

1. Purpose

To ensure that the RTO assessment procedures meet the requirements of the endorsed training packages and outcomes specified in the accredited courses within RTO's scope of registration. Additionally, the assessment process meets the Principles of Assessment and Rules of Evidence.

2. Policy Statement

Belelmo Pty Ltd Essential Business Training - RTO: 91492 is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2015.

3. Compliance

This procedure relates to the following Standards: 1.1-1.4, 1.8-1.27.

4. Scope

This procedure is designed to ensure an effective assessment system is applied to all students within the RTO.

Curriculum Development under the Quality Advisor is responsible for ensuring that tools developed meet training package requirements and the principles of assessment and allow for evidence to be collected in line with the Rules of Evidence.

Assessors are responsible for final assessment outcomes.

Quality Advisor is responsible for development and maintenance of the assessment system; training of staff in this policy and current regulator interpretations; monitoring of outcomes in line with this procedure.

Director is responsible for performance management of staff who are identified as not conforming to the procedure.

This procedure is designed to be read in conjunction with the

- Training and Assessment Strategy Development Procedure (outlines how training programs are developed)
- Trainer & Assessor Capability & Development Procedure (outlines how the RTO ensures that assessment is undertaken by suitably qualified assessors)
- Critical Incident & Student Support Procedure (outlines how student needs are identified, and assessments can be adapted to meet individual learner requirements)
- Complaints and Appeals Procedure (outlines how students can challenge assessment decision outcomes)

- Conflict of Interest Procedure (outlines how staff can identify where a potential conflict of interest may affect an assessment decision to ensure validity of the assessment process)

This procedure should be read in conjunction with Chapter 4 of the RTO User Guide, the ASQA Guide for Developing Assessment Tools and the TAC Assessment Fact Sheet found at <https://www.tac.wa.gov.au/StandardsRTOs2015/Pages/Fact%20Sheets/Fact-sheets.aspx>.

While the RTO is regulated by ASQA, the RTO takes into account advice and resources from all three regulators in order to ensure that the broadest understanding of current regulator interpretations of the Standards is understood.

5. Objectives

The assessment system is designed to ensure that assessment within the organisation:

- Meets the needs of students, staff and stakeholders
- Provides clear guidelines for staff on assessment practices
- Meet the principles of assessment and rules of evidence
- Is undertaken by qualified trainers and assessors
- Meet obligations to:
 - Australian Skills Quality Authority (ASQA)
 - Australian Qualifications Framework (AQF)
 - Training Package Requirements
- Meet organisational commitments and obligations to access and equity

6. Assessment Model

Assessment involves collecting and interpreting evidence in order to make a decision to determine competency. Competency based assessment is a system of collecting evidence about a person's performance to a pre-set standard. The emphasis is placed on what a person can do (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) for units of competency. Individual assessment instruments are deemed either satisfactory or not yet satisfactory.

Summative assessment can take place in many different ways and may include:

- Practical assessment such as demonstrations and observations;
- Theoretical assessments such as knowledge-based tests, written questions, essays, etc;
- Product based methods such as completed JSAs, position descriptions, projects and job cards;
- Recognition of Prior Learning (See Recognition Policy for more details)

Three levels of assessment

Diagnostic also known as pre-assessment provides information about prior knowledge and skills. This baseline information may diagnose a problem or training requirement. This assessment type may be utilised prior to enrolment as part of suitability assessments, entry assessments, LLN assessments or as part of the recognition process.

Formative assessment assists and supports training by monitoring and advising students of their performance and rate of progress against the training outcomes. This provides feedback to the learner, supervisor and trainer on what development activities are needed to achieve the required competencies. Generally, observations, and activities are used as common formative assessments as these take place over a period of time and in conjunction with training. Generally, formative assessments are not mapped and do not form part of the required evidence of competency as these are activities which reinforce learning, they are part of the training and learning, and help trainers understand when students are ready to participate in summative assessment.

Summative is cumulative evaluation of achievement of the Training outcome. Often conducted in the workplace or a simulated workplace (depending on the qualification/unit of competency/cohort), summative assessment confirms achievement of the competency requirements have been met for the unit. Some examples of standard summative assessments are demonstrations (often supported by job cards), knowledge based written assessments and practical placements (where required by the training package or as determined within the TAS).

