and works on Windows, Mac, iPads and Android tablets. Read & Write is a floating tool bar that assists with reading, writing, research and revision. See this short video: [Read & Write in Five](#). Some features include:

- Highlight text and read it out aloud

- Highlight and automatically reference selected text

- Convert text to audio files

- Build specialised vocabulary lists with definitions

OrbitNote is a PDF reader and annotation tool. You can use the same tools from Read&Write. See this short video: [Orbit Note in Five](#).

Some features include:

- Highlight text and read it out aloud

- Use the Screenshot reader for any inaccessible text

- Type directly onto PDFs including using dictation or predictive text

Full instructions are available [here](#)

TIP: Sign in via Microsoft and your student details and you will get the ongoing version, not just the free trial

PART 6: Information about Individual Support Services

Your AC consults with you and reviews your documentation to determine eligibility for support services. Your Access Plan lists the services you have in place and can be reviewed or changed any time. If you would like to review your Access Plan or request an additional support service, please book an appointment with your AC to discuss.

This section provides detailed information about how each individual support service works and outlines your responsibilities so we can work together to deliver quality services.

This information is in addition to the [Rights and Responsibilities](#) agreed to when you registered with Accessibility service.

6.1 Glean audio notetaker
Accessibility Service provides access to Glean audio notetaking application via funding an individual subscription for approved students to enable students to record their lectures for their study requirements.

[Glean audio notetaker](#) is a digital study app that can record your classes, add notes, slides and transcripts and is available to use on your mobile, tablet, or computer. Accessibility Service provides access to Glean audio notetaking via funding an individual subscription for approved students**. Check your Access Plan if you are unsure about your approval. You can view a [Glean demo](#) for more information. Additional training videos are available on the [Glean Skills Portal](#).

Glean is permitted for use in Lectures only and requires approval from your Subject Coordinator. Accessibility Service will request permission from your Subject Coordinator/s' to record lectures. Once you have received confirmation of their permission (via email notification), you can begin recording the timetabled lectures for your subject/s.

6.1.1 How to activate Glean and Service Delivery:
- Download the Glean app and set up a subscription using your personal email (not your UTS student email)
- The Accessibility Administrator will email you to:
  - confirm permission from your Subject Coordinator to start using glean in your Lectures
  - provide details about funding – arrangements to pick up pre-paid debit card for your subscription

- Prior to each session Accessibility will contact your Subject Coordinator/s for their permission to record Lectures for each of your subjects and this will be confirmed to you via email.
- Prior to each session, please check your funding and contact the Accessibility Administrator if you require further funding to meet your subscription cost.

- The [Accessibility Administrator or Operations Coordinator](#) will be available on campus at the following times to pick up pre-paid cards:
    - Tuesdays 11am-12pm and 3-4pm
    - Thursdays 11am – 12pm

- Let SSU reception know when you arrive. Please contact the [Accessibility Administrator](#) to arrange another time if these are not suitable for you.
- When picking up your pre-paid cards you may be required to show your active subscription to Glean.

Privacy

When you subscribe to Glean, you will provide your information directly to Glean. Information held by Glean is in the European Union (EU) and in the United Kingdom (London). You may withdraw your consent from Glean at any time. If you wish to withdraw consent or request your information to be corrected or deleted, contact help@glean.co Information about how Glean will manage your privacy as a user, the data they collect and process, and your rights, is available from the Glean website:

- [Glean Privacy Policy](#)

- [Glean Customer Data Security Policy](#)

- [Glean Service Agreement](#)

If you are not comfortable agreeing to the privacy settings required for Glean subscription, you can discuss alternatives (such as the Notetaking service) with your Accessibility Consultant.

Information held by the Accessibility Service about you as a client is managed separate to this agreement, under *Privacy and Rights and Responsibilities* sections signed when you completed the registration form.

6.1.2 Your responsibilities and tips to ensure a quality service:
- Only personal email addresses must be used to subscribe to Glean and **not** the UTS email address.
- Wait until Accessibility has notified me that my Subject Coordinator/s have given permission before using Glean to record my lecture/s.
- Email Accessibility@uts.edu.au if you enrol in a subject after the start of session, and wait for permission to be confirmed prior to commencing use of Glean for the subject/s.
- Glean must only be used to record UTS lectures for the subjects you are currently enrolled in.
- Glean recordings and content can only be used solely for the purpose of study and cannot be shared.
- Funding will not be provided for periods of leave of absence. Glean subscription can be cancelled during periods of leave.
- There can be technical failures. Please contact your Accessibility Consultant promptly if there is a foreseeable significant impact on your study access to make alternative arrangements.

