

# LILY

## PROFILE

Lily is studying Certificate IV in Education Support. Lily has hearing loss for which she has hearing aids and uses captions on video/TV. Lily has been working at a Kindergarten for Children who are Deaf or Have Hearing Impairments. Lily has had feedback from one of her lecturers who believes that she may be a risk to the children because of her lack of hearing. Lily is concerned that she may not achieve all her competencies.

## IMPACT ON LILY

- Lack of confidence
- Anxiety about presentations
- Difficulty in focusing in noisy environments
- Must sit at the front during classes to hear the lecturer

## IMPLICATIONS FOR LEARNING

- May miss essential information delivered verbally and in no other way.
- Delayed access to information / content that needs to be transcribed or captioned
- The need to concentrate on hearing what is being said may mean the possibility for social contacts and for interaction with other students is often limited and may have an impact on learning.
- Participation and interaction in discussion groups may be limited.
- Anxiety may impact verbal presentations / simulation

## EVENT

Lily is participating in a simulation task with other students. The lecturers providing verbal instructions and other students are interrupting with comments and questions. Lily is struggling to hear all the details for the task. Lily asks the lecturer whether there are any written instructions for the task. The lecturer says no but she is welcome to ask one of the other students for direction. Students are busy preparing for the simulation task,

but Lily is feeling very uncertain about what is required. Her anxiety levels are rising.

**Discuss with your table and nominate 5 important priority strategies.**

<b>Inclusive Educator Strategies</b>
Have patience with student's decision-making process; reframe or redirect the topic
Set realistic achievable tasks and outcomes
Provide extra time to complete learning activities where appropriate
Help with study and organisational skills and learning to learn strategies
Ensure opportunities to revise what was covered in the previous class
Provide different types of learning activities in a session that show early success
Allow for frequent rest breaks – if needed
Minimise distractions in learning setting
Prepare a quiet space for students to work if necessary
Simplify task instructions - one task at a time- smaller steps
Help with identifying key information; class discussion and scaffolding the learning
Empathise where a student is experiencing difficulties and challenges
Use a consistent teaching approach and keep variations to a minimum
Make clear to all students upfront that you are available for any issues and concerns
Provide opportunities for interaction in pairs or small groups rather than just the whole class
Give oral feedback in a positive manner supported by written feedback on assignments/assessments
Acknowledge and understand that behaviour is often related to our well-being and mental health

Always be ready to encourage students to participate even where it may be challenging
Work to include all students in all activities
Acknowledge frustration and try to understand/empathise with the cause
Be calm, patient and empathise with how the student is feeling 'I can see that you are upset. Is there something I can do?'
Be ready and flexible to accommodate a student needing a break, coffee or a walk to calm down
Acknowledge student diversity and perspectives
Show genuine interest in the student's well-being: seek common interest to connect with the student
Understand that disinterest in classroom activities is not necessarily a criticism of your teaching
Ensure the student has a reliable and effective system to communicate with you and if necessary, set aside a time each week to meet
Have a structured daily or weekly timetable and prepare students adequately for changes to schedules
Plan for consistent strategies to deal with inappropriate behaviour, accepting that behaviour may relate to a communication need
Focus on positive behaviour and the student's strengths
Use and support a study mate system in class
Negotiate with student an option to take work home if needed
Identify and discuss alternative formats with the student prior to assessment: e.g. oral or practical demonstrations of competency
Set realistic achievable goals and outcomes. Provide extra time to complete learning activities and reduce the number of activities if appropriate
Contact Student/Equity services immediately If concerned about a student's general wellbeing
Explore supported pathways (internal and external) for a student to build language skills
Facilitate ongoing enrolments with the capacity for students to re-enrol next

semester if work not completed
Make expectations clear about all aspects of training including standards of work and assessment requirements
Provide lesson notes prior to training delivery (electronic and/or hard copy) to help student prepare
Provide opportunity for the student to withdraw from the group when necessary
Model positive behaviour, self-talk and problem solving
Make sure a student is not put on the spot by being targeted to do things they feel uncomfortable doing
Review progress, goals and student expectations periodically
Minimise any unnecessary requirements regarding oral presentations if the student feels uncomfortable
Arrange to show students around the campus/facilities if they missed induction
Respect a student's need to work on their own
Understand that some may need to negotiate to arrive late so they can come in when everyone is settled and quietly settle themselves
Demonstrate flexibility and show respect if a student needs to leave early (planned and unexpected)
Direct safe questions to group and don't single out individuals
Reduce anxiety by giving prompt feedback
Maintain contact with students and be observant of any unexpected withdrawal from participation
Provide seating near the door and freedom to leave if a student is feeling panicky
Design assessment tasks where possible to allow students to have choice about how they will present their learning
Other strategies:

