



The School of Special Educational Needs: Disability **Request for Assistance**

User guide for schools



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About the School of Special Educational Needs: Disability (SSEND)

The School of Special Educational Needs: Disability (SSEND) builds the capacity of Western Australian public schools to ensure students with disability (diagnosed or imputed) are able to access the curriculum on the same basis as their peers. SSEND promotes inclusive learning environments through research and evidence based practice.

School principals or their delegates can request assistance from SSEND for students with eligible diagnosed or imputed disabilities.

Accessing further information about SSEND

You can find more information about the School of Special Educational Needs: Disability by visiting the the school's One Classroom website at oneclassroom.wa.edu.au

About the Request for Assistance (RFA)

Department of Education schools, through their Principal or delegate, can request assistance from SSEND by going to the Request for Assistance dashboard on SSEND's One Classroom website at oneclassroom.wa.edu.au. Schools can submit a request for assistance for whole school professional learning or consultancy, for an individual student or for assistive technology (including student equipment).

Who can create a Request for Assistance with SSEND?

The school principal, or their delegate, can request assistance from SSEND on behalf of their school. See *Managing Roles within the SSEND RFA Database* on Page 13 of this guide for information about how a Principal can delegate authority to request assistance to a member of school staff.

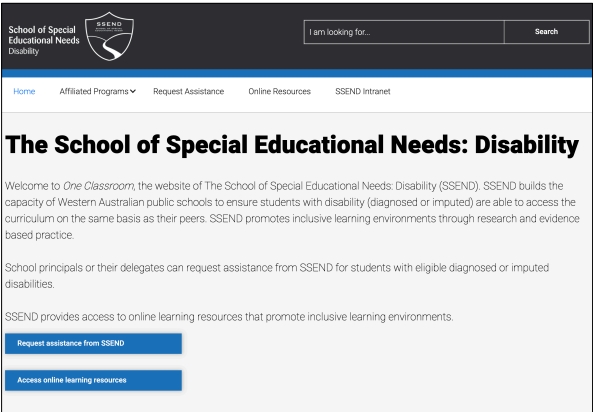
Further support for your request

You can find additional support content, such as videos and print guides, by visiting the One Classroom website at oneclassroom.wa.edu.au

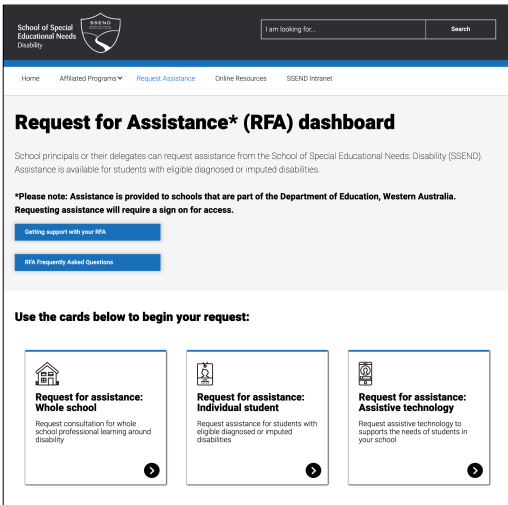
Note: The optimal web browser to use for requesting assistance is Chrome.

Starting your Request for Assistance (RFA)

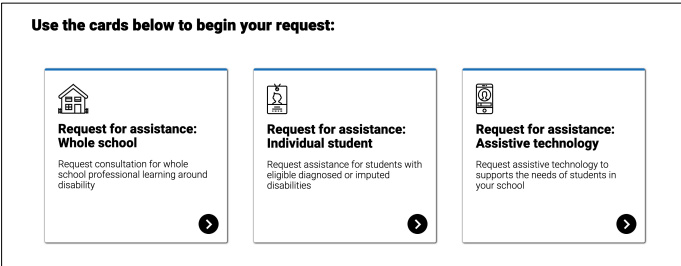
1. Go to SEND’s One Classroom website at oneclassroom.wa.edu.au



2. Click the  button to go to the RFA dashboard.



3. On the dashboard, choose the card that indicates the type of assistance you are seeking.



Creating a Request for Assistance: Whole School

The whole school Request for Assistance (RFA) is for the purpose of requesting Professional Learning and/or consultancy in developing processes, systems and planning for students with disabilities.

Note: You cannot create a Request for Assistance: Whole School if your school currently has one open with SSEND.

Logging on to the SSEND RFA database

1. To begin your request, log on to the SSEND RFA database using your Department single sign-on credentials. You will be taken to your homepage.




Please enter your DET Single Sign-On user ID and password to login

User ID:

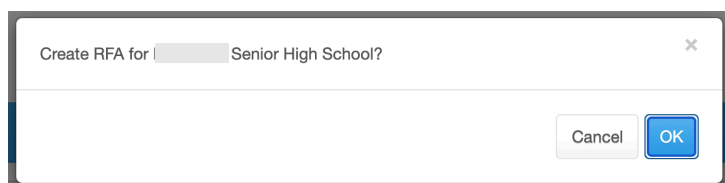
Password:

[Forgot Your Password?](#)

Creating your Request for Assistance: Whole School

Note - Return to your homepage at anytime by clicking the  icon (top left of page).

1. Under **School RFAs** click the **Create Request for Assistance** button. If this button is not available, it means you already have a RFA: Whole School open with SSEND, and will not be able to create another, as you can only have one Whole School RFA open at a time.
2. Click **OK** from the pop-up menu to confirm you want to create a request.



Create RFA for Senior High School?

3. You will be taken to the RFA form. Your school information is automatically generated as shown below. Please move on to the steps over the page.

School Information	
Name	Your school
Code	Your school code
Type	Government
Address	Your school address
Region	South West
Principal	Your school's principal
Phone	Your school's phone number

Requested By	
Name	Person making request
Title	Role of person making request

Creating a Request for Assistance: Whole School (cont.)

Completing the Request for Assistance: Whole School form

Note: All fields are required to submit your Request for Assistance.

1. Enter the key contact* and their role, secondary key staff member/s and their role/s and your School Psychologist.
2. Outline key details relevant to this request.

RFA

Key contact | Role

Key contact phone

Other key staff | Role

School Psychologist

Reasons for current request (If professional learning request, please include dates, times, target audience and number of participants)

1000 characters remaining

3. Enter the total number of students in your school who fall under the disability categories listed.

Number of students with	Autism Spectrum Disorder (ASD)

4. If any of the Statewide Student Support Services have been involved with your school, select all applicable and detail their level of involvement. (Tick **NA** if none)


Previous Statewide Student Support Services Directorate involvement

☐ N/A ☐ SSEN BE ☐ SSEN D ☐ SSEN MMH ☐ SSEN S ☐ School Psychology Services

☐ Disability Services and Support ☐ Complex Learning and Wellbeing ☐ Behaviour and Attendance

If Statewide Services has been involved previously, please provide details of involvement relevant to this request

1000 characters remaining

5. Click the  button to submit your request.

*The key contact is the person in the school leadership team who has a working knowledge of the student and the support required at a school level.

Creating a Request for Assistance: Individual Student

The Request for Assistance: Individual Student is for the purpose of requesting consultancy in planning for students with eligible diagnosed or imputed disabilities.

Note: You cannot create more than one Request for Assistance for an individual student.

Logging on to the SSEND RFA database

1. To begin your request, log on to the SSEND RFA database using your Department single sign-on credentials. You will be taken to your homepage.

Please enter your DET Single Sign-On user ID and password to login

User ID:

Password:

Login

[Forgot Your Password?](#)

Creating your Request for Assistance: Individual Student

1. Under **Student RFAs** click the **Create Request for Assistance** button.
2. If the student's name appears on the pop-up menu, click the **Create** button adjacent to their name.

Create RFA

First Name	Last Name	DOB	Year	RFA
		08/04/2005	Y10	Create
		29/12/2005	Y09	Create
		05/07/2005	Y09	Create
		24/05/2000	Y10	Create
		25/04/2007	Y07	Create
		31/10/2006	Y08	Create
		15/07/2006	Y08	Create
		20/12/2006	Y08	Case Coordination

<< < Page 1 of 1 > >>

8 records

If the student's name does not appear on the list, see instructions under **Adding a student** on Page 10.

