

Goulburn Ovens
Institute of TAFE

Procedure no. E2-P1c

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Title: Training and Assessment Procedure – 3. Conduct

Quality of Education Committee approved: 20/08/2013

Reviewed: 20/11/2013, 17/12/2013, 19/02/2014, 22/09/2014, 23/10/2014, 11/11/2015, 5/10/2018

Executive approved: 2/12/2014

Reviewed: 23/01/2015, 29/01/2015, 9/02/105, 29/06/2015, 17/11/2015, 20/01/2016, 29/04/2016,
10/06/2016, 14/09/2016, 29/06/2017, 19/07/2017

Amendments re FLA-43L, FLA-43A: 8/09/2017, re CHBL to SH: 13/02/2018

Responsible Officer: Manager Education Assurance

Authorising Officer: Exec Manager Business Transformation

Review: Biennial (5th October 2020)

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TRAINING AND ASSESSMENT PROCEDURE – 3. CONDUCT

1. PURPOSE

To describe the processes, responsible officers and relevant documentation required to provide high quality **training** and **assessment** services at Goulburn Ovens Institute of TAFE (GOTAFE).

2. SCOPE

This procedure:

- applies to all courses listed on the GOTAFE Scope of Registration
- complies with all aspects of the *Australian Skills Quality Authority*
- is informed by the GOTAFE *Training and Assessment policy* [E2]
- outlines the **train** and **assess** phases of the entire Training and Assessment process
- has been developed in accordance with the continuous improvement cycle *Continuous Improvement Procedure* [Q1-P70].

3. DEFINITIONS

Please refer to *Glossary* in the GOTAFE *Training and Assessment Policy* [E2].

4. PROCEDURE

TRAIN AND ASSESS LEARNERS		
Step	Responsibility	Required documentation
Note: Trainers and Assessors are to conduct training as outlined in the <i>Training and Assessment Strategy [TAS]</i> . Use a variety of delivery methods to meet requirements of training package and ensure a high level of learner engagement, taking into account individual learning styles.		
1. Declare any conflicts of interest to ensure ethical and fair assessment.	Trainer and Assessor	Email to Manager
Note: A conflict of interest can occur when: a) supervisors are assessing subordinate staff b) subordinate staff are assessing supervisors c) staff are assessing staff (except training conducted by EDS for staff eg. Certificate IV in TAA and Diploma of VET) d) an assessor is assessing a relative or friend.		

TRAIN AND ASSESS LEARNERS		
Step	Responsibility	Required documentation
<p>2. Conduct course induction according to the <i>Student Induction Guide</i> or an online student induction resource, and discuss information in the <i>Course Handbook</i>.</p> <p>Organise student access to online Learning Management System – if applicable</p>	Trainer and Assessor	<p><i>Student Induction Guide [CPG-08]</i></p> <p>Online student induction (Moodle)</p> <p><i>Student Handbook [SH]</i></p>
<p>Note: Pay special attention to the section on Student Services in the <i>Student Handbook</i>.</p>		
<p>3. Ensure sign-off by learners to confirm that they have attended the course induction session and keep in a course document folder.</p>	Trainer and Assessor	<p><i>Student Induction Guide [CPG-08]</i></p> <p>Appendix 3</p> <p>Course document folder</p>
<p>Note: You must keep all course level documents in a course document folder (hard copy, or electronic folder, or U drive) with the relevant learner cohort student files.</p>		
<p>4. Begin the first unit delivery and distribute unit level documents.</p>	Trainer and Assessor	<p><i>Unit guide [FLA-48]</i></p> <p><i>Assessment task learner version [FLA-43L]</i></p> <p><i>Assessment task assessor version [FLA-43A]</i></p> <p><i>Unit Learning Resources Learning Management System resources (Moodle/Webtrain) - if applicable</i></p>
<p>Note: The Assessment task should include the assessment criteria. And be provided in both the learner and assessor version.</p> <p>Note: If you become aware of the need for reasonable adjustment which was not noted during the selection process, e.g. LLN support required, complete a <i>Reasonable Adjustment Plan [ODSS-14]</i> now with the Learning Support Unit for implementation before the next delivery session.</p>		
<p>5. Record attendance in the <i>Participation Record</i> (attendance roll), electronic roll or <i>Workplace Training Record</i> or ensure engagement activity is completed in Learning Management System</p>	Trainer and Assessor	<p><i>Participation Record</i> booklet [hard copy]</p> <p><i>Electronic Participation Record Group</i></p> <p><i>Electronic Participation Record Individual</i></p> <p><i>Learning Management System resources (Moodle/Webtrain) - if applicable</i></p>
<p>6. Enter participation in SMS.</p>	Trainer and Assessor and/or Administration support person	SSP participation screen [SMS]
<p>Note: The trainer, or administration staff member must record the start of participation for each learner in each Unit of Competency in the Student Management System (SMS) within 10 days of starting each unit.</p>		
<p>7. Retain a record of attendance in accordance with the <i>Student Records Management Procedure</i>.</p>	Commercial Manager	<i>Student Records Management Procedure [PRSA-175]</i>

TRAIN AND ASSESS LEARNERS		
Step	Responsibility	Required documentation
Note: The attendance record is an important legal document that must be retained for three (3) years.		
8. Retain all learner's work in the student file as evidence of starting each unit.	Course Coordinator/TLO Trainer and Assessor	<i>Student Records Management Procedure [PRSA-175]</i> Student file or electronic e.g. Moodle
Note: Evidence of Participation (EOP) is required to support the Institute's compliance with the VET funding contract, and are subject to internal and external audits. The required second point of Evidence of Participation, for units delivered over one month in duration is form Unit Final Assessment Result [FLA-66]		
Note: Examples of EOP – completed learning or assessment activity. EOPs must include the learner's name or student identification number, the qualification and unit codes and titles and date.		
9. Add all student documentation to Student file.	Course Coordinator/TLO Trainer and Assessor	<i>Student Records Management Procedure [PRSA-175]</i> Student file
10. Conduct training according to the <i>Delivery plan</i> for each unit or cluster of units.	Trainer and Assessor	<i>Delivery plan [FLA-38]</i> Learning resources
11. If VCAL, undertake course delivery to the required standard according to the <i>VCAA, VCE and VCAL Administrative Handbook</i> and in accordance with the currently accredited qualification.	VCAL coordinator	<i>Course information form [FLA-49]</i> <i>VCE and VCAL Administrative Handbook</i> <i>VCE and VCAL Monitoring and Analysis of Results Procedure [PRLS-152]</i>
12. Complete cancellation and withdrawal documentation if required.	Commercial Manager Trainer and Assessor	<i>Unit final assessment result [FLA-66]</i> <i>Unit final graded assessment result [FLA-68]</i> <i>Enrolment withdrawal or cancellation form [FSA-80]</i> <i>Student Enrolment Summary Report [EN-25]</i>
Note: Retain either the Unit final assessment result or Unit final graded assessment result in the student file. Forward the <i>Enrolment withdrawal or cancellation form</i> and the <i>Student Enrolment Summary Report</i> to the Enrolment Centre with evidence of the last participation date e.g. copy of the roll, Moodle screen dump, or (dated) piece of work.		
13. Complete variation, and/or withdrawal or cancellation actions as required and retain the forms with the learner's enrolment documents.	Enrolment Centre	<i>Student Records Management Procedure [PRSA-175]</i>
14. Conduct formative assessment regularly during learning delivery and provide feedback	Trainer and Assessor	Learning Resources and Activities

