

Assessment Procedure

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QAS Owner:	Manager, Academic Governance
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Version:	<p>Version 2: Minor changes to reflect new structure and terminology changes (Apr-13). Version 2 did not require ETAB approval.</p> <p>Version 3: Minor administrative changes (May-13). Did not require ETAB approval.</p> <p>Version 4: Addition of details relating to existing operational process to communicate changes to learners identified as part of the annual procedure review (Feb-14). Version 4 did not require ETAB approval.</p> <p>Version 5: Minor changes to reflect new organisational design and the new Standards for Registered Training Organisations 2015. Version 5 did not require ETAB approval.</p> <p>Version 6: Minor change in explaining grading options.</p>

Scope:	Course Type:	Nationally Recognised Training
	RTOs:	Open Colleges Pty Ltd Integrated Care & Management Training Pty Ltd College of Fashion Design Pty Ltd
	Partner RTOs:	Yes

Communication:

All Policies, Procedures, Forms and Guidelines are loaded into the Quality Management System (QMS) in Firefly. This will automatically update documents in OCTiVE and OpenSpace. Updates are communicated to staff through Firefly Chatter, Trainers and Assessors through OCTiVE News and students through the Student Lounge in OpenSpace.

1. Assessment Information

1.1 Types of Assessment

Open Colleges has five primary types of assessment:

- Written Assessments;
- Video Demonstration;
- Verbal (Oral) Assessments;
- Workplace Assessments; and
- Assessment of Recognition of Prior Learning (RPL).

Definitions are provided in *Glossary of Terms (QMS1.4)*.

1.2 Prior to Enrolment

An overview of the types of Assessments in a course is provided in the Course Brochure and Course page on the website. These include specific reference to any Structured Workplace Learning or Workplace Assessment requirements for the Course.

Staff can access additional information on the number and types of Assessments in the Learning and Assessment Strategy for the course. The Learning and Assessment Strategy is available in the Quality Management System and Course Record in Firefly.

1.3 After Enrolment

Learners are provided with a detailed Course Overview in the first Study Period of their Course in OpenSpace. The Course Overview includes specific information regarding Assessments for the course as well as general advice on completing the Course.

Learners access the specific Assessments within their Study Period in OpenSpace. Individual Assessments will include detailed instructions and information regarding the Assessment and submission details.

1.4 Changes to Assessments

The number and type of Assessments in a Study Period or Course is subject to change (to accommodate course improvements). Learners will be notified of changes to Assessments by email and messaging in OpenSpace.

Changes made to assessments are communicated to all enrolled learners through the OpenSpace as below.

- Where a change is minor and related to minor editing, font, layout without any major impact on the overall assessment activity – all enrolled learners are notified by the Program Manager through the course page messaging on OpenSpace.
- For learners enrolled in “print” mode – there will be no re-issue of complete unit assessment materials but advised on the new version available on OpenSpace.
- Where a change is major and may have an impact on the overall assessment activity learners are informed two weeks prior to the introduction of new assessment(s).

- It is essential that any changes being made must take into consideration the study mode of learners undertaking the course/unit of competency enrolled as “print” or “online”.
- For all enrolled learners in “print” mode, student services must be informed in advance to facilitate organising and re-issuing of the revised assessment materials.
- Where the learners have partially completed the existing assessments prior to the release of new assessments – they are provided an opportunity to submit their work on the earlier version of assessment tool by an agreed upon date. These learners may be required to complete a supplementary assessment to cover any gaps required to meet the revised criteria. Student Support will communicate these requirements to the affected learners.
- Student Support advises all enrolled learners by direct email about the new changes and this is further communicated by the Program Manager through the forum on OpenSpace.

2. Assessment Submission

2.1 Method of Submission

OpenSpace

The learner must upload completed Assessments in OpenSpace using the Assessment Upload link in the relevant Unit or Study Period. Details regarding the specific process for uploading Assessments in OpenSpace are available in the OpenSpace Training Guide.

By Post

Where it is not feasible to upload the completed Assessment due to the nature of the Assessment evidence (for example, submission of a garment in the Fashion Design courses), then completed Assessments may be submitted by post. In such cases, the learner should ensure that the Assessment includes a completed Assessment Cover Sheet.

The learner is responsible for the postage costs associated with Assessments submitted by post. It is recommended that learners use Express Post or Registered Mail for the submission of Assessments by post.

2.2 Copies of Assessments

It is the responsibility of the learner to retain a copy of all Assessments submitted to Open Colleges irrespective of the method of submission.

Where it is not possible to retain a copy of original work, learners are advised to retain high-resolution photo and video records of the Assessment work and to ensure such items are submitted by Express Post or Registered Mail.

2.3 Online Assessments

Some Assessments may be conducted in OpenSpace and are submitted automatically at the end of the Assessment Task or the allocated time period for that Assessment. Details regarding the specific process for completing Online Assessments in OpenSpace are available in the OpenSpace Training Guide.

2.4 Verbal (Oral) Assessments

Some Assessments may be conducted by telephone. In such cases, the Assessor in advance of the Assessment will provide the learner with guidance on the nature and scope of the Verbal Assessment.

The learner is required to contact the Student Support Team to arrange a mutually convenient time for the Assessor to conduct the Verbal Assessment.

Details regarding the specific process for completing Verbal Assessments are available in the Course Overview, in OpenSpace and from the Student Support Team.

Grades and formal feedback from Verbal Assessments will be provided to learners in OpenSpace.

2.5 Workplace Assessments

See PR5.2 Workplace Assessment Procedure.

3. Assessment Grading

3.1 Assessment Grading

Assessment grading only applies to certain Written Assessments. Individual components of Written Assessments may be weighted differently. An overall Assessment grade is calculated based on the weighted average of the individual components of the Assessment.

Where applicable, assessments are graded in accordance with the [Assessment Grading Schedule](#) (see PR5.1.1). Grading options vary by course and are published in the Course Overview in OpenSpace.

3.2 Accessing Assessment Grades

Learners access their Assessment grade in OpenSpace. The learner will also receive an email notification from OpenSpace advising that an Assessment has been graded.

3.3 Assessment Return

Assessments submitted in OpenSpace will be accessible by the learner for a period of 6 months from the date of judgment of their competency with Open Colleges. In accordance with Open Colleges' regulatory obligations, Assessments submitted by post will not be returned to the learner.

4. Competency Assessment

Open Colleges has designed its Assessments such that to be deemed Competent for a given Unit a learner will need to:

- Receive a minimum of a Pass in each element within a Written Assessment (and, therefore, an overall Pass grade for the Written Assessment) for each Written Assessment that is related to the Unit; and
- Receive a 'Satisfactory' grade the Workplace Assessments related to the Unit (where applicable, see PR5.2 Workplace Assessment Procedure).

Please note to be deemed Competent within a Unit may require the successful completion of a number of Assessments.

5. Assessment Feedback

5.1 Guidelines for Feedback

The Assessor will provide the learner with timely and constructive feedback on their Assessment in accordance with GL5.1 Assessment Feedback Guideline. Comments and feedback from the Assessor on the completed Assessment will be provided to learners in OpenSpace. The OpenSpace Training Guide provides specific technical instructions to learners and Assessors on how to upload, grade and provide feedback on Assessments using OpenSpace.

5.2 Assessment Turn-Around Times

To ensure learners receive timely feedback on their Assessments, Open Colleges has implemented the following Service Standards with Assessors:

Service	Service Standard
Marking of Written Assessments: This includes the grading of written assessments against agreed marking guides and/or grade descriptors (where available) and the provision of constructive and timely feedback to learners in respect of their assessment.	Grading is completed within 3 days of the Assessor receiving the assessment for marking (either through OpenSpace, email or by post).
Responding to Student Queries: This includes responding to learner queries regarding assessments or clarification in respect of topics covered in the learning materials. Such queries may be submitted through messaging or learner forum posts in OpenSpace, email or by post.	The Assessor, Program Manager respond to learner queries within 2 days of receiving the query (either through OpenSpace, email or by post).
Workplace Assessment: This includes conducting Workplace Assessments in accordance with the learning and assessment strategy, guidelines and forms for each course.	The Workplace Assessor will complete the Workplace Assessment in accordance with the timeframes outlined in the Workplace Training and Assessment Plan.
Assessment of RPL: This includes conducting an assessment of the recognition of prior learning against specific Units based on previous studies, work experience and life experience. This may involve interviewing the applicant on a number of occasions.	The RPL Assessor will complete the RPL assessment, using the forms and templates provided, including interviews with the applicant, within 20 days of receiving the requisite evidence.

6. Re-Submission and Extension

6.1 Re-Submission Procedure

Learners who do not successfully complete an Assessment will have the opportunity to re-submit that Assessment or another replacement Assessment (as determined by the Portfolio). Learners will need to re-submit the Assessment in accordance with the above section.

6.2 Maximum Number of Re-Submissions

An Assessment task can be resubmitted a maximum of two times (that is, a total of three times including the original submission).

If the learner does not successfully complete the Assessment on the third submission, the assessment will be graded as a 'Fail' or, in the case of Workplace Assessments a result of 'Unsatisfactory'.

Learners who receive a 'Fail' will be required to re-enrol into the Unit and will be required to pay again for the Unit.

Where a learner has been deemed 'Unsatisfactory' on the third attempt at a Workplace Assessment, the learner will be contacted by Program Manager from the Portfolio to discuss the future options. This may include re-enrolling in the Course or a number of Study Periods and/or undertaking Workplace Assessments in another workplace. Additional fees will apply in such cases.

6.3 Re-Submission Fees

A learner will not be charged for the first re-submission of an Assessment. Subsequent re-submissions will attract a re-assessment fee as outlined in the Schedule of Administrative Fees.

6.4 Assessment and Course Extensions

Learners must submit all Assessments associated with their Course, including Workplace Assessments, before the expiry date of their enrolment.

