To receive educational adjustments for equitable learning support, you must first register with Equitable Learning Services (ELS). This page outlines how to register with ELS.

Once you’ve submitted your documents, you will be contacted by ELS to arrange an appointment to be assessed by an Equitable Learning Advisor. Please note that you won't be able to have an appointment with an Equitable Learning Advisor until you have registered and sent your documents in.

**When to register**

You must be enrolled at UNSW before you can register for educational adjustments.

You can register at any time during term if you require support. We strongly recommend all students register before the teaching session starts. If you are new to UNSW or having difficulties because of your disability or circumstances, register as soon as possible.

Many of the services we provide require a significant amount of time and coordination of people and facilities across the university. Setting up exam provisions, employing note-takers, organising sign interpreters, and re-formatting textbooks are just a few examples of services that may take weeks to set up.
By registering early, your Equitable Learning Advisor can:

- start preparation on your requirements early
- identify any obstacles you may face in completing your studies
- work with you to help you overcome any obstacles.

Leaving things to the last minute will only add to your stress. The sooner you come in; the sooner you will have the support you need. All appointments are free and confidential.

**Documentation required**

Your Equitable Learning Advisor is unable to put services in place unless they have seen current and original documented evidence confirming your disability, carer responsibilities or personal situation. A copy of the original documents will be kept on file.

**What is acceptable documentation?**

The documentation must state:

- the nature and duration of your condition
- any treatment you are receiving
- the impact the disability or circumstances are having on your studies and exams

and must be:

- less than two years old
- in English
- written on letterhead, signed and dated by an appropriate medical practitioner, specialist, professional.

Faxed, photocopied or scanned documents will only be accepted when registering on-line or via email. Original documentation must be sighted prior to adjustments being implemented.

Documentation can be from medical specialists, educational psychologists or other qualified health practitioners. If unsure, please contact us to check.

If you do not have sufficient documentation, please provide your health professional with a [verification statement form](#) to complete and return to Equitable Learning Services.

Documentation submitted to the Board of Studies (if you are a school leaver) or documents used by other educational institutions may be sufficient if less than two years old.

If your documentation is not sufficient, we will contact you to advise you to submit additional evidence of your disability.

**Important note:**

Documents sent to the University Admissions Centre (UAC) with your university application are not forwarded to UNSW. Your Equitable Learning Advisor does not have access to any of the documents you previously supplied to UAC or the Board of Studies, or to any supporting documents you submitted when you accepted your UNSW offer.

You need to provide us with a complete set of professional documents showing evidence of your disability or personal circumstances when you register. The original documents must be available on request.

**Carers and students studying on day release**
Students caring for family members with a disability or studying under difficult circumstances should provide supporting documentation such as a letter from the government department supporting them e.g. Department of Community Services, Corrective Services etc. If you do not have any documentation outlining your circumstances, please contact us and an Equitable Learning Advisor will be in touch.

**Equitable Learning Services Verification Statement form**

A verification statement may assist you in obtaining the required evidence about your disability or medical condition from your health professional. Your health professional can send documentation and/or the verification statement straight back to Equitable Learning Services by fax or email so you can have provisions put in place as soon as possible.

As soon as your documents have been assessed, you will be contacted regarding an appointment with an Equitable Learning Advisor. If you have any questions, please contact us. You will be unable to have an appointment with an advisor until we have received sufficient documentation as evidence of your disability.

**Why do I need to bring medical documents?**

UNSW is required to keep documented evidence of your disability or circumstances on file. We need to have a statement from a professional external practitioner that verifies your condition and the impact on your studies. We will then be able to put in place the best services to assist you. Even if your condition is obvious, permanent or you have had it since birth, you still need to bring documentation to support your application for educational adjustments.

**Review of documentation**

While you do not need to re-register with us, your Equitable Learning Advisor will regularly review your services. You may be asked to come in for an appointment to confirm whether specific services are still required. Your documentation must remain up-to-date. Your advisor may ask you to bring in updated documentation in order to receive ongoing support or to make any changes to your adjustments.

**Registration form**

You can Register via this online form (zID log in required).

If you don't have a current zID, please contact us.

When we have received your documentation, it will be checked by an Equitable Learning Advisor. If your documentation is not sufficient, we will let you know, and you may need to provide more detailed information. If your documentation is sufficient, we will arrange a time for you to speak to one of our Equitable Learning Advisors regarding your educational adjustments.

Our office must sight the original documents before any services can be put in place.