3. You will be taken to the RFA form. The student's information is automatically generated as shown below. Please move on to the step 4.

Student Information

SID ID	
SSEND ID	
Name	
DOB	
Year	Y10
School	Senior High School
Total open RFAATs	0

RFA School Information

School	Senior High School
Region	South West
Principal	
Phone	

Requested By

Name	
Title	Prog Coordinator Other Progs

4. Enter in a key contact* and their role, secondary key staff member/s and their role/s and your School Psychologist's name.

Key contact Role	
Key contact phone	
Other key staff Role	
School Psychologist	

5. Complete the information on the student's NCCD level and other student details. Outline your reason for making the request.

NCCD level	
Student has NDIS funding	<input type="checkbox"/>
Funding / EA allocation	
Reasons for current request	<div></div> <div>1000 characters remaining</div>
Diagnosis / Profile	<div></div> <div>1000 characters remaining</div>
Attendance	

*The key contact is the person in the school leadership team who has a working knowledge of the student and the support required at a school level.

6. Add details about documented planning and previous involvement with the Student Support Services Directorate. (Tick **NA** if none)

Attendance

1000 characters remaining

Documented planning

☐ Individual Education Plan (IEP)

☐ Risk Management (RMP)

☐ Escalation Profile

☐ Health Plan

☐ Individual Behaviour Plan (IBP) / Positive Behaviour Support (PBS)

☐ Individual Transition Plan (ITP)

☐ Personal Learning Plan (PLP)

☐ Toileting Plan

(please select all plans in place for this student)

Previous Statewide Student Support Services Directorate involvement

☐ N/A

☐ SSEN BE

☐ SSEN D

☐ SSEN MMH

☐ SSEN S

☐ School Psychology Services

☐ Disability Services and Support

☐ Complex Learning and Wellbeing

☐ Behaviour and Attendance

If Statewide Services has been involved previously, please provide details of involvement relevant to this request

7. Click

Add Service

 to add details about external agencies (e.g. Rocky Bay or Therapy Focus) or people (e.g. occupational therapist or speech pathologist) who support the student. Leave blank if none are engaged or if you are unaware of details.

Add Service

1000 characters remaining

Who

Focus of Involvement

1000 characters remaining

Delete this service

8. Click the

SUBMIT

 button to submit your request.

Adding a student

If you are creating a Request for Assistance: Individual Student for a student who has not been the subject of a previous request, you will first need to add them to the SEND database before creating the RFA.

Follow the steps below to add students.

1. Under **Student RFAs** click the **Create Request for Assistance** button.
2. On the **Create RFA** pop-up, use the two search fields labelled **First Name filter** and **Last Name filter** to input the student's first and last name. Best results are achieved by inputting the entirety of both names of the student spelled accurately.



3. Click the **SID Search** button at the bottom right of the pop up.
4. When the student's name appears, click the **← Import from SID** button in the **Action** column on the far right of the page.
5. When the student is imported, click the **+ Create Request for Assistance** button and proceed with the steps outlined on Page 7.
6. If you cannot find the student through this means, see over the page for trouble shooting steps.

Note: The **Import from SID** button shown in Step 4 will not appear if the student is not enroled at your school.

Troubleshooting steps if you cannot add a student

1. If the previous steps do not locate the student within the Student Information Database (SID) and allow you to import the student, you will be taken to the screen below, where you can attempt another search. (If this screen is not available click Student Search in the top left of the page)

The screenshot shows the 'Student Search' page of the SSEN Disability system. At the top, there is a navigation bar with 'Student Search', 'School Data', and 'Request for Assistance'. The main content area has a search form with 'First Name' and 'Last Name' input fields, a 'Q Search' button, a 'Q Search SID' button, and a 'Clear' button. Below the search form is a table with columns: First Name, Middle Name, Last Name, Gender, DOB, Year, School, Action, RFA ID, Status, and Action. The table currently displays 'No data.' and a 'Request For Assistance' link is visible in the top right corner of the table area.