Principles of Assessment

All assessments are designed and validated to ensure that they meet the Principles of Assessment as outlined below. Assessments are designed with specific instructions and templates to ensure that instructions are as clear as possible for all parties.

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. *Needs are initially assessed at enrolment but can be identified later in class also by the assessor and/or assessor, refer to Enrolment Procedure.*

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. *This is addressed through providing clear instructions in the learner guides.*

For more information see Student Support Procedure.

Flexibility

Assessment is flexible to the individual learner by:

- 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.

For more information see Student Support Procedure.

Validity

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.

Validity requires:

- assessment against the unit/s of competency and the associated assessment requirements 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
- Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

For more information see the Validation Procedure.

Reliability

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Marking guides are available to all assessors to ensure that judgements are consistent and expectations for competency are as clear as possible.

For more information see the Validation Procedure.

Rules of Evidence

Evidence is collected in line with the rules of evidence.

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 enable a judgement to be made of a learner's competency.

Mapping tools assist assessors in ensuring that all components of the units of competency are addressed through the assessment guide. Marking guide provide guidance on the quality and quantity of evidence expected. Validation processes confirm assessment decisions have been made correctly.

Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

Observation of skills is undertaken directly by the assessor, written submitted assessments are periodically monitored for plagiarism and validated by competency questions where assessors have doubts about the authenticity or consistency in evidence submissions.

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.

7. Validation

- Admin will be responsible for preparing materials for the validation
- Assessors are responsible for participating in validation as directed
- Quality Advisor will provide an annual review and update the register
- Quality Advisor will work with trainers and the Directors to undertake validation as per the validation schedule
- The Directors and owners are ultimately responsible for ensuring the assessment system is compliant and actioning any non-compliances

Statistically valid samples

Each year during the QA review, the QA will confirm statistically valid samples and adjust the number of assessments for the following year based on the <https://www.asqa.gov.au/resources/tools/validation-sample-size-calculator> and information provided in TAC Fact Sheet: Assessment Validation.

Determining who participates in validation

QA will choose a unit based on the schedule, a trainer based on random selection and progress through to ensure all trainers are reviewed over the course of a year. An alternative trainer with industry competency and currency will work with the QA. Where there is only one trainer within the organisation, the QA will work with other organisations to undertake validation. This ensures that all validations are undertaken by a group that holds competency and currency.

Updating and considering risk

Each year the Quality Advisor will review the risk of each training product based on the following:

- Outcome of validations undertaken (reviewing any non-compliant outcomes identifying trainers or units where there may be increased risk)
- Any units or training products that the regulator indicates as a risk (for example first aid)
- Review training products that are superseded or new

The Quality Advisor (or nominated party) will update the register and schedule based on revised risks.

Unit Selection

Units are scheduled to ensure that all units are undertaken over a period of five years; each year the register will be reviewed by the Quality Advisor and the list is updated based on new superseded released units, additions to the RTOs scope, etc.

Choosing assessors and completed units; for each month a unit is scheduled, admin will choose units as directed within the schedule, as a result, student and assessor will be random selection, however, the Quality Advisor or Director can request units from an assessor (especially where there are new assessors, or where a complaint has been raised by a student, or where an appeal has been requested). Any situation above may represent an increased risk to quality and as such, should be monitored more closely.

Non-Compliances

Where a non-compliance is identified, the following process is to be followed;

- RTO Manager, Quality Advisor and Lead Validator will discuss and confirm consensus of non-compliance;
 - If non-compliance is primarily related to tool design, then the tool will be adapted, a review of all active students undertaken, and gap assessment will take place;
 - If the non-compliance is primarily related to poor application of the tool, the RTO Manager and Quality Advisor will review further units to identify the scope of the trainers' lack of compliance and will then address with the trainer to action reassessment as well as upskill the assessor in their understanding of the RTOs requirements and RTO Standards.

8. Quality and Continuous Improvement

Quality and continuous improvement will be achieved through the development, review and continuous assessment of procedures against Registered Training Organisations best practice assessment systems. For more information see Continuous Improvement Procedure and Industry Engagement Procedure.

9. Role of the Assessor

The primary role of the assessor is to assess and judge a learner's skills and knowledge of competence against a set of standards.

