

Assessment Policy

1. Purpose

All-Ways Training Services (AWTS) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, AWTS is required to implement an assessment system that ensures assessments (including recognition of prior learning) comply with the assessment requirements of national training packages and VET accredited courses within its scope of registration.

This policy ensures AWTS assessment practices comply with SRTOs, provides AWTS assessors with clear information on assessment processes and evidence requirements, and ensures that assessments are conducted in accordance with the principles of assessment and rules of evidence.

2. Policy Statement

AWTS offers assessment opportunities to all enrolled students. AWTS is committed to ensuring that all assessment is conducted in a fair and equitable manner, meeting the requirements of the relevant training package, industry expectations and standards.

AWTS applies flexible assessment options, which recognise the diversity of individual student needs and circumstances, facilitating, wherever possible, the realisation of their learning and vocational goals.

AWTS ensures that:

- all assessment options and processes follow competency-based assessment and training package requirements;
- all assessments ensure the integrity of the VET system;
- assessments comply with the Principles of Assessment (POA) as prescribed in the Standard for RTOS;
- all evidence submitted for assessments is assessed in accordance with the Rules of Evidence (ROE) as prescribed in the Standard for RTOS; and
- all assessments are conducted by individuals who meet the necessary requirements as noted in the Standards for RTOs.

3. Definitions

3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Assessment system is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Recognition of Prior Learning (RPL) means a process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning, to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

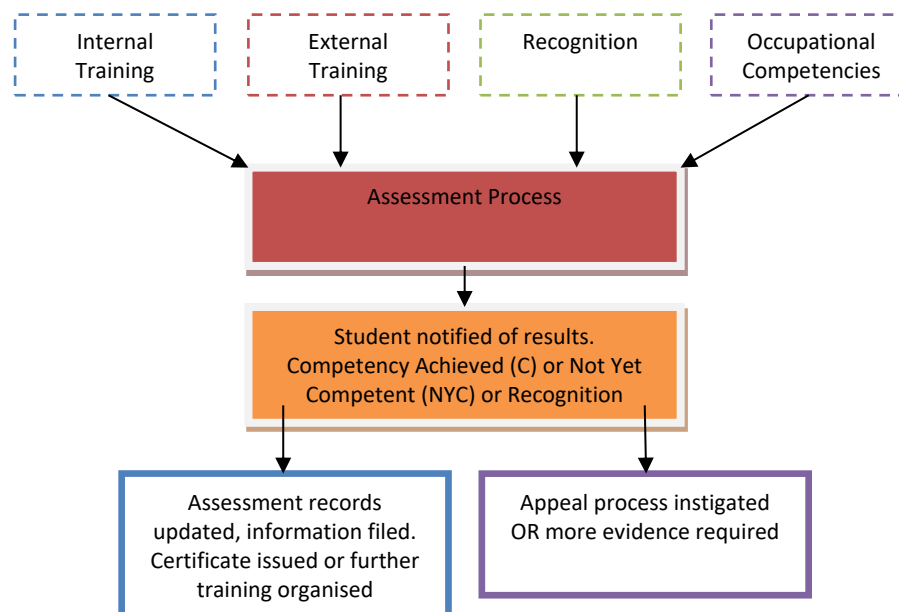
- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

4. Policy Principles

4.1 Underpinning Principles

- a) Competency based assessment is a system of collecting evidence, about a person’s performance to a pre-set competency standard with emphasis placed on what a person can do (the outcome) rather than comparing a person’s achievement to others. There is no concept of pass or fail, only competent (C) or not yet competent (NYC). The training is focused and allows for greater participation of the student in the assessment process.

The Assessment Model



- b) Assessment modes may include:
 - i. Practical tasks
 - ii. Knowledge based written tests
 - iii. Verbal discussions
 - iv. Recognition of Prior learning (RPL)
- c) Evidence gathering methods commonly used by AWTS may include, but are not limited to:
 - i. Demonstration
 - ii. Documentation
 - iii. Questioning
 - iv. Simulation
 - v. Written assessments.
- d) Assessment is carried out in accordance with the requirements of the relevant training package, on a consistent and timely basis to ensure that learning has taken place and that students have acquired the knowledge and skills required to demonstrate competency.
- e) All assessments will be recorded in accordance with AWTS Records Management Policy and procedures using appropriate documentation and a Student Management System (SMS).
- f) Assessment outcomes will be recorded and securely maintained in both electronic and manual systems.
- g) Feedback is provided to students and includes the assessment outcome and guidance for further learning and assessment (as appropriate).

4.2 Special Considerations

- a) Students who experience unforeseen circumstances or have special needs that affect their performance in an assessment, may be eligible to apply for special consideration and reasonable adjustment to assessment.
- b) Special consideration may apply to students who, experience one of the following circumstances during training or assessment:
 - i. Serious illness or psychological conditions for example, hospital admission, serious injury, severe anxiety or depression (requires doctor's certificate).
 - ii. Bereavement.
 - iii. Hardship/Trauma for example, victim of crime, sudden unemployment.
 - iv. Other exceptional circumstances (to be assessed on application).Students wishing to apply for special consideration in the above circumstances may do so by discussing their circumstances with AWTS.
- c) Approved applications for special consideration may be subject to one of the following outcomes:
 - i. Deferred Assessment (not more than 3 months);
 - ii. Additional assessment;

- iii. No action;
- iv. Withdrawal from course without penalty;
- v. Resubmit/reassessment; or
- vi. Opportunity to recommence course, dependent on availability on another date.

4.3 Reasonable Adjustments to assessment

- a) Students have the right to apply for and receive adjustment to assessment activities to accommodate individual/special needs.
- b) Adjustments to assessment cannot compromise the integrity of assessment, elements and performance criteria of the unit of competency.
- c) Adjustments to assessment will not provide an unfair advantage/disadvantage to students.

4.4 Reassessment

Students who do not meet the requirements of any assessment are to be reassessed as per the Assessment Procedure.

4.5 Principles of Assessment

Assessments are conducted in accordance with the Principles of Assessment as prescribed in the Standards for RTOs. Below is an excerpt from the Standards for RTOs 2015 (Table 1.8-1):

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary
Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • Reflecting the learner's needs; • Assessing competencies held by the learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance; • Assessment of knowledge and skills is integrated with their practical application; • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and

	<ul style="list-style-type: none"> Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

4.6 Rules of Evidence

Assessments are conducted ensuring compliance with the Rules of Evidence (ROE) as prescribed in the Standards for RTOs. Below is an excerpt from the Standards for RTOs 2015 (Table 1.8-2):

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

4.7 Assessor Requirements

All assessments are undertaken by suitable qualified assessors who have both assessor competencies and vocational competencies at least to the level being assessed, and as prescribed in Standard 1 and Schedule 1 of the Standards for RTOs 2015.

4.8 Assessment Resources

- a) Assessment resources are developed in consultation with industry. (See Training Strategies and Resources Policy)
- b) Assessment tools are the resources used by assessors to identify and record the skills and knowledge students must demonstrate to be deemed competent in a unit/module. Assessment tools are crucial for the accurate and consistent assessment of students against competency standards.
- c) Assessment tools are required as evidence of assessment and the original document/s must be retained as proof of the assessment decision, for a minimum period of six (6) months.
- d) Assessment tools consist of:
 - i. Instructions for students;
 - ii. Instructions for assessors;
 - iii. Assessment instruments;
 - iv. Assessment checklists; and
 - v. Assessment outcome Summary.

4.9 Assessment Validation

AWTS assessment policies, processes, resources and outcomes are validated regularly. (See Validation Policy)

4.10 Assessment Marking

- a) Assessments are not graded.
- b) Assessments are assessed/marked in order of course completion date.
- c) When marking assessments, Assessors will make comments and provide genuine feedback for the assessment.
- d) We aim to notify all students of their assessment outcomes before the end of the last day of their course, but always within two (2) weeks of course completion.

4.11 Assessment Decisions and Outcomes

- a) Assessment outcomes are recorded as one of the following:
 - i. **Competent (C)** - Students are deemed 'competent' when they have consistently demonstrated their skills and knowledge to the standard required in the workplace, for a full unit/module.
 - ii. **Not Yet Competent (NYC)** – Students are deemed 'Not Yet Competent' when they are unable to/have not demonstrated appropriate levels of competence in accordance with the minimum performance standards for a full unit/module.
- b) Students assessed as 'Not Yet competent' shall receive feedback and guidance from the Assessor, and may be required to undergo further training before re-assessment.

4.12 Assessor Code of Conduct

All AWTS assessors abide by code of ethics and practice issued by The National Council for Measurement in Education. The Code of Practice is based on following the international standards:

- a) The differing needs of students will be identified and handled with sensitivity
- b) Conflict of interest in the assessment process will be identified with appropriate referrals made to the operations manager when identified
- c) All forms of harassment will be managed throughout the planning, conduct, reviewing and reporting of the assessment outcomes as per the Access and Equity Policy
- d) The rights of the student are protected during and after the assessment
- e) Personal or interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes as per the Complaints and/ or Appeals Policies
- f) The student is made aware of rights and processes of appeal
- g) Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency
- h) Assessment decisions for Knowledge Based Test (KBT) are based on available evidence that can be accessed and verified by another assessor
- i) Assessments are conducted within the boundaries of the assessment system policies and procedures

