

Rights and Responsibilities of Students provided with Support Workers

Rights of Students

A student who has a disability, mental health issue and/or ongoing medical condition has a right to educational support services in order to participate on an equitable footing with other students. Educational support services can include notetaker support in classes and practicum's, library assistance, and taping of written material and classe, use of technology such as real time captioning or video relay interpreting. The Disability Advisor will assess the needs taking all circumstances into consideration.

A Deaf student whose preferred language is Auslan will require educational support in the form of interpreters and/or note takers. It is not guaranteed that the student will be provided with full class coverage. In addition, the demand for NAATI qualified interpreters is greater than the current pool of interpreters available. If there are times where interpreters are not available other communication options will be discussed. Support services are arranged through the Disability Support Staff (DSS). Peer notetakers are only to be used in extenuating circumstances.

All students have the right to:

- A private and confidential service.
- A service which respects individual difference, needs and abilities.
- Appropriately qualified interpreters
- Clear and effective notes.
- Timely response to requests and concerns.

Responsibilities of Students

- Prior to the commencement of the first class, the student must meet their support worker in the Equality and Diversity Centre reception 20 minutes prior to the class time. The student and support worker will discuss strategies and the preferred language style for the notetaking/interpreting process.
- It is the responsibility of the student to pass on all lecture and reading materials to the support workers via electronic and/or hard copies, or to the DSS to distribute.
- Students are also expected to be aware of, and pass on any unit or additional subject information made available to them to the support workers, and to raise questions or concerns with the appropriate academic staff member in a timely manner.
- The student must sign their support worker's time sheet at the end of each class/lecture. If a class is cancelled the student must indicate this on the attendance form.
- The student and support worker are to meet 5 minutes prior to the commencement of class. If a student does not attend the class the support worker will wait for 20 minutes after that time they are free to leave the scheduled commencement time of the lecture/class.
- If the student needs to meet with academics out of class time they will need to firstly ask the support worker if they are available, and then inform the DSS of the scheduled meeting.
- It is the student's responsibility to inform the support worker of any problems they have with understanding notes and/or signs used during the notetaking/interpreting process. If the student has communication problems or other issues with their support worker they are to firstly discuss the problem with their support worker. If the issues cannot be resolved directly with the support worker, contact the DSS who will then meet with the support worker and

student both individually and together to discuss the problem. If the student's concerns are not resolved after talking with the support worker and the DSS the student can write a letter of complaint to the Manager of the Equality and Diversity Centre.

- Notes can be handed directly to the student after class or be placed in the filing cabinet located at the Equality and Diversity Centre. Notes will not be provided to students who are not in attendance.
- The student is to give the DSS 48 hours notice for interpreters and 24 hours notice for notetakers if he/she will be absent from a class or if a class has been cancelled. In the case of Deaf students, we require 48 hours notice, as this is a requirement by the Agency providing the Interpreters. Interpreters will not be booked for appointments less than 2 hours. In the case of sudden illness or emergency where notice cannot be provided, the student is to notify DSS as soon as possible.
- It is the student's responsibility to notify the DSS of any changes to: timetables, exams, field trips, withdrawal from subjects or other circumstances in which the interpreter/note taker's hours may alter.
- Absences must at all times be reported to the DSS in reasonable time. Where relevant notice is given and/or documentary evidence is provided (eg. Medical certificate) the student will not incur a suspension. After 3 'no shows' interpreting and note taking services may be suspended. Support will be reinstated at the discretion of the DSS.

Students are reminded that the University has specific regulations regarding inappropriate behaviour by students or staff and details can be found in the university website:

[Student Charter - Responsibilities - Procedures](#)

I, _____, agree that I have read and understood these rights and responsibilities. I agree that I have been provided with a copy of this document.

Signed (student): _____ Date ___/___/___

Signed (Disability Advisor): _____ Date ___/___/___

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