

Sero Institute ASSESSMENT POLICY

OVERVIEW

Purpose

The policy:

- outlines Sero Institute assessment framework
- outlines specific RTO compliance requirements related to Sero Institute assessments

Who the Policy Applies to

The policy applies to Sero Institute staff, participants and relevant external stakeholders.

Assessment

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a training package under the scope of Sero Institute.

This policy and related procedures ensure that assessments are valid, reliable, flexible and fair.

Sero Institute is responsible for:

- The development and delivery of assessment tools
- Sourcing and reviewing qualifications of internal and external (if relevant) assessors
- Providing students with the relevant information to complete assessments within assessment guidelines
- Conducting assessment moderations on all set tasks
- Providing recognition and appeals services
- Reviewing, recording and reporting student results (including successful results, late and absent assessment)
- Monitoring and improving the quality of assessment
- Validating and moderating assessment
- Providing reasonable adjustments to assessment for participants with learning difficulties or disabilities

In planning training and assessment activities, Sero Institute aims to ensure that:

- A variety of assessment formats are utilised (e.g., written, role play, participation, observational assessment).
- Each piece of work assesses the range of learning outcomes associated with a particular unit of competency and/or qualification.
- Off-job/classroom training is a component of training (except if exemption has been granted or if it is not relevant).
- Reasonable adjustment is allowed for students with learning difficulties, disabilities and/or special requirements.
- Assessments are outcome based and determine competency.
- Multiple forms of assessment are collected for each program.

PROCEDURES

Assessment development

Sero Institute training and assessment materials are developed by Sero Institute for Sero Institute Students.

During the program development process, Sero Institute consults appropriate industry stakeholders to ensure workplace requirements are met and industry relevance.

Prior to the commencement of training, the Sero Institute Operations Manager is responsible for ensuring all training and assessment materials meet the relevant Training Package requirements.

Assessment validation will also be conducted prior to the commencement of training (see Assessment validation section below).

Assessment processing

Sero Institute assessments vary in format and style. All written assessments are collected and assessed by Sero Institute assessors against the relevant marking guide.

Feedback for each module is provided to participants via an assessment feedback sheet and verbally if/as relevant and possible. Participants acknowledge/agree to outcomes by signing the assessment feedback sheet. Originals or copies are retained by Sero Institute for moderation purposes.

Observational assessments may be undertaken on-job or during off-job training. As above, participants acknowledge/agree to outcomes by signing the assessment feedback sheet.

Sero Institute assessors record assessment outcomes on the participant management system. See Sero Institute Data Management Policy for further information on safeguarding and storing assessment records.

Assessment marking

Sero Institute assessment outcomes are based on criteria set out in the units of competency and assessment guidelines.

To ensure Sero Institute assessment marking adheres to the processes listed above the following is undertaken by Sero Institute assessors.

- Each piece of work is assessed fairly, objectively and consistently.
- Assessments are marked in accordance with sample answer guides.
- Assessments are marked within 5 working days of receipt (if applicable).
- Assessments are marked based on meeting unit competencies and evidence requirements.
- Participants are assessed as Competent or Not Yet Competent

Assessment validation

Sero Institute assessment validation involves reviewing assessment prior to delivery to ensure the assessment content meets the unit requirements, etc.

A validation committee comprising of Sero Institute representatives and appropriately qualified industry representatives will be involved in the assessment validation process.

Assessment moderation

Sero Institute assessment moderation ensures that assessments are marked with accuracy, consistency and fairness.

Assessments are subject to post-assessment moderation to ensure:

- Assessments are appropriate
- Marking criteria is clear
- Assessment decisions are consistent and accurate

An assessment moderation cycle occurs monthly.

Assessment moderation forms part of Sero Institute continuous improvement process (see Sero Institute Continuous Improvement Guide for further information).

Special consideration

A participant whose work or performance has been affected by illness or other serious cause may apply in writing to the Sero Institute RTO Operations Manager for special consideration. The letter must be accompanied by a medical certificate or other evidence.

The participant's request for special consideration will be assessed by Sero Institute RTO Operations Manager and the relevant Sero Institute trainer and/or assessor.

If special consideration is awarded, the Sero Institute RTO Operations Manager will confirm appropriate arrangements for the participant to re-sit the assessment and/or grant an extension.

Assessment support

If an assessment requires further action for a participant to reach competency the relevant trainer will discuss this with the participant on a case-by-case basis.

Sero Institute trainers and assessors will provide participants with additional support and mentoring, where feasible and appropriate (e.g., adjusting assessment methods including using verbal/oral assessment methods instead of written exercises).

Sero Institute trainers and assessors are required to record all flexible learning arrangements in the Sero Institute Presenter Feedback Form.

Assessment appeals

All participants are entitled to appeal against the result of an assessment if they feel a assessment outcome error has occurred, or if the assessment did not comply with the principles of assessment or criteria published.

The Sero Institute Training & Assessment Appeals process (as detailed in the Sero Institute Training & Assessment Appeals Guide) aims to ensure appeals are treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

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