

ASSESSMENT POLICY AND PROCEDURE

Name of Policy:	Assessment policy and procedure
Applicability:	All Staff and Students
Contact Person:	Academic Manager Administration Manager Student Support Officer
Original Issue date:	11 November 2012
Current Version approval:	February 2020
Next review:	January 2021
Related policies and documents:	Academic (Monitoring Course Progress) Policy Completion within the Expected Duration Policy Complaints and Appeals Policy Student Support Services Policy Late Assessment / Re-assessment Form Student Request Form Notice of Unsatisfactory Academic Progress Letter Intention to Report Letter – Academic Progress Complaints and Appeals Form Re-Assessment Policy and Procedure
RTO:	91781
CRICOS Provider Number:	03256G

1. POLICY STATEMENT

Vocational Education and Training (VET) programs are assessed in accordance with the principles and the Standards for Registered Training Organisations 2015. To ensure quality outcomes, NORTWEST ensures that assessments are following the principles of assessment by being Fair, Flexible, Valid and Reliable and the Rules of Evidence.

Principles of Assessment

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.

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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.

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.

Reliability:

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

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 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.

2. RESPONSIBILITIES

2.1 The CEO or nominated officer is responsible for the implementation and review of this policy.

2.2 The Academic Manager is responsible for the administration and application of this policy.

2.3 Administration Officers are responsible for supporting the implementation of this policy in relation to recording outcomes in the student administration system and the subsequent notifications to students.

2.4 Trainer/assessors are experienced and suitably qualified to conduct the assessments and hold the training and assessment credential specified in Item 6 of Schedule 1 of the Standards of NVR Registered RTOs 2015. Trainers/ assessors ensure the policy and procedures are implemented correctly.

2.5 NORTHWEST staff who are directly or indirectly involved in the administration of assessments as part of the educational process ensure that the assessments are administered in a fair and accurate manner.

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3. ASSESSMENT PROCEDURES

- All courses at NORTHWEST incorporate competency based assessments. The purpose of assessing competency is to confirm that students can perform tasks to the required standards expected in the workplace.
 - NORTHWEST assessment processes meet the requirements of Standards for RTOs 2015 and packaging rules of endorsed Training packages or VET accredited courses.
 - All assessments are conducted in accordance with the principles of assessment and the rules of evidence, and outcomes are recorded in accordance with AVETMISS reporting.
 - NORTHWEST assessments meet regulatory and workplace requirements, where relevant.
 - NORTHWEST systematically validates and moderated its assessment materials with trainers, industry and other stakeholders
 - NORTHWEST assessment procedures will recognise access, equity and cultural issues without compromising the integrity of the assessment.
- 3.1. Assessment tasks cover a range of methods and may include written tasks, projects, reports, tests (multiple choice, short or long answer), practical demonstrations, small or large group tasks, oral presentations, problem solving tasks, case studies, discussions, observations and exams.
 - 3.2. Students will receive an Assessment Plan through our Moodle learning platform, which will specify the types of assessment and the due dates of those assessment tasks at the beginning of each Unit of Competency (UOC) being studied. If the assessment is to be submitted online, students will have the assessment open for a stated period of time only.
 - 3.3. Students must satisfactorily perform and complete all the requirements, activities and assessment tasks, to be awarded as Competent in a Unit of Competency. To be competent, students must:
 - Submit all parts of assessable work
 - Submit all work on or before the due date(s) specified, unless a revised date has been negotiated and approved with the Trainer / Assessor in advance.
 - 3.4. All assessment tasks and parts must be undertaken and submitted by the specified due date in the term during which the unit of competency began.
 - Any assessment not submitted by the due date is deemed to be Did Not Submit (DNS).
 - Any assessment marked not satisfactory at the end of the term will result in an outcome of Not Yet Competent (NYC) for that Unit of Competency.
 - Any assessment not attempted by the end of term is marked as zero, Did Not Submit.
 - Compelling and compassionate circumstances may be considered when lodging an application for re-assessment.
 - 3.5. Students who are absent on the day of an in-class assessment must notify their Trainer / Assessor prior to the assessment time of their inability to attend, if possible. A medical certificate must be supplied by the student to NORTHWEST within 3 working days. Students should always keep the original copy of the medical certificate. An electronic copy of the certificate will be placed on the student's file.
 - 3.6. Students who do not submit the assessment by the due date must complete a re-assessment form. Re assessment approval may be granted in limited circumstances on compassionate or compelling grounds if supported by documentary evidence such as a medical certificate.
 - 3.7. Applications for late or re- assessment must be lodged through online forms within three days of the assessment due date and be supported with relevant documentary evidence if compelling and compassionate circumstances exist. The Academic Manager or representative will review the application and notify the student. The end time for the final submission task is the final week of the unit of competency.