The assessor must:

- Ensure that safety of the personnel involved in the assessment is maintained at all times
- Interpret and understand the performance criteria and evidence guides
- Ensure that supplied evidence meets the standards
- Ensure that the evidence is valid, reliable, authentic, consistent, current and sufficient
- Make fair and objective judgements

Additionally, assessors are required to provide feedback in the development of assessment tools and validation of assessment outcomes.

Assessor Requirements

In order to initiate assessment of training outcomes, occupational competencies and recognition of prior training, assessors must have:

- Accredited assessment competencies as outlined in Standards 1.13-1.16;
- Relevant vocational competencies at least to the level being assessed;
- Demonstrated current industry skills directly relevant to the assessments being performed;
- Continual development of their Vocational Education Training knowledge and skills as well as their industry currency and assessor competence.

All assessors must be approved by the RTO Manager and have been inducted to the RTO policies and procedures prior to undertaking any assessment on behalf of the RTO.

For more information on this process refer to the Trainer & Assessor Capability and Development Procedure.

Assessors are encouraged to abide by the Assessor Code of Conduct outlined below.

10. Assessors Code of Conduct

Code of practice for assessors

The code of practice detailed below is included in these Assessment Guidelines to support professionally responsible and ethical assessment practice and to guide TAE10 assessors in the responsibilities of their work. This code is loosely based on an international code developed by the US-based National Council for Measurement in Education.

The code reinforces the performance outcomes of assessment units in TAE10 Training and Education Training Package.

We, as assessors, understand and will ensure:

- The differing needs and requirements of the candidates, the local enterprises and/or industry are identified and handled with sensitivity.

- Potential forms of conflict of interest in the assessment process and/or outcomes are identified, and appropriate referrals are made, if necessary.
- All forms of harassment are avoided throughout the assessment process and in the review and reporting of assessment outcomes.
- The rights of candidates are protected during and after the assessment process.
- Candidates are made aware of their rights and processes of appeal.
- Personal or interpersonal factors that are irrelevant to the assessment of competence must not influence the assessment outcomes.
- Evidence is verified against the rules of evidence.
- Assessment decisions are based on available evidence that can be produced and verified by another assessor.
- Assessments are conducted within the boundaries of the assessment system policies and procedures.
- Formal agreement is obtained from candidates and the assessor that the assessment was carried out in accordance with agreed procedures.
- Assessment systems and tools are consistent with equal opportunity legislation.
- Candidates are informed of all assessment reporting processes prior to the assessment. Candidates are informed of all known potential consequences of assessment decisions, prior to the assessment.
- Confidentiality is maintained regarding assessment decisions/outcomes and records of individual assessment outcomes which identify personal details and are only released with the written permission of the candidate/s.
- Assessment outcomes are used consistently with the purposes explained to candidates.
- Self-assessments are periodically conducted to ensure current competence against TAE10 Training and Education Training Package competency standards.
- Professional development opportunities are identified and sought.
- Opportunities for networking amongst assessors are created and maintained.
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment practice and participating in validation.

11. Recording Assessment Outcomes

The RTO is responsible for recording assessment outcomes and for the maintenance and security of records in a permanent and accessible system.

Assessment records are checked by administration prior to outcomes being recorded in the Student Management System and reported to state or federal bodies.

Checking Assessments before entering outcomes

Admin have the responsibility of checking assessments before entering results into the system, spot checks completed by admin are not validations, however, contribute to the overall quality assurance process. The checks completed by admin include:

- Checking to ensure that all questions have been answered and marked by the assessor (no blanks)
- Checking to ensure that all observations have been completed (ticked as Satisfactory)
- Checking to ensure that all signatures have been filled in
- Checking to ensure that the dates have been completed correctly
- As admin become more familiar, they may also be able to identify incorrect answers

Where documentation has not been completed correctly, it is returned to the assessor. Continuous issues with the quality of assessor paperwork are to be raised with the RTO Manager. If issues are not resolved, this is passed on to the Directors for performance management.

RTO Manager and team will regularly check work to ensure it is being entered correctly, both admin and assessors have KPIs related to the quality of assessment documentation submitted and entered.

12. Appeals process

Appeals will be managed in accordance with the Appeals Procedure. All students have access to appeal assessment decisions made.

13. Recognition

This section focuses on how the RTO provides recognition such as Credit Transfer and Recognition of Prior Learning.