If an extension beyond the expiry date is required to complete an Assessment, it is the learner's responsibility to submit a completed Course Extension Request Form. The Course Extension Request Form is available in OpenSpace and the Open Colleges' website and can be submitted by email to studentsupport@opencolleges.edu.au.

In accordance with the Student Agreement, approval of a Course Extension Request is at the absolute discretion of Open Colleges. Course extension will not be granted in cases where a NRT or nationally accredited course is:

- a. due to expire based on training package changes and the requested time frame goes beyond the expiry date.
- b. is superseded and in Transition to a new version of course as released by the training package and the requested time frame goes beyond the expiry date

6.5 Course Extension Fees

A fee will apply to learners wishing to extend their Course beyond the expiry date of their enrolment in the course. Fees are outlined in the Schedule of Administrative Fees. The maximum course extension period is six months. Course extension may not be granted in cases as listed in 6.4 (a,b).

7. Assessment Appeal

7.1 Basis for Assessment Appeals

The grade given for an Assessment by the Assessor is the grade that will be recorded for that Assessment. A learner may appeal a grade given for an Assessment task if the learner:

- Can demonstrate that there are exceptional circumstances beyond their control (including compassionate grounds) that have directly impacted on their ability to complete or participate in the Assessment;
- Believes that the Assessor has misunderstood their response to a question or not read the work correctly or completely;
- Believes that inappropriate or insufficient comments and feedback were given by the Assessor; or
- Believes the assessment task is ambiguous or the assessment instructions are unclear.

7.2 Student Appeal Process

To request an Assessment Appeal the learner must complete and submit an Assessment Appeal Form. The Form is available on OpenSpace and the Open Colleges' website and can be submitted by email to studentsupport@opencolleges.edu.au.

The reason for the appeal must be clearly stated by the learner and, where appropriate, evidence must be supplied to substantiate the appeal. The learner must attach the Assessment and the Trainer and Assessor feedback.

The learner must submit an Assessment Appeal Form within **10 days** from the date the grade is released to the learner in OpenSpace.

Where the learner has submitted an Assessment Appeal Form for a 'Fail' grade and this has resulted in the learner being unable to progress within their Course, Open Colleges will release the subsequent Study Period to the learner while the Assessment Appeal is being reviewed. However, the learner will not be able to submit Assessments for the subsequent Study Period until the outcomes of the Assessment Appeal has been finalised.

The above process is not applicable where the successful completion of a Study Period is a prerequisite for entry into the subsequent study period.

7.3 Appeal Review Process

Appeals are managed by the Student Support Team. Appeals are reviewed by the Head of Portfolio (or their delegate). The Head of Portfolio, in consultation with the relevant Program Manager, will recommend a proposed action to the Appeals and Complaints Committee of their respective Education Division.

The Committee will consider the evidence and the proposed action from the Head of Portfolio. The Committee will make a determination in respect of the appeal within **21 days** of receipt of a completed Assessment Appeal Form.

The Committee may, at its absolute discretion:

- Dismiss the appeal;
- Uphold the appeal and issue a revised grade;
- Require the learner to submit additional evidence; or
- Any other action the Committee deems appropriate.

The Committee will communicate its decision to the learner in writing, including the grounds for its decision. The appeal will be deemed closed once the learner has been notified of the decision.

If the appeal is in relation to a fail grade and the appeal is rejected, the learner may be required to re-submit the Assessment in accordance with Section 2.

If the Assessment is upheld, the Head of Portfolio will discuss the appeal and its outcome with the relevant Program Manager and the Assessor. The Head of Portfolio may require the Assessor to undertake additional activities, such as specific Professional Development and record the information on the relevant trainer and assessor file. Such activities will be recorded on the Continuous Improvement Register.

There will be no cost to the learner for an Assessment Appeal. Repeated submissions of Assessment Appeals that are considered to be without any substantial foundation by the Committee may constitute a breach of the Student Code of Conduct and result in disciplinary action against the learner.

Related Forms and Documents

	Location		
	OpenSpace	Website	QMS
Forms			
FR5.1 Assessment Cover Sheet	X	X	X
FR5.2 Assessment Appeal Form	X	X	X
FR4.6 Course Extension Request Form	X	X	X
Related Documents			
PO0 Glossary of Terms	X	X	X
PR5.2 Workplace Assessments Procedure	X	X	X
PR5.3 Assessment Record Procedure	X	X	X
PR5.4 Student Code of Conduct Procedure	X	X	X
PR5.5 RPL Procedure	X	X	X
PR5.1.1 Assessment Grading Schedule	X	X	X
DC1.3 Schedule of Administrative Fees	X	X	X
OpenSpace Training Guide	X	X	X
DC13.4 Appeals and Complaints Committee: ToR	-	-	X
PR12.4 Continuous Improvement Register Procedures	-	-	X
PO11 Student Records Management & Administration Policy	X	X	X
PR4.5 Student Administration Support Procedures	X	X	X

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