- Advise Accessibility via email: Accessibility@uts.edu.au if you cease using Glean.
- Reminder to be aware of and follow IT Policies such as Acceptable Use of IT Facilities and Student Rights and Responsibilities – including code of conduct.

6.2 Notetaking Service

The Notetaking Service aims to provide quality notes for approved classes. Notetakers are student employees trained by Accessibility, specifically their responsibility to maintain students' privacy and confidentiality. Notetakers have been trained and signed a Confidentially Agreement to ensure they treat your information with due regard to your privacy. Notetakers attend and provide detailed notes reflecting the class content. Typed notes are provided in a word document.

Your AC consults with you to determine your requirements for the notetaking service such as con campus and online class; type of classes (eg. lectures, tutorials, seminars etc.) and preferences for any in-class break out or small discussion groups.

If you require the Notetaker in your class, for all classes this needs to be discussed and approved with your AC.

6.2.1 How to activate the Notetaking service:

1. Once you sign your Access Plan 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.

2. 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.

3. Log into SNDS to request your classes for notetaking, prior to the start of session. 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.

4. If you don't require a notetaker for all subjects and all classes displayed, 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*.

TIP: Bookmark the SNDS link: https://notetaker.uts.edu.au/

6.2.2 Service delivery:

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

- The Notetaker will deliver your notes to your UTS email. The Notetaker is required to supply typed notes within 24 hours of the class they are allocated to.

- Your subject academics will be informed that you receive the Notetaking service and that a Notetaker is attending the class. They will be able to assign your Notetaker to your breakout group for online classes.

- Where there are multiple students requiring notes in a subject, a Notetaker is allocated to one class for each class type (e.g. lecture, tutorial) and provides one set of notes to all students.

- If you are unsure why a particular class type is not approved for a notetaker, [contact your](blank) [AC]() to clarify or discuss your class approvals.

6.2.3 Your responsibilities and tips to ensure a quality service:

- Notetakers will be provided with your UTS email for communication and delivery of notes.

- Notes can only be used solely for the purpose of study and cannot be duplicated or shared.

- 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.

- Review notes regularly and contact your Notetaker and Accessibility promptly to advise of any missing or inadequate notes, including if notes supplied from other classes do not contain relevant content.

- Provide feedback to the Notetaker in a polite and constructive way to ensure quality notes and complete service feedback on [SNDS]() at the end of each session.

- 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.

- Promptly cancel notetaking request/s on [SNDS]() if they are no longer needed eg. if there is adequate information or recordings provided via Canvas.

- The Notetaking Service is not usually provided for non-timetabled subject materials, including pre-recorded classes or audio-visual resources.

- The notetaking service does not replace class attendance requirements. 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.

6.2.4   Notetaking for in-class 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 / before your first class 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.

6.2.5 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.

6.2.6 Notetaking Q & A

What happens in class?
Your Notetaker will have sent an email introduction to the Subject Coordinator prior to the first class and will introduce themselves as a Notetaker at the start of the first class. Notetakers will not disclose to the academic or peers who they are taking notes for.

Reminder: Your Notetaker may not be attending your class, they may be attending a repeat Lecture or another Tutorial.

What if the notes do not contain essential content covered in my class?
If you are dissatisfied with the notes, communicate in the first instance with your Notetaker to give them an opportunity to respond to your feedback. If the problem is not resolved, contact the Accessibility Administrator or your AC.

If you find that the content of the notes are not adequate when received from their next class, please inform Accessibility to arrange a solution.

What if the Notetaker cannot attend class?
Your Notetaker will contact you to inform you if they cannot attend class. They will also contact Accessibility to find a replacement, if possible. Please note that despite our best efforts, sometimes replacements cannot be allocated on time and you will need to take or source your own notes.

What if my class is cancelled or the location is changed?
Notetakers have access to Canvas information about location change and cancellations. You can also pass on the change to your Notetaker to assist in reducing any issues – email your Notetaker with as much notice as possible.