Credit Transfer is provided to a student where the student has provided a Statement of Attainment, Record of Results or USI Transcript. Please note that ONLY these documents can be used, Statement of Results, emails, etc. cannot be used for Credit Transfer.

Where Credit Transfer is being sought, a Credit Transfer form should be completed (the RTO can choose just to accept the Statement of Attainment or similar if they so choose), the documentation must be validated prior to updating the records in the Student Management System. The following methods are approved for validating for Credit Transfer:

- confirming via a QR code (note to be made on file, QR validated); OR
- validated through provision of an original or original electronic version of a USI transcript (USI transcript to be retained on file); OR

- calling the issuing RTO to confirm qualification was issued (note to be made of date of the call, note that not all RTOs will release this information over the phone); OR
- emailing the issuing RTO to confirm and receiving email from RTO to confirm (copy of email to be retained).

Where RPL is sought, please note that RPL recognises prior learning, it is not recognition of current competency. As such, RPL may be applied for through the provision of evidence that the student has extensive industry experience in the field. If approved by a trainer, the student may undertake an assessment only pathway, where theory assessments are completed in the student’s own time and practical assessments are coordinated between the RTO and student.

The cost of RPL is determined based on the number of visits or practicals required to collect sufficient evidence of competent skills (unless otherwise dictated by a State Training Authority).

14. Updating of Training Packages (1.26-1.27)

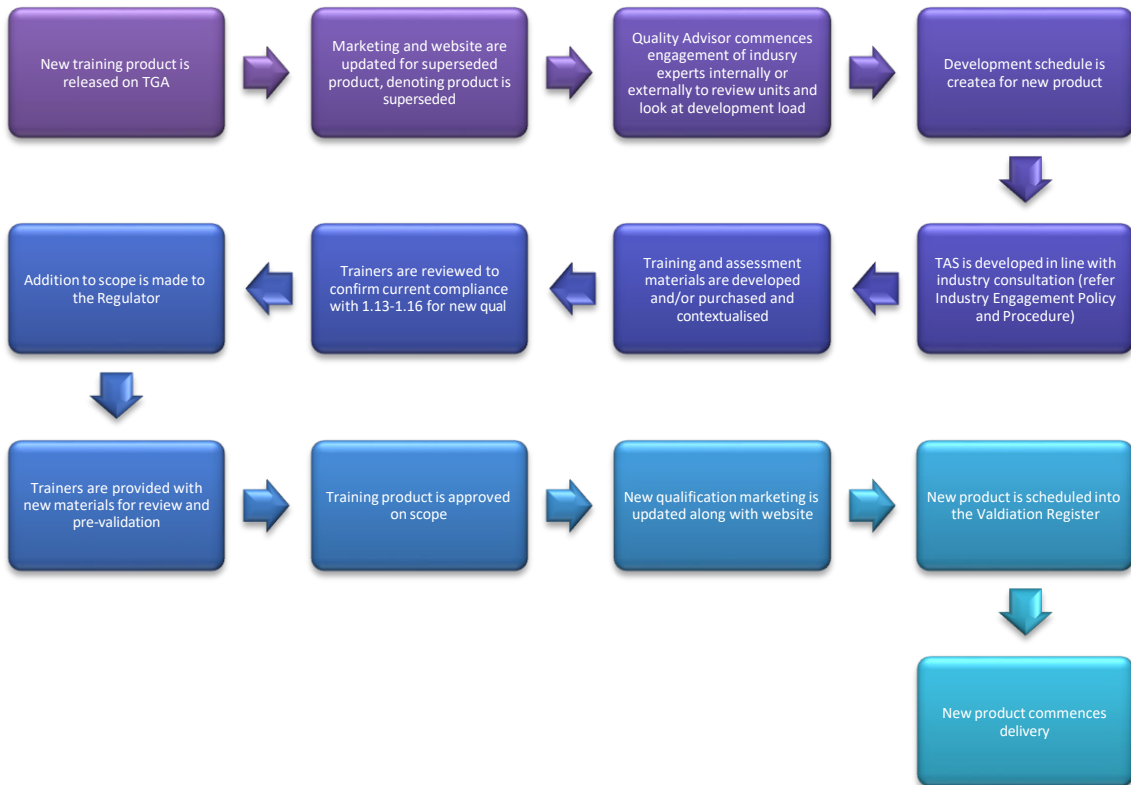
The process for handling the updating of training packages and products is outlined below and should be read in conjunction with the Training and Assessment Strategy Development Policy and Procedure. The following process will occur over 12-24 months depending on extension period provided by regulator, the extent to which changes and development are required and the speed with which STAs allow for new qualifications to be funded and enrolled (where applicable)

There are two overall processes to follow:

Process for Equivalent Training Products automatically added to RTO scope



Process for updating training product not listed as equivalent and requiring an addition to scope with Regulator.



