

RTO- Student Assessment Procedures

Introduction

This document outlines the procedures that you, as a student enrolled in an individual unit of competency, a skill set or a nationally recognised qualification, must adhere to when completing your required assessments for each unit of competency. Achieving competence in each of your units will result in you being awarded nationally recognised Statements of Attainment or a certificate for your qualification.

Assessment is the process of collecting evidence and making judgements on whether you have fulfilled the requirements of the units of competency you have chosen to study.

Assessment is an integral part of the delivery of nationally recognised training and providing quality assessment is vital to:

- you demonstrating your ability to fulfill the assessment requirements for each unit of competency
- ensuring your assessment is valid, reliable, fair, and flexible.
- monitoring your progress of learning
- preparing you for employment and
- preparing you for further study.

1.0 Assessment Principles

- 1.1 Assessments are based on set criteria or standards which describe the performance requirements for each assessment task.
- 1.2 All assessments will involve a test of practical skills and theoretical knowledge using a range of assessment methods and assessment instruments relevant to the requirements of the unit of competency.
- 1.3 Assessments will be conducted by qualified assessors with vocational competencies.
- 1.4 All assessment must be undertaken with honesty and integrity by you so fair judgements can be made regarding your performance.
- 1.5 Assessment must be fair, inclusive, and equitable and also cater for any additional learning needs that may result from disability, additional support needs or unforeseen circumstances.
- 1.6 Assessment processes recognise your previous studies or prior learning by way of Credit Transfer (CT) and Recognition of Prior Learning (RPL).
- 1.7 Assessment tasks are considered mandatory, and you must make a reasonable attempt in all assessment tasks to achieve a satisfactory result.
- 1.8 Clear and transparent information on assessment tasks including assessment instructions, assessment timelines, submission dates and assessment conditions will be provided to you by the trainer/assessor.
- 1.9 Constructive and timely feedback on completed assessment tasks will be provided to you to assist you in preparation for assessment resubmissions and/or subsequent assessment tasks.

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- 1.10 You have the right to request a review of your assessment results and to appeal the outcome of an assessment result.
- 1.11 Assessment results will be confidential, unless permission is given by you for their release, and be retained by Riverina Community College (RCC).

2.0 Completing and Submitting Assessment Tasks

- 2.1 As an enrolled student you will receive a **Course Guide** which contains your **Study Schedule**.
- 2.2 Your **Study Schedule** lists your units of competency, the learning content for each unit as well as your unit assessment tasks, what is required for each assessment task and when the assessment date is due for submission.
- 2.3 You are provided with a reasonable time frame in which to complete and submit each assessment task.
- 2.4 You are responsible for advising your trainer/assessor of any concerns regarding your ability to complete the assessment tasks or meet the assessment due dates.
- 2.5 You are responsible for seeking clarification about assessment tasks, assessment instructions and requirements and marking criteria from your trainer/assessor.
- 2.6 You must make a reasonable attempt in all assessment tasks and submit each assessment task by the due date or attend scheduled practical assessments as set out in your **Study Schedule**.
- 2.7 The submission of your assessment tasks or completion of practical assessment tasks must comply with your **Study Schedule** unless otherwise advised by your trainer/assessor.
- 2.8 You are required to be honest and act with integrity in the completion and submission of your assessment tasks by avoiding plagiarism, or recycling or using another person's work.
- 2.9 You are responsible for keeping a copy of your assessment tasks submitted for marking where appropriate, such as hand written submitted work or electronic submissions of work.

3.0 Marking of Assessment Tasks, Resubmissions and Reassessments

- 3.1 Assessment judgements for a submitted assessment task or practical assessment task is as follows:
 - **Satisfactory (S)** - assessment task meets the set criteria
 - **Not Yet Satisfactory (NYS)** - assessment task does not meet the set criteria
 - **Withdrawn (W)** - no attempt to complete or submit the assessment task
- 3.2 You require a Satisfactory (S) result in **all** assessment tasks for a unit of competency to be deemed **Competent**.
- 3.3 Assessment judgements for a unit of competency are as follows:

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- **Competent (C)** - achieved a Satisfactory (S) result in all assessment tasks
- **Not Yet Competent (NYC)** – has not achieved a Satisfactory (S) result in any or all assessments tasks.
- **Withdrawn (W)** – no attempt to complete or submit any or all assessment tasks.