2. In the **First Name** and **Last Name** search fields, input the student's name.
3. Click the  button.
4. When the student's name appears, click the  button in the **Action** column on the far right of the page.
5. If this continues to yield no results, the student may not have a current enrolment or admission status with your school. Please check Integrus.

Note: The **Import from SID** button shown in Step 4 will not appear if the student is not enrolled at your school.

View and monitor the status of requests

Principals and teaching staff are able to view and monitor the progress of each request and the records of assistance that SSEND has provided. See the status of each request in the **Status** column on your homepage.

Note: A status of **New** means the request is not yet submitted to SSEND. (See below)

Status	Status description
New	The status of new means the Request for Assistance (RFA) has been started by the school representative but not submitted to SSEND. To submit the RFA, click Edit , finish the request and click Submit .
Submitted	The RFA has been submitted and is awaiting needs assessment by SSEND. The needs assessment process is a communication between SSEND and the requesting school to ensure a deliberate match between the identified need and the support to be provided.
Case coordination	The RFA is allocated to a Consulting Teacher that best fits the request. The Consulting Teacher's name will appear on the RFA list. The Consulting Teacher will contact the Key contact listed in the RFA to begin the support.
Allocated	The RFA will stay in this status for the duration of SSEND's support. Principals and teaching staff have access to view and monitor the Records of Assistance that are progressively added by the Consulting Teacher outlining the support being provided.
Completed	This status indicates that the negotiated support has been provided to the school and the RFA is now complete. The Consulting Teacher will generate an evaluation survey based on the support provided for SSEND leadership to review.
Review	The RFA evaluation survey will be reviewed by SSEND leadership. Once it has been approved an email with a link to the evaluation survey will be sent to the most suitable key contact at the requesting school.
Evaluation	While the evaluation survey is intended to be completed by the Key contact , it can also be completed by alternative school delegates. On your homepage you will be able to see if the evaluation survey is waiting to be completed. Please complete and submit this short survey as it assists SSEND to monitor the quality of their support.
Closed	Once the evaluation survey has been completed by the school, the RFA is closed.

Managing Roles within the SSEND RFA Database

While school Principals are given automatic access to the SSEND RFA Database, in order for Requests for Assistance to be made to SSEND by other school staff (such as Associate Principals or Program Coordinators), the Principal may need to delegate these staff as 'School Representatives'. This means giving them access permissions to the SSEND RFA Database using the following steps:

Logging on to the SSEND RFA database

1. The school Principal will need to log on to the SSEND RFA database using their Department single sign-on credentials. This will ensure the **Manage Roles** facility appears on the homepage.




Managing roles within the SSEND RFA Database

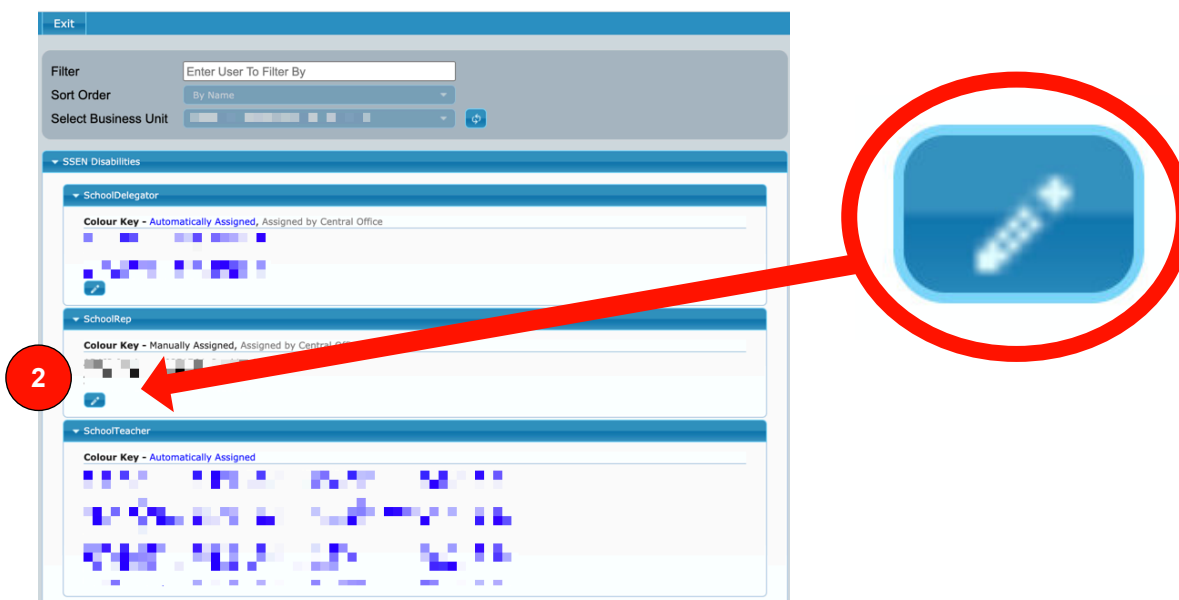
1. Click Manage Roles* in the the top menu bar of the homepage