What if I don't need a Notetaker in a subject or if I plan to withdraw?
Email your Notetaker and Accessibility to let them know
Login to SNDS and go to the 'Class Requests' page and select the 'Cancel' button

How do I give feedback?
Your Notetakers will ask for your feedback after the first few weeks. Please answer their questions honestly and clearly. If you need something changed, let your Notetaker know clearly what it is and give them an opportunity to change. Early feedback is the way we can address any problems early on, and allows you to give Notetakers constructive feedback.

What do I do with my notes at the end of session?
Hold on to your notes until you know you receive your results, as we do not usually provide notes for the same subject again unless the teaching and assessment of the subject has changed in a substantial way.

How are my Notetakers allocated for future sessions?
At the end of each session you will be asked to rate each Notetaker and to comment on the service. It is most useful to do your evaluation straight away. The system uses your previous Notetaker feedback to assist in re-matching you with Notetakers who you have rated with high feedback.

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.

6.3 Captioning

The Accessibility Service provides captioning to students to assist with accessing classes and subject materials. External suppliers deliver the captioning services. Please note that live captioning is available for students who are hard of hearing or Deaf.

When you meet with your AC they will consult with you to determine the relevant captioning options which will be confirmed in your Access Plan:

- **Live Captioning for on campus classes:** Captioning is delivered via an in-person contractor or remote captioner. The captioning can be viewed in real time via the student's preferred device. A transcript is provided after class.

- **Live Captioning for online classes**: Captioning is delivered via a remote captioner. The captioning can be viewed in real time via the student's preferred device. A transcript is provided after class.

- **Captioning of subject materials:** Captioning is provided for any pre-recorded classes and audio-visual materials (e.g. videos or podcast) available on Canvas.

- **Captioning for non-timetabled subject activities or extracurricular university activities (e.g. meeting with academic or field trips):** Captioning can be provided for non-timetabled subject activities or extracurricular university activities via Access request.

  Please note: Captioning for events should be made via the event registration – indication of access requirements.

6.3.1 How to activate and service delivery of the Captioning service:

Captioning for classes

- Students are required to confirm which classes they will require captioning in 4 weeks prior to the start of session. Please reply promptly (within 48 hours) to the Accessibility email to confirm your requests.

- Accessibility will inform your subject coordinator and relevant academic staff when a captioner will attend your classes. The academic staff member will be informed of your service provider along with your name and service request information.

- Your service provider will liaise with you directly regarding specific preferences e.g. seating during on campus classes, contact via email or text. They will be provided with your name and UTS email. They will also provide information on when and how you can access your transcript.

- Captioning will be delivered across the variety of activities in your class including small group discussion/breakout groups on campus and online. You can advise your Captioner directly if you don't want captioning across such activities.

- Students can use a combination of services across subjects. One service per class activity can be provided (i.e., Notetaking or Captioning). Contact your Accessibility Consultant if you require additional support.

Captioning of subject materials
- Captioning will be available for subject materials located on canvas. Email your subject coordinator and accessibility@uts.edu.au if captions are missing from any subject materials.

Captioning for non-timetabled activities
- If you are requesting captioning for a non-timetabled subject activity, we recommend you contact your Accessibility Consultant as soon as you're aware or prior to census date, to enable services to be implemented.

- Following an approved request, you will receive a confirmation with details on how the captioning will be delivered.

Captioning for Events
- Captioning for events should be made via event registration – access requirements. Contact the event organiser if this is not available. Contact your Accessibility Consultant if you experience difficulties.

6.3.2 Your responsibilities and tips to ensure a quality Captioning service:
- Relevant UTS staff, non-timetabled subject activity contacts and external service providers will be informed that a captioning service is being arranged for your class / activity and provided with your UTS email for the purpose of communication and service delivery.

- Service providers have signed a confidentially agreement and will treat my information with due regard to my privacy.

- Each session, you will receive email confirmation of captioning services and the designated service provider/s. If there are any timetable changes please promptly notify the service provider, where possible and Accessibility Service via accessibility@uts.edu.au.

- Promptly provide feedback if you have any concerns about the quality of service.

- Transcriptions can be used solely for your study purposes and cannot be duplicated or shared.

- Captioning does not replace class attendance requirements. 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.

- If you are unable to attend or cancelling for a class, please email accessibility@uts.edu.au with 72 hours notice or as much notice as possible.