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- 3.8. Assessment tasks scheduled as a distance learning session will also be assigned attendance hours for participation and completion and marked by Trainer/Assessors on weekly attendance rolls. The tasks are prescribed in the assessment tools of a unit assessment plan.
- 3.9. Assessors must mark all assessments submitted by students enrolled in the unit of competency. Assessments are marked satisfactory or not satisfactory and students are provided feedback where appropriate. At the completion of a unit of competency, the assessor records a final outcome, and submits this on an outcome summary sheet to administration.
- 3.10. Fees and charges apply for late assessments if there is no compassionate or compelling reason with (current) acceptable evidence.

4. ASSESSMENT SUBMISSION

- 4.1. Students are required to produce work that is of a high quality in terms of both presentation and content. This includes appropriate referencing, grammar and punctuation.
- 4.2. All assessments should be typed unless a hand written submission is requested. All assessments must be submitted via the E-Learning Management System (Moodle) or as directed by the Trainer/Assessor. Assessments are not to be submitted to Reception, emailed, faxed or placed on an electronic device unless requested by the Trainer/Assessor. Students are required to use the file naming conventions specified in the unit Assessment plans. Students must also ensure that the Footers in their assessments identify the Unit, Assessment Number, Student's Name, Student Number, Date and Number of Pages on each page.
- 4.3. Written work must be submitted in the format specified. An accepted standard of typed assessment requires the font to be in Arial 12 PT or similar. There may be some exceptions to this, for example in computer study units, however the Trainer/Assessor will advise of any such requirements.
- 4.4. **Students must keep a copy of all submitted work.** The inability to retrieve a file is an unacceptable reason for being unable to submit work. It is a student's responsibility to re-submit any work if requested. NORTWEST takes no responsibility for work that cannot be located.
- 4.5. Any student having problems with an assessment task is urged to speak to the Trainer/Assessor before the due date so the circumstances can be addressed.
- 4.6. Students are expected to allocate sufficient time to complete the work satisfactorily.

5. ASSESSMENT ATTENDANCE AND CONDUCT

- 5.1. Attendance at all assessment in-class tests, tasks or exams is compulsory. Failure to attend without meeting NORTWEST's requirements will result in an automatic NYC result in that particular unit.
- 5.2. Students who fail to attend an assessment test or exam due to illness or other valid reasons must provide evidence in writing, within three days of the scheduled date or as soon as possible according to circumstances. A signed and dated medical certificate must be issued from a registered medical practitioner and cover the day(s) of absence.
- 5.3. Students who are deemed NYC (and those who did not attempt) for an assessment may submit a request for re-assessment on the Reassessment Form. If a supplementary test is approved, the student will be notified about the date and place for the re-assessment.
- 5.4. Students may be required to produce a current student identity card for entry into the assessment room.
- 5.5. Students are not permitted to leave and return to an assessment room unless allowed by the Trainer/Assessor. However, students may leave before the end of the time, if finished.
- 5.6. Fees and charges apply for late assessment or re-assessment if there is no compassionate or compelling reason with current acceptable evidence.
- 5.7. A re-assessment fee may be applied as per the Fees and Charges Schedule.

