# Activity 12 Decision tree

Intro: Jack teaches Certificate IV in Engineering. He has a student in his class, Aaron, who is having trouble keeping up. He is not handing in his assignments and seems unable to complete his worksheets. Jack assumes that, like many other learners, Aaron simply does not have the numeracy skills required for the course. After several weeks he meets with you as his Manager and to talk about the problem. Jack has not spoken with Aaron other than to point out to him that he is falling behind.

Do you:  
A. Ask Jack what does he think you are supposed to do about it when he can’t tell what the issue is and suggest he go away and find out?   
B. Speak directly with Aaron yourself

When the learner selects A.

Jack is uncomfortable about asking Aaron if he has a learning difficulty and if he has, why someone like that would enrol in an engineering certificate anyway. Jack decides he has two possible courses of action:  
a) Confront Aaron directly and asks straight out whether he has a problem or   
b) Talk to Admin to see if they know any more than him.

When the learner selects a).

Jack has had no training in inclusive practices or how to deal with any issues like this so in his discomfort he confronts Aaron during class and asks if he has a learning problem he hasn’t told anyone about, and that he is now so far behind he can’t possibly pass the two units he is doing. Aaron is both annoyed and embarrassed. He lodges a formal complaint against Jack and withdraws from the course. (Path ends here)

When the learner selects b).

Jack talks to Admin who say Aaron’s has not disclosed anything on his enrolment form to suggest he has any learning issues. Jack is at a bit of loss so speaks directly to Aaron who admits he has dyslexia but complains he shouldn’t have to openly disclose this sort of information. Jack is taken aback by this complaint and takes the information back to you as he has no idea what to do about it. (You tried but it has landed back in your lap – go back and start again)

When the learner selects B.

You speak with Aaron, who, with a little encouragement, explains he has dyslexia which he chose not to disclose on his enrolment form. He explains he is annoyed that neither the course nor the trainer, Jack seems to make allowance for any learner who is less than average in any way regarding their learning abilities. You assure Aaron but explain that while it isn’t essential for students to disclose these matters, it is helpful for the trainers and other staff to ensure the right support is made available.

You then decide to:  
c) Speak with Jack and suggest he find out how he can support Aaron in his learning?  
d) Investigate what options are at your disposal to help Aaron but also how the system can be improved to better meet the needs of all learners whether they disclose a need or not.

When the learner selects c).

When you speak to Jack you discover he has no training in this area and no idea how he might even begin to support Aaron. This has revealed the depth of the problem but has not resolved the issue. You leave the matter with Jack to look into and later hear that Aaron has withdrawn from the course as he was falling too far behind. (Path ends here)

When the learner selects d)

Your research reveals a local dyslexia support group and you invite the leader of the group to visit to discuss a way forward for your organisation. You also ask if they would present at a staff meeting so everyone is aware of what dyslexia is, how it can be identified and some ways in which staff can support people who have it. From that point you start to consider what other learning difficulties might be present in your learner population that are not being detected and supported.

Good work! You are on the way to developing some universal design principles that will meet the needs of all learners who present at your organisation.

Point to consider:

* What universal design approaches could the VET provider have put in place from the outset to avoid this situation?

(Path ends here).