3.4 You have **three (3) attempts** to submit and/or complete an assessment task to achieve a (S) result. This applies to all knowledge-based assessment tasks and practical assessment tasks.

4.0 Knowledge-based Assessment Tasks

Includes: Questions such as Short Answer, Multiple Choice, True and False; Case Studies; Scenario based questions; Portfolios; Journals; Work Placement documents; Online Knowledge Assessments; Projects; Presentations.

4.1 Your **first attempt** is to be submitted by the assessment task due date as set out in your **Study Schedule**.

4.2 Your assessor has **7 days** to mark your assessment task and either:

- advise you that you received a Satisfactory (S) result or
- advise you that you received a Not Yet Satisfactory (NYS) result and return your assessment task for resubmission. You are required to resubmit only the unsatisfactory work in the assessment task.

4.3 You have **7 days** to resubmit your unsatisfactory work to your assessor. This is your **second attempt** at the assessment task.

4.4 Your assessor has **7 days** to mark your resubmission and either:

- advise you that you received a Satisfactory (S) result or
- advise you that you received a Not Yet Satisfactory (NYS) result and return your assessment task for resubmission. You are required to resubmit only the unsatisfactory work in the assessment task.

4.5 You have **7 days** to resubmit your unsatisfactory work to your assessor. This is your **third attempt** at the assessment task.

4.6 Your assessor has **seven (7) days** to mark your resubmission and either:

- advise you that you received a Satisfactory (S) result or
- advise you that you received a Not Yet Satisfactory (NYS) result and will **not** receive a Competent outcome for your unit of competency.

4.7 If you do not submit or resubmit any of your assessment tasks on time you will receive a Not Yet Satisfactory (NYS) result for the assessment task, and a Not Yet Competent (NYC) for the unit of competency.

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4.8 If the unit of competency in which you received a NYC result is a prerequisite to any other units of competency you may be required to re-enrol in the unit. You will be required to meet with the Operations Manager to discuss your progression in your course.

5.0 Practical Assessment Tasks

Includes: Observation of performance (in the classroom or workplace), Simulations; Role Plays; Oral Presentations; Practical Projects.

5.1 Your **first attempt** will be completed on the specified assessment day as set out in your **Study Schedule**.

5.2 Your assessor will directly observe your performance during the practical assessment and either:

- advise you that you have received a Satisfactory (S) result or
- advise you that you received a Not Yet Satisfactory (NYS) result.

5.3 If you received a NYS result for your **first attempt** of the assessment task your assessor will immediately conduct a reassessment of your assessment task or schedule another time within **7 days** to conduct a reassessment of your assessment task. This is your **second attempt** at the assessment task.

5.4 On completion of your **second attempt** your assessor will either:

- advise you that you have received a Satisfactory (S) result or
- advise you that you have received a Not Yet Satisfactory (NYS) result.

5.5 If you received a NYS result for your **second attempt** of the assessment task your assessor will immediately conduct a reassessment of your assessment task or schedule another time within **7 days** to conduct a reassessment of your assessment task. This is your **third attempt** at the assessment task.

5.6 On completion of your **third attempt** your assessor will either:

- advise you that you have received a Satisfactory (S) result or
- advise you that you have received a Not Yet Satisfactory (NYS) result.

5.7 If you received a NYS result for your **third attempt**, you would receive a Not Yet Competent (NYC) result for the unit of competency.

5.8 If the unit of competency in which you received a NYC result is a prerequisite to any other units of competency you may be required to re-enrol in the unit. You will be required to meet with the Operations Manager to discuss your progression in your course.

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6.0 Missed Knowledge-based Assessment Days and Scheduled Practical Assessments

6.1 Your failure to:

- attend a scheduled knowledge-based assessment day or
- attend a scheduled practical assessment, or
- attend a scheduled reassessment of a practical assessment task

without reasonable cause or notification will be considered an **assessment attempt** (either a **first, second** or **third** attempt depending on where you are up to in completing the assessments), and you will receive a NYS result for the missed assessment task.