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6. RE-SUBMISSION

- 6.1. If an assessment has been deemed not satisfactory, the student may correct the original work following the Trainer's/Assessor's feedback and return it to the trainer for further assessment (free of charge) provided the attempt was a serious attempt at the task.
- 6.2. This process is classified as re-submission and is limited to an agreed number of opportunities with the Trainer/Assessor after the original submission. However, re-submissions must be finalised within the study period in which the assessment began. Re-submission is also limited to serious attempts being made after feedback on the original submission.
- 6.3. Re-submissions are organised between the Trainer/Assessor and student. In the event of the student being deemed NYC by the end of the study period after re-submission, the student will need to apply for re-assessment.
- 6.4. Students who are unsuccessful after re-submission of a prescribed assessment and deemed Not Yet Competent in a Unit of Competency at the end of the study period will be required to go through the re-assessment process. Payment for re-assessment is determined in accordance with the Fees and Charges Schedule.

7. RE-ASSESSMENT

- 7.1. Any student who is marked NYC after the final submission of an assessment, or is deemed NYC after the academic penalty, or fails to sit for a test, falls under this category of re-assessment.
- 7.2. If the student is still deemed Not Yet Competent after re-submission options have been exhausted, they can apply for re-assessment.
- 7.3. Students will be provided with feedback after being deemed NYC in an assessment to highlight areas requiring improvement. Prior to re-assessment, students will be given the opportunity to attend feedback sessions and may be offered revision guidance to assist with gaps in training. Further support is available for students, upon request, who require additional assistance.
- 7.4. Re-assessments may include assessment tasks different to the tasks attempted during the delivery of the Unit of Competency.
- 7.5. Once a re-assessment has been arranged, any student who is absent on the day of an on-campus re-assessment without prior notification will be deemed NYC and will be required to reapply for re-assessment of the Unit of Competency.
- 7.6. Where a student fails to submit assessments; or fails to submit a serious attempt of an assessment, (unless evidence is provided of serious medical or compassionate reasons in the required period), a fee applies to re-open and re-sit the assessment tasks. See the Fees and Charges Schedule for details.

8. LATE ASSESSMENT

- 8.1. This procedure applies when a student fails to submit the assessment on time.
- 8.2. It is the responsibility of the student to initiate a late assessment process by completing and submitting a Re-enrolment / Re-assessment form to Student Support Officer for consideration and approval, noting:
 - Compassionate and compelling circumstances can be considered if supporting documentary evidence is provided for the period covering the assessment submission timeframe.
 - Administrative fees of \$200 per unit may apply; refer to the Fees and Charges Schedule.
 - In submitting a Late Assessment / Re-Assessment Form, the student must:
 - a) complete and lodge the form through Reception within 3 days of the due date
 - b) receive written approval from the Academic Manager/Student Support Officer with instructions for submission, due dates, marking and feedback.

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9. RE-ASSESSMENT ELIGIBILITY REQUIREMENTS

- 9.1. To be eligible for re-assessment, students' attendance for the particular UOC should be satisfactory.
- 9.2. In the event of low attendance, students are ineligible for re-assessment and will be required to remedy the matter through an intervention strategy. Students should note that this may affect the duration of the course, and overseas students may need to extend their Visa.
- 9.3. Application for re-assessment due to special consideration can be made in writing to the Academic Manager on the Re-enrolment / Reassessment form.
- 9.4. A fee for re-assessment of each unit may apply. Refer to the Fees and Charges schedule.