- Promptly cancel captioning if I no longer need the service or if I have decided not to continue with the class. Notification is via email to accessibility@uts.edu.au.

- If my captioning service provider does not receive timely notice of my cancellation, the Accessibility Service may still need to pay for the service. If the Accessibility Service identifies repeated late cancellations or no cancellation, the service may be discontinued at the discretion of the Accessibility Service.

6.4 Auslan Interpreter

The Accessibility Service supplies Auslan interpreters to students to assist with accessing class and required subject activities. External suppliers deliver Auslan services. Accessibility will inform Academic Staff when non-UTS staff will attend their class for this purpose.

When you meet with your AC they will consult with you to determine the relevant classes and activities to provide Auslan interpreters, which will be confirmed in your Access Plan.

6.4.1 How to activate and service delivery for Auslan interpreters:

- Students are required to confirm which classes they will require captioning in 4 weeks prior to the start of session. Please reply promptly (within 48 hours) to the Accessibility email to confirm your requests.

- Accessibility will inform your subject coordinator and relevant academic staff when interpreters will attend your classes. The academic staff member will be informed of your service provider along with your name and service request information.

- Your service provider will liaise with you directly regarding specific preferences e.g. positioning, contact via email or text. They will be provided with your name and UTS email.

- Auslan interpreting can be delivered across the variety of activities in your class including small group discussion/breakout groups on campus and online. You

can advise your Captioner directly if you don't want captioning across such activities.

- Students can use a combination of services across subjects (i.e., Notetaking or Captioning). Contact your Accessibility Consultant if you require additional support.

Full details and information is provided in the AA service agreement signed by student when receiving approval for this service.

6.5 Accessibility Assistants

Accessibility Assistants (AA) are UTS students employed and trained by Accessibility Service, including specific training on their responsibility to maintain students' privacy and confidentiality.

When you meet with your AC they will consult with you to determine the specific tasks identified for the Accessibility Assistant to implement. AAs can only implement the assigned tasks. They cannot assist with assessments or any personal care requirements. You can speak to your AC about NDIS or external supplier facilitation for any personal care or transport (to and from university) services.

Accessibility Assistants are provided to assist students with completing activities/tasks in class and/or access assistance required on campus:

- **In class access:** the AA attends your class to assist with specific task as instructed by you following the approved tasks.

- **Access support:** the AA meets with you on campus to assist with approved tasks. The approved number of hours is set out in your service agreement. You will liaise directly with your AA to organize where and when to meet.

- **Orientation support:** the AA meets with you on campus to assist with approved task related to orientation and transition. The approved number of hours is set out in your service agreement. You will liaise directly with your AA to organize where and when to meet.

AAs are assigned to students at the beginning of each session. An email will be sent to confirm and introduce you to your AA.

A review of the service will take place with your Accessibility Consultant prior to the start of each session.

Full details and information is provided in the AA service agreement signed by student when receiving approval for this service.

6.6 Course Materials in Accessible Formats

The Accessible Formats Service (AFS) ensures core subject materials are available

in accessible format to meet students' access requirements. Core subject materials include the required text/s, reading lists and additional documents as identified by subject coordinators(s) eg. lab workbooks. The Accessibility Service works in partnership with the UTS Library to deliver converted materials.

6.6.1 Service Delivery:
The Accessibility Service will liaise with subject coordinators and the UTS Library, sharing relevant information to identify and deliver required materials in accessible formats.
Essential textbooks and required readings for your enrolled subjects are made available for you to access in an accessible format via the following arrangements:

Reading Lists:
- Reading lists located via your Canvas subject site will be available in accessible format via the links provided on the reading list/s.

- If a reading is not available in accessible format, please advise via Access - Accessible Formats request

- If your agreed accessible format is word, the library will convert into the agreed accessible format and provide to you via your personal UTS Accessible Formats Sharepoint site.

Required Textbooks:
- Required texts will be available in accessible format (pdf text) to download from the library catalogue and / or available for purchase.

- If the required text is not available in accessible format for downloading or purchase, the library will convert into the agreed accessible format and provide to you via your personal UTS Accessible Formats Sharepoint site.

- If the text in accessible format (pdf text) is not adequately accessible for your requirements, please advise via Access - Accessible Formats request.

- If you require textbooks converted to word, the library will convert into this agreed accessible format and provide to you via your personal UTS Accessible Formats Sharepoint site.

