

Assessment and Appeals Policy Number: TL002

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Policy Name	Assessment and Appeals
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Related Policies	P005 Complaints, TL008 Issuance of Qualifications
Reference Documents	Training and Assessment Strategy; Assessment Matrix; Assessment Tool Proformas; Student Assessment Summary/Record; VET Trainer Handbook/Assessment Pack

Background

Nationally recognised and accredited VET courses have been developed on a competency-based approach to workplace training.

Competency is the ability to meet particular standards of performance required in the workplace. For VET courses these standards are developed and endorsed by industry and reflected in specific learning outcomes in national Training Packages and accredited courses.

Assessment is the process of determining whether a student has acquired the competency within an accredited course, by establishing whether or not they have achieved the standards of performance set down as outcomes of that course.

Assessment guidelines are an endorsed component of a Training Package or accredited course that set down the principles and procedures to be adopted in determining if competency has been demonstrated. They include the requirements for qualification as an assessor, the design of assessment materials and resources, the conduct of the assessment, the assessor requirements, designing assessment resources, conducting assessment and sources of information on assessment.

Students assessed as competent against nationally endorsed units of competency in the Training Package or modules in the applicable accredited course will be issued with a Statement of Attainment or qualification under the Australian Qualifications Framework.

Policy

a. Assessment for Accredited Courses

- *SkillsLink* will comply with all Assessment Guidelines in the nationally endorsed Training Packages or the assessment requirements specified in accredited courses, within its scope of registration.
- The Training Manager/CEO must consult with the Trainer/s regarding the assessment and evaluation process prior to the course commencing.
- It is the responsibility of the Training Manager/CEO to ensure
 - all assessment and evaluation processes are fair and transparent
 - all assessment and evaluation processes strictly adhere to the criteria in the curriculum and/or Training Package
 - that the College's Access and Equity policy is followed and provides fair assessment and evaluation processes that recognize the particular equity issue.
- Assessments will be conducted by experienced and qualified personnel who have the following competencies :
 - The assessor skills set from the TAE10 or the full Certificate IV in Training and Assessment TAE40110;
 - relevant vocational competencies, at least to the level being assessed.
- *SkillsLink* will ensure that its assessment process is valid, reliable, fair, and flexible. All assessment will recognise equity issues without compromising the integrity of the assessment.
- At the commencement of the course students will be advised of the purpose of assessment and the criteria and requirements they will need to meet to obtain a qualification.
- Where relevant, assessment will focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance including task skills, task management skills, contingency management skills and job role environment skills.

- Assessment methods may include, where applicable :
 - Observation
 - Role plays
 - Assignments
 - Projects
 - Exercises
 - Questions and Answers
 - Work experience under supervision of industry specialists
- Students will be entitled to two attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge which will be at the discretion of the Provider.
- *SkillsLink* recognises prior learning achieved through past formal education or life experience (See the 'Recognition of Prior Learning (RPL) ' Procedure).
- *SkillsLink* will evaluate sufficient evidence to enable reasonable judgments to be made as to whether or not competency has been attained.
- *SkillsLink* will establish an Assessment Matrix in which all Units and Elements in which Assessment will be undertaken will be listed and details of the Assessment Tasks and Evidence obtained.
- *SkillsLink* will establish a Training & Assessment Plan noting the Assessment Method and list all units in which Assessment will be undertaken.
- *SkillsLink* will consider the needs of individual learners in the assessment tasks.
- *SkillsLink's* assessment process will be equitable for all people, and take account of cultural and linguistic needs;
- *SkillsLink* will provide feedback to the applicant about the outcomes of the assessment process, and guidance on future options;
- *SkillsLink* recognises the need for accuracy, efficiency, privacy, and record-keeping in accordance with its Policy Guidelines, when processing AQF Certificates and Statements of Attainment.
- *SkillsLink* will maintain an Assessment Record/Summary for each student required to undertake assessment.

b. Assessment for General Program Courses

There are no Assessment requirements for General Program non-accredited courses.

c. Appeals Against Assessment

- Students in accredited training courses have the right to appeal against an assessment with which they disagree.
- Any appeal will be promptly determined and the student and trainer advised of the outcome.

Procedure

a. Assessment – VET Courses

- The Trainer, in consultation with the Training Manager, will establish a Training & Assessment Strategy (TAS) in which all Units for which Assessment will be required are listed, together with details of the methods of Assessment proposed, the training implications involved, and a timing schedule. The Training & Assessment Strategy will be submitted to the Training Manager for approval.
- The Trainer will then determine the Assessment Tasks to be assigned in each case and will forward an Assessment Matrix to the Training & Compliance Manger.
- The following completed documents will be submitted by the Trainer to the Training Manager before course commencement:

Training & Assessment Strategy
Assessment Matrix
Assessment Tools and Tasks

- The Training Manager will discuss and review the Assessment process with the trainers(s) prior to the course commencing to ensure that the Assessment Agreement is current, appropriate and ready for distribution to students, that particular cultural and linguistic needs are being addressed, and that the Procedure and requirements of the course / Training Package will be strictly adhered to.
- The trainer repeats the information from the Assessment Agreement form to the class at the commencement of the course and explains the procedure for gaining Recognition of Prior Learning (RPL).
- The Assessment Tasks will be carried out and evaluated strictly in accordance with the requirements for the accredited course / Training Package and the schedule in the agreed TAS.
- The trainer will develop and validate the Assessment Tools required for the Assessment Tasks using the suggested proformas.

- The conduct of the assessment tasks will be appropriate to the subject area and course content. Sufficient time will be allocated for completion of tasks and they will allow for the special needs of individual learners.
- The trainer will provide to the Training Manager/Training Support Officer results of the Assessment on the Student Assessment Summary/Record together with feedback to the student on the outcomes of the assessment process and its implications for future options, as soon as practicable. At all times the information will remain confidential to the student.
- The trainer will promptly advise the Training Manager of the outcomes of the process, using the Assessment Summary form, including details of those who had not achieved the required level of competence, and the students' response to those outcomes.

b. Appeals Against Assessment – VET Courses

Where a student disputes the result of an assessment, the following procedure is implemented:

- the Training Manager/CEO will view the assessment tool to ascertain fairness, validity and reliability.
- the Training Manager/CEO will consult with the trainer and student, individually.
- the student will be advised of the outcome of this consultation process within 2 working days of the dispute being lodged.
- if it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 2 working days.
- The Training Manager/CEO may seek the advice of independent experts for any aspect of the process.
- If the student is not satisfied with any decisions made in this review process, he/she will be given a copy of the College's Complaints policy and procedure (P005).

If a student fails an assessment or evaluation, they will be offered an interview to explain the reasons why. If the failure of this assessment leads to non-issuance of the qualification, written advice must be given to the student within 2 working days.