6.2 A NYS result for the missed assessment task will result in a NYC result for the unit of competency.

6.3 If the unit of competency in which you received a NYC result is a prerequisite to any other units of competency you may be required to re-enrol in the unit. You will be required to meet with the Operations Manager to discuss your progression in your course.

7.0 Requests for Extensions

7.1 If you have extenuating circumstances and are unable to complete any knowledge-based assessment tasks for submission by the due date or attend a scheduled practical assessment or reassessment you can request an extension for the scheduled assessment.

7.2 You **must** notify your trainer/assessor or Training Coordinator, at least **2 days prior** to the assessment and request an extension for the scheduled assessment.

7.3 You are only able to apply for **one extension** for an assessment task for up to **7 days (1 week)**.

7.4 An extension for a scheduled assessment may be granted for the extenuating circumstances listed below and may require supporting documentation as appropriate, for example, doctor's certificate, death certificate, letter from work supervisor/manager, police report, letter from your work provider.

7.5 Extenuating circumstances may include but not limited to:

- medical illness, injury, or misadventure
- serious illness or injury of immediate family member
- bereavement of a partner or family member
- unexpected carer responsibilities
- unexpected and unavoidable changes to work routine/roster
- hospitalisation
- unforeseen accidents or trauma
- military or jury duty
- extreme personal or financial hardship,
- recognised mental health issues.

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- 7.6 Conditions under which an extension will not normally be considered include:
- misreading your Study Schedule
 - submitting an assessment incorrectly or late
 - poor time management
 - holidays
 - minor ailments such as colds or sleeplessness
 - technical or computer issues.
- 7.7 To request an extension you are required to complete the **Student Request for Extension Form** and submit it to your trainer/assessor for consideration (*Attachment A*).
- 7.8 **Extension Granted** - You will be advised by your trainer/assessor if your request for extension has been **granted**, with the required submission and/or completion date for the assessment task. You **must** submit or complete your assessment task within **7 days** from that date.
- 7.9 If your extenuating circumstances cause more serious disruption to you not being able to meet the due date you must meet with the Operations Manager to discuss your progression in the course. You cannot seek another extension.
- 7.10 **Extension Not Granted** - Your trainer/assessor will advise you if your request for extension is **not granted**. If it is not granted you must try and submit or complete your assessment task as required. Failure to submit or complete an assessment task may be recorded as a NYS result.
- 7.11 A NYS result for the assessment task will result in a NYC result for the unit of competency.
- 7.12 If the unit of competency in which you received a NYC result is a prerequisite to any other units of competency you may be required to re-enrol in the unit. You will be required to meet with the Operations Manager to discuss your progression in your course.
- 8.0 Appealing Assessment Decisions or Results**
- 8.1 You have the right to appeal any assessment decision if you believe a decision or assessment result to be unfair or incorrect.
- 8.2 If you have any concerns regarding your assessment result you are encouraged to discuss your result with your trainer/assessor as you are entitled to appropriate and constructive feedback on your performance.
- 8.3 If you are not satisfied with the feedback provided by your trainer/assessor you have the right to formally appeal an assessment decision or result.
- 8.4 You are required to refer to your **Student Handbook** on the **Appeals** process.
- 8.5 Complete the **Student Assessment Appeals Form** and submit it to the Operations Manager within **21 days** of receiving your assessment result (*Attachment B*).

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- 8.6 You will be kept informed on the progress of your appeal and will be advised in writing of the outcome of the appeal (upheld or not upheld) and reasons for the decision.
- 9.0 Disruption, Emergency or Critical Incident During an In-Class Assessment**
- 9.1 In case of a fire alarm or other emergency or critical incident requiring evacuation during your in-class knowledge based or practical assessment your assessment task will be suspended immediately.
- 9.2 You will leave the room with your assessor and leave all assessment related papers, and your personal effects in the room which will then be locked.
- 9.3 Depending on the time lost as a result of an incident your assessor will decide whether to resume the assessment task following a clearance to return to class based on the circumstances of the incident, and/or reschedule additional time to complete the assessment task.

