



Assessment Policy & Procedures As At August 2008

Private and Confidential

1.0 Policy

- 1.1. Performance English adheres to AQTF standards of assessment by ensuring assessment tasks used are diverse and conform to the following principles:
 - Validity - they assess what they claim to assess
 - Reliability – they are consistent from learner to learner and context to context
 - Fairness – they do not disadvantage any individual or group of learners
 - Flexibility – they are appropriate to a range of sites and learner needs.
- 1.2 All assessments are fair and reasonable to the appropriate learning outcomes and client target market and are delivered in line with legislative/regulatory requirements.
- 1.3 Performance English provides a range of assessment methods to enable students to demonstrate competence against the relevant unit of competency. Types of assessment methods that may be used are:
 - Oral presentations
 - Written assessments
 - Role –plays
 - Discussions
 - Trainer Observation
 - Case Studies
 - Workplace simulations
 - Portfolio of evidence
- 1.4 The Learner Guide, Teacher Resources and Assessment tools used in this course have been developed in consultation with industry and have been evaluated against the National Quality Council (NQC) Quality Principals by approved Quality Assurance Consultants. They have received the NQC tick of approval by this Council.

2.0 Learner Guide Activities

- 2.0 Learner Guide activities include workplace simulations, workplace projects and end of chapter assessments or case studies.
- 2.1 These activities test the competence of students in each performance criteria and element of the unit of competence.
- 2.3 These activities must be completed and submitted as part of the workshop.
- 2.4 The trainer/assessor will mark the competence of the student with a grade of Competent or Not Yet Competent on the Competence Evaluation Checklist.

- 2.5 The trainer/assessor is provided with suggested answers to the Learner Guide Activities as a marking guide.

3.0 Post Workshop Assessments

- 3.1 There are two post workshop assessments that must be submitted by mail to Performance English within 10 days of the workshop.
- Portfolio of Evidence
 - Written Assessment
- 3.2 Clear instructions for submission are written on the handouts that the trainer will provide to students in the workshop.
- 3.3 In the Portfolio of Evidence, students must gather a range of work samples to show the application of skills and knowledge.
- 3.4 In the Written Assessment, students must respond to a range of questions and scenarios to test their knowledge of the unit.
35. The trainer/assessor cannot assess student competence without these pieces of evidence.
- 3.6 It is the student's responsibility to ensure that their assessments are submitted by the due dates.
- 3.7 Performance English does not take any responsibility for loss in transit.

4.0 Competent or Not Yet Competent?

- 4.1 If a student is deemed as 'Competent' in all performance criteria relating to the unit of competency, they are issued with a Statement of Attainment as per our Award Policy.
- 4.2 If a student is deemed as 'Not Yet Competent' against one or more performance criteria, they will be required to redo at least two assessments to prove their competence.
- 4.3 Every effort will be made by the trainer/assessor to assist, teach and advise the student to ensure they are deemed 'Competent'.
- 4.4 If they are still graded as 'Not Yet Competent', Performance English will be unable to issue a Statement of Attainment.

5.0 Illness

- 5.1 In the event a student falls ill during a workshop and has to leave, the student must supply a valid medical certificate from an Australian registered medical practitioner to Performance English by next day after their recovery from the illness. A student who produces a valid medical certificate and provides Performance English the document the next day after their recovery may still be eligible to submit their assessment tasks. All medical certificates should be submitted to Manager of Operations.

6.0 Attendance

- 6.1 Students must attend the full workshop, unless a RPL has been granted. Trainers will not accept assessment tasks, including post-workshop assignments, of students who have had less than 80% attendance at the workshop.

7.0 Grading System

- 7.1 Performance English utilises a competency-based grading system.
- 7.2 In order to be awarded with a Statement of Attainment, students must be deemed competent in all elements and performance criteria relating to the unit of competency.

- 7.3 The grading system is as follows:

Competent (C)
Not Yet Competent (NYC)

8.0 Feedback to Students

- 8.1 Trainers will provide feedback to students on their performance.
- 8.2 Feedback may be provided a number of ways:
- Oral feedback
 - Comments on their exercise
 - Written evaluation sheet
- 8.3 Students that are unhappy with the feedback are invited to discuss the feedback with the trainer individually.

9.0 Appeals

- 9.1 If a student is unhappy with their result they should always consult their trainer as a first step and attempt to resolve the issue at this level. If they are still dissatisfied they are able to initiate our Grievance Resolution Policy.

10.0 Cheating/Plagiarism

- 10.1 Any students found cheating or plagiarising in any assessment task that is part of the workshop or post workshop will be immediately deemed Not Yet Competent in that unit of competency. The student will be required to resit the workshop at their own cost.
- 10.2 All cases of cheating or plagiarism are recorded on the student database system and remain permanently on the student's file.

11.0 Course Review/Moderation

- 11.0 Quarterly course reviews are held with CEO, Manager of Operations and trainers. Validity of assessment methods are examined to ensure they are still compatible with training package rules. The minutes of the meetings will be recorded and available on the server.
- 11.1 Annual moderation meetings will take place with Manager of Operations and trainers. The minutes of the meetings will be recorded and available on the server.