15. Re-assessment

All students are entitled to a minimum of one free re-assessment after additional training has taken place. Assessors are to make a determination as to whether a learner can have a second reassessment or if complete retraining in the unit of competency/cluster needs to occur.

Where a learner does not satisfactorily meet the requirements of an assessment, assessors can review under reasonable adjustment if further changes can be made to the assessment without compromising the integrity of the outcome of the unit of competency.

Where a practical assessment that has high resource requirements is required to be re-assessed fees may apply, see Financial Management Policy and Procedure for more details.

16. Clustered Assessment Determinations

Achieving a Not Yet Satisfactory on a clustered assessment does not necessarily preclude a learner from achieving Competent across all units within the cluster.

Where a learner has undertaken a clustered assessment but is only able to successfully demonstrate competency to some but not all of the assessment, the assessor should refer to the mapping guides to make a determination of competency specific to individual units of competency within the cluster.

17. Understanding Assessment Determinations

Below are a range of possible assessment outcomes and their definitions as supplied by the AVETMISS Data Element Definitions

Competency not achieved/fail

The learner has attempted all of the requirements for the assessment and has been assessed as not competent, or as not satisfying one or more of the requirements for the unit of competency or module. For example, this code would apply if a learner attempted ten often required assessments and was assessed as not competent in one or more of the assessments. However, if a learner had only attempted nine of the ten assessments, this code would not be used as the learner must attempt all of the assessments in order to receive a 'Competency not achieved/fail' code.

Withdrawn/discontinued

Withdrawn is reported for students under two possible scenarios. The first scenario is that the learner has engaged in some learning activity and has then notified the training organisation of their withdrawal before completing all of the assessment criteria.

The second situation is where the learner has engaged in some learning activity and then stopped attending or submitting assessments (i.e. discontinues) without notifying the training organisation.

In this situation, a learner does not attend the final assessment and has not made contact with the training organisation to formally withdraw or arrange a continuing status. The withdrawn code applies in this situation, even if the learner has completed some assessments and been assessed as not competent for one or more assessments.

Non-assessable enrolment

Only to be used for non-accredited training

18. Procedure

- Admin will be responsible for enrolling students in aXcelerate and in any online elearning as applicable
- Assessors are responsible for ensuring that all students have access to training and assessment materials (with support of admin)
- Assessors are ultimately responsible for ensuring that evidence of competency is collected in line with the training package, Rules of Evidence and Principles of Assessment
- Admin are responsible for spot checking every assessment before entering
- Quality Advisor will provide an annual review of the effective assessment policy and provide any outstanding issues in a report to the Directors or RTO Manager for actioning
- Quality Advisor will work with trainers and the Directors or RTO Manager to undertake validation as per the validation schedule

- The Directors and owners are ultimately responsible for ensuring the assessment system is compliant.

19. Related documents

The following documents are part of the RTOs assessment system-

- Training and Assessment Strategies
- Assessment documentation
 - Mapping Guide
 - Assessor Guides (also referred to as marking guides)
 - Learner Assessment Guide (Learner Versions also referred to as Record of Evidence or other names, available through hard copy and online versions, please refer to TAS for more information)
 - Industry Placement Logbooks (only used in some qualifications, refer to TAS)
 - Host Employer Suitability Checklists (used for traineeship and apprenticeship delivery)
 - Video and photographic uploads
- Trainer & Assessor documentation
 - Trainer matrices
 - aXcelerate matrices
 - various AQF documentation
 - evidence of currency for both industry and VET will vary
- Validation documentation
 - Validation register
 - Validation forms

20. Monitoring and Improvement

Policy Review

This policy will be reviewed each year and as a standing item, include details of the date it was reviewed and any changes.

- November 2022 - initial creation

Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated, and relevant stakeholders advised.

<NAME> (Position)