TRAIN AND ASSESS LEARNERS		
Step	Responsibility	Required documentation
15. Conduct summative assessments once the student has completed all learning activities and is ready for assessment	Trainer and Assessor	<i>Assessment task learner version [FLA-43L]</i> <i>Assessment task assessor version [FLA-43A]</i> <i>Learning Management System</i> <i>Assessment tasks – if applicable</i>
<p>Note: Assessment must be in accordance with the:</p> <ul style="list-style-type: none"> • Requirements of the training specification. • Principles of Assessment – that assessment is fair, flexible, reliable and valid. Reasonable adjustment to methods of assessment can be negotiated where relevant. • Rules of Evidence – that assessment decisions will be based on learner presentation of valid, sufficient, authentic and current evidence, as prescribed by the trainer and assessor. 		
16. Mark assessments and complete feedback forms within 10 days of submission	Trainer and Assessor	<i>Assessment task feedback to learner [FLA-65]</i> <i>Unit final assessment result [FLA-66]</i> or <i>Graded assessment task feedback to learner [FLA-67]</i> <i>Unit final graded assessment result [FLA-68]</i>
<p>Note: All students are entitled to two attempts for any assessment task to achieve competence, after training has commenced. Further attempts will only be allowed due to incapacity to complete an assessment (e.g. due to illness) if the <i>Assessment Special Consideration Procedure [E2-P3]</i> is followed. At the end of a unit:</p> <ul style="list-style-type: none"> • Following two unsatisfactory attempts for any of the assessment tasks, an NC is recorded in the FLA-66 or FLA-68 form and the student will have to re-enrol to complete the unit and pay the prescribed fee (at the discretion of the Commercial Manager) • If any of the assessment tasks for a unit have not been attempted, a WD is recorded in the FLA66 or FLA-68 form with the last date of participation. <p>For apprentices and trainees, follow the contractual conditions regarding assessment. Where a unit is externally assessed, refer to the external examining body's examination instructions. If a student is not satisfied with the result you should refer them to the <i>Complaints and Appeals from Students and Clients Procedure [PRQM-170]</i>.</p>		
<p>Note: If VCAL, delay of decision about satisfactory completion may be applied to allow student to complete or submit further work according to the VCAA, <i>VCE and VCAL Administrative Handbook (Section 3.5)</i>. Trainer/Assessor is responsible for judging satisfactory completion of a VCAL unit and by reporting satisfactory completion, the teacher is certifying that the student has achieved the set of outcomes for the unit according to the rules set by the VCAA.</p>		
17. Respond to requests for extension or special consideration in a timely manner.	Trainer and Assessor Course Coordinator/TLO	<i>Application for extension of time form [FLA-23]</i> <i>Application for assessment special consideration form [FLA-58]</i> <i>Assessment Special Consideration Procedure [E2-P3]</i>

<p>Note: For all courses (except Traineeships or Apprenticeship):</p> <ul style="list-style-type: none"> • An extension of time can only be granted if requested before the assessment due date using the <i>Application for extension of time form [FLA-23]</i>. • The maximum extension of time that can be applied is two weeks after the original due date. • Only one extension of time is allowed. • An AP (Assessment Pending-Student Initiated) is only required to be recorded at the end of a year where the extension date falls in the following year. • If there are special considerations e.g. illness, a longer extension can be negotiated if applied for on the <i>Application for assessment special consideration form [FLA-58]</i> • If the submission is late without an extension, or is submitted after an extended deadline, and not assessed, a WD will be recorded, and the student will need to re-enrol in the unit or cluster. • If the due date for an assessment is after the final reporting date of the year, record an XP (Assessment Pending-Teacher Initiated) result. • The final result must be entered into SMS at the completion of the unit. • If a unit is approved for grading, a second submission (re-submission) forfeits grading and will be resulted as CC or NC. 		
TRAIN AND ASSESS LEARNERS		
Step	Responsibility	Required documentation
<p>18. If you are using Graded Assessment, you should plan and conduct moderation and adjust assessment judgements.</p>	<p>Trainer and Assessor</p>	
<p>Note: Moderation is a review of assessor judgements, usually conducted prior to resulting. Moderation is best practice and encouraged within Graded Assessment for all assessments to standardise assessor judgements, especially across campuses. If you are using Graded Assessment, a schedule of moderation meetings should be organised, with the outcome/s recorded and stored in Course folder on U drive.</p> <p>Validation is the quality review of the assessment process. It involves checking that assessment tasks and assessment judgements meet the Principles of assessment and Rules of evidence (Refer to <i>Training and Assessment Procedure – 4. Review and Improve [E2-P1d]</i>).</p>		
<p>19. Give appropriate feedback to students on submitted assessments within 10 working days from the due date set for assessment activity.</p>	<p>Trainer and Assessor</p>	<p><i>Assessment task feedback to learner [FLA-65]</i> <i>Unit final assessment result [FLA-66]</i> or <i>Graded assessment task feedback to learner [FLA-67]</i> <i>Unit final graded assessment result [FLA-68]</i> Learning Management System Assessment Tasks Feedback – if applicable Learning Management System Unit Final Results – if applicable</p>
<p>Note:</p> <ul style="list-style-type: none"> • Assessment feedback should provide students with constructive information on strengths, areas needing improvement, and methods of achieving the required improvement in performance. • Written feedback must be given for all assessments including online assessments. 		
<p>20. Comply with confidentiality service standards.</p>	<p>Trainer and Assessor</p>	
<p>Note: All results of student assessments will remain confidential. Access to assessment results will be provided only in accordance with Federal and State privacy legislation.</p>		
<p>21. Respond to requests for assessment appeals.</p>	<p>Commercial Manager Trainer/Assessor</p>	<p><i>Complaints and Appeals from Students and Clients Procedure [PRQM-170]</i>.</p>