- j) Formal agreement is obtained from both the student and the assessor that the assessment was carried out in accordance with the procedures briefed before the commencement of the assessment
- k) Assessment tools, systems, and procedures are consistent with equal opportunity legislation
- l) Prior to the assessment the student is informed of all assessment reporting processes and all known potential consequences of decisions arising from the assessment
- m) Confidentiality is maintained regarding assessment results and results are only released with the written permission of the student
- n) The assessment results are used consistently with the purpose explained to the student
- o) Professional development opportunities are identified and sought by assessors
- p) Opportunities for networking amongst assessors are created and maintained with technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

4.13 Recognition of Prior Learning

All students are offered access to Recognition of Prior Learning (RPL) upon enrolment. (See Recognition Policy)

4.14 Plagiarism, Cheating and Collusion in Assessment

- a) Plagiarism, cheating and collusion in assessment are expressly prohibited.
- b) Students cannot submit any piece of work for assessment that is not entirely their own work.
- c) Students cannot assist other AWTS students with assessed work.
- d) Students cannot accept assistance from other AWTS students with assessed work.
- e) Students cannot submit the same piece of work for assessment, as another learner/student of AWTS .
- f) All cases of plagiarism, cheating and collusion are treated as a serious matter and will be reviewed and treated on a case by case basis.
- g) Depending on severity and circumstances, penalties of plagiarism, cheating and collusion may include one or more of the following (i.e. sanctions may not be discrete):
 - i. Completion and resubmission of a new assessment task; and/or
 - ii. All parties receiving a “Not Yet Satisfactory” result for the assessment task; and/or
 - iii. Verbal or written warning; and/or
 - iv. Suspension or expulsion from the course.
- h) Student records will be noted with all investigated and proven incidents.
- i) All incidents will be reviewed by the Director AWTS.

5. AWTS Responsibilities

5.1 Director

Director AWTS is responsible for ensuring assessments comply with the requirements of national training packages, the current AQF Handbook and the Standards for Registered Training Organisations and that they are within the current scope of registration.

The Director AWTS must ensure the assessment process is open, structured, consistent and comprehensive incorporating feedback to the student on the outcomes of the assessment process, as well as information regarding the appeals procedure and guidance on other options.

The Director will ensure:

- a) All appointed and authorised assessors possess and maintain relevant qualifications and vocational competency in accordance with those required in Standards of RTOs.
- b) Students are provided information on the assessment process prior to assessments being conducted.
- c) Assessors incorporate the principles of assessment including validity, reliability, flexibility and fairness when conducting assessments.
- d) Assessors apply the rules of evidence including validity, sufficiency, currency and authenticity when conducting assessments.
- e) Assessment processes provide for Recognition of Prior Learning (RPL).
- f) An effective feedback mechanism is established and implemented to inform students of their assessment progress and results.
- g) An effective recording and reporting process of the unit of competency/module including access to information by students to their records.
- h) Students have access to an open, equitable and transparent appeals process.
- i) Awards of qualifications are in accordance with RTO Scope of Registration as listed by TGA (www.training.gov.au).
- j) Ongoing internal monitoring and validation of the assessment system for quality control checks.
- k) Management and staff participation in an independent (external auditing) quality control process conducted by the VET regulator.

5.2 Assessors

Assessors conducting assessment on behalf of AWTS will:

- a) Ensure they assess and judge a student's skills and knowledge of competence against set standards, principles of assessment and rules of evidence.
- b) Ensure that the safety of the personnel involved in the assessment is maintained at all times.
- c) Ensure that assessment focuses on the application of knowledge and skills to the standard of performance required in the workplace and covers all aspects of workplace performance.
- d) Ensure the assessment process is open, structured, consistent and comprehensive incorporating feedback to the student on the outcomes of the assessment process, as well as information regarding the appeals procedure and guidance on other options.
- e) Interpret and understand the performance criteria and evidence requirements.
- f) Select appropriate assessment methods and materials.
- g) Make fair and objective judgements.
- h) Provide all relevant paperwork to administration for processing in a timely manner.

6. Appeals

Students have the right to appeal an assessment decision. (See Appeals Policy)

7. Access and Equity

Students have fair and equal rights to assessment. (See Access and Equity Policy)

8. Records Management

All completed assessment items for all students will be kept by AWTS for a minimum of six (6) months.

All assessment outcomes will be recorded and kept for a period of 30 years.

All documentation from assessment processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

9. Monitoring and Improvement

All assessment practices are monitored by the Compliance Team of AWTS and areas for improvement identified and acted upon. (See Continuous Improvement Policy)