10. RE-ASSESSMENT PROCEDURES

- 10.1. Students who did not achieve competency in any Unit of Competency, shall contact Student Support Officer in order to arrange Re-assessment procedure. Fees for the Re-assessment may apply.
- 10.2. Student Support Officer is responsible for preparing a spreadsheet with eligible students and update it accordingly.
- 10.3. Trainers/Assessors are not entitled to grant any extension or re-assessment chance on their own to the students without prior notification to Student Support Officer.
- 10.4. Student Support Officer will notify Trainers/Assessors assigned for re-assessment via email once per week (every Monday by 2:00 pm) with a list of students who have submitted re-assessments.
- 10.5. Trainers/Assessors assigned for re-assessment are required to provide feedback to Student Support Officer within timeframes specified.
- 10.6. In the event of Public Holiday on Monday and/or Tuesday or break between Terms, Student Support Officer is entitled to change the abovementioned deadlines. Prior notification to Trainers/Assessors assigned for re-assessment is required.
- 10.7. Trainers/Assessors assigned for re-assessments are responsible to grade provided re-assessments during Tutorial time. Any role-play or in-class observation must take place only during Tutorial time.
- 10.8. If the re-assessment require in-class observation, Students are required to make an appointment prior to Tutorial time. Trainers/Assessors are responsible for organising the appointments as per time needed to assess the students.
- 10.9. All re-assessment tasks and parts must be undertaken and submitted by the specified due date given by the Student Support Officer.
 - 10.9.1. Any re-assessment not submitted by the due date is deemed to be Did Not Submit (DNS).
 - 10.9.2. Any re-assessment marked not satisfactory will result in an outcome of Not Yet Competent (NYC) for that Unit of Competency.
 - 10.9.3. Any re-assessment not attempted by the end of term is marked as zero, Did Not Submit (DNS).
 - 10.9.4. Compelling and compassionate circumstances may be considered when lodging an application for second re-assessment.
- 10.10. Students must satisfactorily perform and complete all the requirements, activities and re-assessment tasks, to be awarded as Competent in a Unit of Competency. To be competent, students must:
 - 10.10.1. Submit all parts of assessable work
 - 10.10.2. Submit all work on or before the due date(s) specified, unless a revised date has been negotiated and approved with the Trainer / Assessor in advance.
- 10.11. Students who do not submit the re-assessment by the due date must complete a re-assessment form and/or contact Student Support Officer. Second re-assessment approval may be granted in limited circumstances on compassionate or compelling grounds if supported by documentary evidence such as a medical certificate.
- 10.12. Trainers/Assessors must mark all re-assessments submitted by students and then provided by Student Support Officer. Re-assessments are marked satisfactory or not satisfactory and students are provided feedback where appropriate.

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11. RE-ASSESSMENT SUBMISSION

- 11.1. Students are required to produce work that is of a high quality in terms of both presentation and content. This includes appropriate referencing, grammar and punctuation.
- 11.2. All re-assessments should be typed unless a hand written submission is requested. All re-assessments must be submitted via the E-Learning Management System or as directed by the Trainer/Assessor. Assessments are not to be submitted to Reception, emailed, faxed or placed on an electronic device unless requested by the Trainer/Assessor.
- 11.3. Students are required to use the file naming conventions specified in the unit Assessment plans. Students must also ensure that the Footers in their assessments identify the Unit, Assessment Number, Student's Name, Student Number, Date and Number of Pages on each page.
- 11.4. Written work must be submitted in the format specified. An accepted standard of typed re-assessment requires the font to be in Arial 12 PT or similar. There may be some exceptions to this, for example in computer study units, however the Trainer/Assessor will advise of any such requirements.
- 11.5. **Students must keep a copy of all submitted work.** The inability to retrieve a file is an unacceptable reason for being unable to submit work. It is a student's responsibility to re-submit any work if requested. NORTWEST takes no responsibility for work that cannot be located.
- 11.6. Any student having problems with re-assessment task is urged to speak to the Trainer/Assessor before the due date so the circumstances can be addressed.
- 11.7. Students are expected to allocate sufficient time to complete the work satisfactorily.

12. ACADEMIC MISCONDUCT AND PLAGIARISM

- 12.1. **Academic misconduct** is defined as deliberate submission or intention to submit unreliable, insufficient, non-current or invalidated assessment evidence. **Plagiarism** is defined as using another person's work and presenting it as one's own without appropriate acknowledgement of the author or source. If reasonable grounds for believing that these have occurred, disciplinary procedures will be implemented.
- 12.2. Points below indicate a breach of this policy and will be dealt with by the procedures referred to in the Student Discipline and Misconduct Policy.
 - a) Using inappropriate electronic devices (e.g. dictionaries, mobile phones) when advised not to.
 - b) Copying another student's assessment or test.
 - c) Copying directly from an unauthorised source (e.g. internet, or another student's assignment).
 - d) Students caught with cheat notes or improper information prior to assessment/test or while assessment/test is in progress.
 - e) Talking to other student/s while assessment/test is in progress.
 - f) Using copied evidence (e.g. written assessment task).
- 12.3. Prior to or during any in-class assessment and/or assessment submission unless otherwise directed, students must not:
 - a) Use any electronic devices, such as electronic dictionaries or mobile phones.
 - b) Copy notes and/or pictures/photos from any non-referenced source.
 - c) Have written notes and materials with them. These must be placed into a separate area at the front of the room where assessments are being held.
 - d) Carry any improper information (eg cheat notes) into an exam or assessment room.
 - e) Speak with any other student while the assessment/test is in progress.
 - f) Copy from any other student or copy any information from an illegal and/or unauthorised source.