Instructions for accessing reading lists on canvas and downloading texts from the library catalogue are attached and available via the [Access resource library](#).

Where to buy / access electronic versions of academic texts
- VitalSource.[com](#)

- Amazon.[com.au](#)

- Apple.[com.au](#)

- Audible.[com](#)

- Bookshare.[org](#) (individual membership payment required)

- [EBSCO eBooks](#)

- For more online retailers, go to [UTS Library: Finding eBooks](#)

Financial Assistance for the purchase of essential text books
If you are on a low income and experiencing difficulty affording your textbook purchasing, you may be eligible for a grant to assist with the costs. Contact [UTS Financial Assistance Service](#) for information and online application.

Additional Required resources eg. Lab workbooks:
If there are other required resources / documents as identified by your subject coordinator the Accessibility Service will work with the faculty to source an accessible version to provide via canvas or your personal UTS Sharepoint site.

Teaching materials on your LMS (Canvas)
The Accessibility Service liaises with your subject coordinators prior to the start of session to ensure accessible delivery of all materials. If you find inaccessible resources on your subject canvas site, please advise your subject coordinator and Accessibility consultant or Accessibility service, via Accessibility@uts.edu.au
You may find it useful to convert documents on your canvas site to an accessible format using [SensusAccess](#).

- SensusAccess can be accessed using your UTS login. Further details are available at [Accessibility Service, Services and Assistance: SensusAccess.](#)

- If the conversion by [SensusAccess](#) is not adequate, submit a request via Access.

Purchasing, sourcing and converting accessible electronic resources online
A guide for purchasing, sourcing and converting accessible resources online to assist in identifying the range of options for obtaining accessible versions of materials that you can access independently, is available via the [Access resource library](#). This can be useful when you need quick access to a resource during teaching periods or for assignment research.

Access to Tactile Printer (AC reminder to discuss when relevant or delete)
This agreement includes access to the Tactile Printer, located in the SSU Annex, Building 1, Level 6. Using specialised 'swell' paper that can be printed on through a photocopier, the printed ink swells and becomes tactile and can be interpreted by touch.

You will be required to undertake training in the use of the Tactile Printer and an indication of the amount and purpose of its usage. Access to the Tactile Printer is available during office hours, Monday-Friday 9am-5pm. If you require access outside of these hours, contact Accessibility@uts.edu.au.

6.6.2 Your responsibilities and tips to ensure a quality Accessible Formats

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.

- Relevant UTS library and faculty staff will be informed of your access requirements and/or notified accessible formats are being arranged for your subject/s for the purpose of service delivery.

- Please provide as much detail as possible when requesting conversions, including:

  o Books / Book Chapters: Author, Title, Year, Edition, ISBN

  o Journal Articles: Author, Title of Article, Title of Journal, Volume, Issue, page numbers, ISBN

- The [Library Accessible Formats Service (AFS)](#) will set up and provide a link to your personal Sharepoint site to access converted materials.

- You will be advised to purchase essential textbook when an accessible electronic version is available at the same or lesser cost as the hard copy

- Promptly notify the Accessibility Service if the Subject coordinator has since provided material in an accessible format for a item requested to convert.

- Promptly respond (within 48 hours) to emails from the Accessibility Service to promote timely service delivery.

- Promptly provide feedback if you're unable to access materials or have any concerns about service quality.

- Promptly notify the Accessibility Service if you withdraw from or add a subject. Please consider the 4 week timeframe that may be required when making your changes to your subject enrolment.

- Accessible formats are provided solely for your own educational purposes and cannot duplicate or shared.

- 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 to begin the accessible formats service for the upcoming session.

6.7 Travel Management Plan

Travel Management Plans can be arranged for students planning to travel for study overseas and enrolled in a Bachelor of International Studies. A travel plan can also be modified for study abroad exchange and overseas field trips, placements/internships or excursions.

Students may be referred by the faculty, faculty ALO or request support via their Accessibility Consultant (AC) to formulate a Travel Management Plan.

Once a request has been made, you are required to organise an appointment with your AC to begin formulating your plan.

Together with your AC, you will develop a list of action items to assist you both prior to departure and with your adjustment to studying overseas and setting up support during this time.

Helpful links:
- [Overseas Travel](#)
- International SOS web portal (*opens an external site*) to check of latest health, security and safety risks of your destinations.