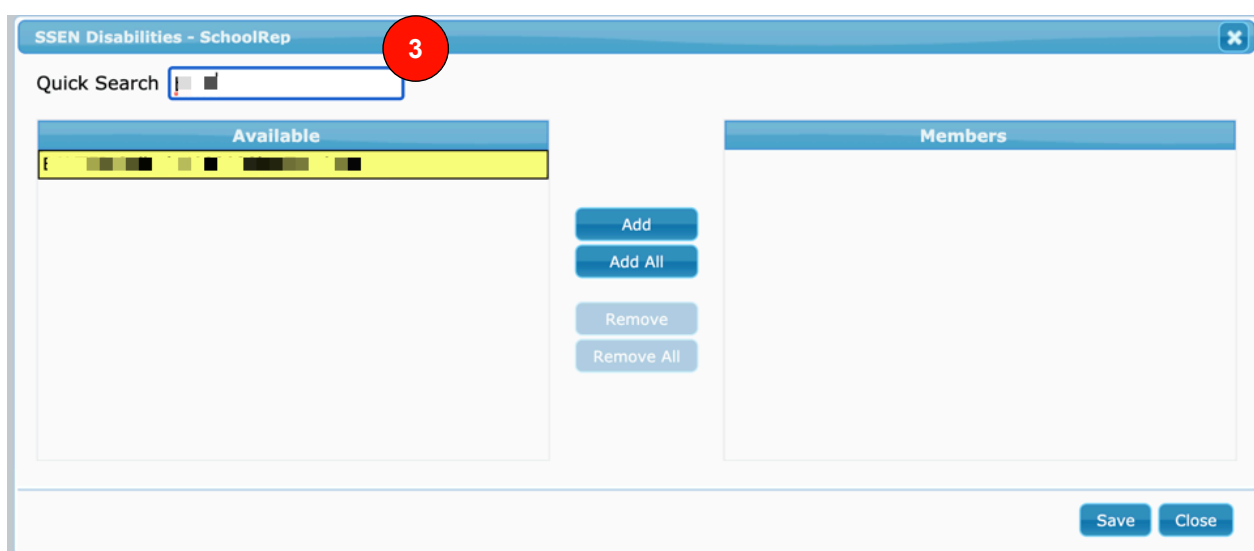
***Note:** If nothing happens when you click on Manage Roles, your web browser may be blocking pop ups. You will need to temporarily allow pop ups by changing the permissions within your web browser.

Continued over

2. If staff have previously been delegated in your school, a list of names will appear under **SchoolRep**; click the  button to add additional staff. *[If staff in your school have not previously been delegated, go to **Step 5**]*




3. Use the **Quick Search** field to search for the relevant staff member. When their name appears in the **Available** column, click on their name then click the  button.



Save

4

6. Click the  button, then follow the process outlined in **Step 3** above.

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