Refer to the *Assessment Procedures Flow Chart* at the end of this document to assist you in understanding and complying with the procedures for submitting and completing your assessments.

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Assessment Procedures Flow Chart



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Attachment A- Student Request for Extension Form

This student request for extension form can be used to request an extension for a scheduled assessment task. Extensions will only be granted in extenuating circumstances where at least two (2) days notice has been given prior to the scheduled assessment task. Extenuating circumstances may include but not limited to:

- medical illness, injury, or misadventure
- serious illness or injury of immediate family member
- bereavement of a partner or family member
- unexpected carer responsibilities
- unexpected and unavoidable changes to work routine/roster
- hospitalisation
- unforeseen accidents or trauma
- military or jury duty
- extreme personal or financial hardship,
- recognised mental health issues.

Conditions under which an extension will not normally be considered include:

- misreading your Study Schedule
- submitting an assessment incorrectly or late
- poor time management
- holidays
- minor ailments such as colds or sleeplessness
- technical or computer issues.

NOTE- Evidence may be required to substantiate your claim.

Student Name:	
Address:	
Contact number:	
Email:	
Qualification/Course Name:	
Unit of Competency	
Name or Title of Assessment Task	
Original Assessment Task Date	

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Date extension is being requested		
Details or reasons for the extension		
Student Signature		
Date		
Office Use Only		
Qualification/Course Code:		
Trainer/Assessor:		
Extension Granted:	Yes <input type="checkbox"/> No <input type="checkbox"/> Reason if not granted.	
New assessment task due date:		
Does this effect the end date of the course?	Yes <input type="checkbox"/> No <input type="checkbox"/>	New End date of course:
Trainer Notified	Yes <input type="checkbox"/> No <input type="checkbox"/>	Please tick method of contact By Phone <input type="checkbox"/> By Email <input type="checkbox"/> By Letter <input type="checkbox"/>
Operations Manager Signature:		
Date:		

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Attachment B - STUDENT ASSESSMENT APPEAL FORM

A Student Assessment Appeal Form can be used to appeal:

- the result or outcome of an assessment,
- the way the assessment was conducted,
- the outcome of an assessment of evidence provided for Recognition of Prior Learning (RPL).

You will have 21 working days from the date your results are provided in which to lodge an assessment appeal/request a review. As a requirement of the *Assessment Appeal Policy and Procedures* you will need to submit this form to RCC Reception or email to the Operations Manager. During the appeal review you will receive written communication and be informed about the progress of your appeal by the Operations Manager.

Student Name:	
Address:	
Contact number:	
Email:	
Qualification/Course Name	
Unit of Competency	
Appeal Type- Tick one only	<input type="checkbox"/> Appeal the Assessment result or outcome in this unit. Assessment Task:
	<input type="checkbox"/> Appeal the manner in which the assessment was conducted.
	<input type="checkbox"/> Appeal the outcome of the application for Recognition of Prior Learning (RPL).
Details or reason for the appeal- give reasons why you think the assessment result/decisions or the assessment process was not sufficient, fair or valid.	
Have you taken any steps to address this issue with your trainer/assessor?	<input type="checkbox"/> Yes – Details:

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	<input type="checkbox"/> No	
What outcome are you seeking from this appeal?		
How would you like RCC to contact you regarding the review and outcome of your appeal?	Please tick preferred contact By Phone <input type="checkbox"/> By Email <input type="checkbox"/> By Letter <input type="checkbox"/>	
Student Sign		
Date		
Office Use Only		
Qualification/Course Code:		
Trainer/Assessor:		
Appeal Granted	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Reason for Appeal Granted or Not Granted		
Assessment re-marked	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Student Advised of Outcome	Yes <input type="checkbox"/> No <input type="checkbox"/>	Please tick method of contact By Phone <input type="checkbox"/> By Email <input type="checkbox"/> By Letter <input type="checkbox"/>
Trainer/Assessor Informed	Yes <input type="checkbox"/> No <input type="checkbox"/>	Added to Student File Yes <input type="checkbox"/> No <input type="checkbox"/>
Operations Manager Signature:		
Date:		

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