TRAIN AND ASSESS LEARNERS		
Step	Responsibility	Required documentation
22. Complete a <i>Result variation application form</i> for result variation (if required).	Course Coordinator/TLO Trainer and Assessor Student Administration	<i>Result variation application form [FSA-84]</i>
23. Request feedback from learners about the unit.	Trainer and Assessor	<i>Unit feedback form [FLA-27]</i> <i>Learning Management System Unit Feedback – if applicable</i>
Note: This information will be used as part of the course <i>Training and assessment procedure – Review and improve [E2-P1d]</i> .		
24. Retain unit feedback forms in the course document folder.	Trainer and Assessor	<i>Students Records Management Procedure [PRSA-175]</i> Course document folder (hard copy or U drive)
25. Add all student documentation to student file, including evidence of all students completed assessments	Course Coordinator/TLO Trainer and Assessor	<i>Students Records Management Procedure [PRSA-175]</i> Student file
26. Enter a final assessment result into SMS within 10 days of the due date of the final assessment.	Course Coordinator/TLO Trainer and Assessor Student Administration	Student Management System [SMS] Grade and Mark screens
<p>Note: Assessment codes are:</p> <p>CC Competent – Not graded NC Not Yet Competent If graded: (Certificate IV and higher) CGS Graded as Competent Satisfactory CGC Graded as Competent with Credit CGD Graded as Competent with Distinction CHD Graded as Competent with High Distinction</p> <p>Other codes: AP Assessment Pending student initiated XP Assessment Pending teacher initiated CBC Competency Based Completion (Apprentices only) GAP Gap training provided</p> <p>For further information about result codes, refer to the <i>Result Codes Advanced Standing Participation Withdrawals and CBC Guide [ODSA-07]</i></p>		
27. Archive all completed assessments and assessment feedback in student files.	Trainers/Assessors	Student file

<p>Note: Trainers/Assessors must retain the following items for each student in every unit of competency in which she or he is enrolled:</p> <ul style="list-style-type: none"> • All completed student assessment tasks. <p>Or, where this is impractical (e.g. practical demonstrations such as performing a welding technique or building a cubby house), for each unit:</p> <ul style="list-style-type: none"> • a completed matrix showing the assessment mapping of the Training Package requirements or accredited course requirements for each unit of competence (see <i>Assessment map [FLA-31]</i>) AND: • an observation checklist with sufficient detail and context • annotated photo file/s, labelled with the student ID, unit/module and assessment codes and date • assessment feedback sheet with sufficient detail <p>These records (evidence) must be retained for three (3) years following completion or withdrawal from the relevant unit or module.</p>		
TRAIN AND ASSESS LEARNERS		
Step	Responsibility	Required documentation
<p>28. Complete an application for course award within 10 calendar days or a statement of attainment.</p>	<p>Commercial Manager Course Coordinator/TLO</p>	<p><i>Application for Accredited Course Award [FSA-02]</i> <i>Granting of Awards Procedure [E4-P25]</i></p>
<p>Note: Awards for VCAL are generated externally.</p>		
<p>29. Forward applications for awards to curriculum@gotafe.vic.edu.au</p>	<p>Awards Coordinator</p>	
<p>30. Retain a copy of applications in student files.</p>	<p>Course Coordinator/TLO</p>	<p><i>Students Records Management Procedure [PRSA-175]</i> Student file</p>
<p>31. For Apprentices or Trainees, complete an application for course award.</p>		
<p>Note: FSA-93 incorporates the Competency Based Completion Verification form</p>		
<p>32. Add all student documentation to student file.</p>	<p>Course Coordinator/TLO Trainer and Assessor</p>	<p><i>Students Records Management Procedure [PRSA-175]</i> Student file</p>
<p>Note: Upon request at the Enrolment Centre, a Statement of Results can be issued to any student who has paid their course fees at any stage throughout their training. Students must present their GOTAFE Student ID card as proof of identity.</p>		