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- g) Undertake any activity deemed and proven to be improper in nature and similar to any of the above.

13. ACTIONS AND PENALTIES

- 11.1. If it is determined that misconduct and/or plagiarism has occurred, one or more of the following penalties may be imposed:
- requiring the student to resubmit the assessable work.
 - requiring the student to undertake an alternative assessment task where the opportunity to plagiarise has been removed (e.g., an oral or invigilated individual test);
 - downgrading the mark for the assessment item;
 - downgrading the final mark in the unit;
 - withdrawing the student from the unit, deeming the students as Not Yet Competent;
 - excluding the student from enrolment in a particular course;
 - excluding the student from the NORTWEST permanently.

14. ASSESSMENT AND RE-ASSESSMENT APPEALS PROCESS

- 14.1. All participants have the right to appeal any assessment decision made by NORTWEST if they believe that:
- the assessment is invalid and/or;
 - the process was invalid, inappropriate or unfair.
- 14.2. Before making an appeal, it is recommended that students firstly discuss the matter with their Trainer /Assessor at a mutually agreed time. If still dissatisfied, students should speak with the Academic Manager/Student Support Officer.
- 14.3. If still not satisfied, students are entitled to lodge a formal appeal in writing or by using the Appeal form available from reception or the NORTWEST website. Appeal against academic decision should be lodged within 20 working days of the results being released. Please see the Complaints and Appeal policy for further details about the Appeal process.

15. ASSESSMENT AND RE-ASSESSMENT OUTCOMES RECORDING

- 13.1. The outcomes of the assessments are recorded on an outcomes summary sheet prepared for each unit. The students enrolled in the unit are listed on the outcomes summary sheet. The Trainer/ Assessor will finalise the assessment marking, and record the outcomes. The Trainer/Assessor will complete the outcomes for each student using the standard AVETMISS codes and submit the outcomes summary sheet to administration for recording in the student administration system by every mid-term and end of term. A student's final results for each unit are published via their online student portal.

16. ASSESSMENT VALIDATION

- 16.1. Students' assessments will be periodically used for the purpose of external and internal moderation and validation. For the purpose of assessment validation, student's details will be removed prior to assessment validation.

17. ASSOCIATED DOCUMENTS

Title	Document Location	Responsible Officer	Minimum Retention Period
E-learning Management System assessment	MOODLE	Academic Manager Administration staff	Six months from the date on which the judgement of competence for the student was made.

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Unit Assessment Plan	Fileshare MOODLE	Academic Manager	2 years after last entry
Assessment tools	Fileshare MOODLE	Academic Manager	2 years after last entry
Unit Outcomes summary sheet	Fileshare	Administration Officer	2 years after last entry
Warning letter of unsatisfactory attendance	1. Student's File 2. Student Administration System	Administration Manager or delegate	2 years after last entry
Monitoring and Intervention Form	1. Student's File 2. Student Administration System	Student Support Officer	2 years after last entry

18. REFERENCES

- Standard 1 of the Standards for RTOs 2015
- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- ASQA General Direction – Retention Requirements for completed student assessment items, update 20 February 2013.

19. IMPLEMENTATION

The Assessment Policy and Procedure will be implemented throughout NORTWEST via:

1. An announcement notice emailed to all students and staff
2. Inclusion on the NORTWEST website - Downloads

20. REVIEW HISTORY

Revision	Date	Description of modifications
1	Mar 2010	Original
2	5 April 2012	Revised copy
3.1	May 2011	Revising copy
4	July 2012	Merged with Examination conduct policy due to duplication of information
5	October 2014	Review and update of Assessment processes
6	August 2015	Review
7	January 2016	Review
8	Mar 2017	Update company name, logo and footer
8.1	May 2017	Update progress scenario
9	Aug 2018	Update to National Code 2018
10	Feb 2020	Update reassessment procedure, annual review

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