

Version:	2.0	Approval Authority	CEO
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Statutory and regulatory compliance

Standards for Registered Training Organisations (RTOs) 2015 (Amended 2017)

- Standard 1 - Clauses 1.7; 1.8

Related Policies/Documents

- Assessment Policy
- Reassessment Policy
- Assessment Systems Policy
- Validation Policy
- Developing Vocational Training Products Policy

Purpose

Australian Health and Management Institute provides students with the opportunity for reassessment to comply with Standard 1 – Clauses 1.7, 1.8 - *Standards for Registered Training Organisations (RTOs) 2015* and to meet the requirements of the selected units of competency from the Training Package.

Australian Health and Management Institute provides students with the opportunity to request a reassessment if they have been deemed 'Unsatisfactory' for an individual assessment task/form of assessment and/or 'Not Yet Competent' for an entire unit of competency.

The aim of reassessment is for the both the student and trainer to identify the reason for a student being deemed unsatisfactory and/or not yet competent and to provide a systematic and evidentiary based process that ensures competency is assessed through fair & due process which is treated as a part of the learning process.

Australian Health and Management Institute provides students with **three (3)** opportunities to undertake reassessment at no cost to the student. Should the student still require further reassessment, then they are required to pay the published reassessment fee prior to undertaking further reassessment.

Applications/Scope

This policy applies to:

- All students
- All trainers

Compliance with Standards for Registered Training Organisations (RTO's) 2015

Australian Health and Management Institute reassessment process complies as follows:

- Australian Health and Management Institute determines reassessment as meeting specific needs of individual students providing access to the educational support services necessary for the individual student to meet the requirements of the training product as specified in the training packages or VET accredited courses
- reassessments comply with the assessment requirements of the relevant training package or VET accredited course

- reassessment is evaluated/conducted in accordance with the Principles of Assessment contained in Table 1.8 – 1
- reassessment is evaluated/conducted in accordance with the Rules of Evidence contained in Table 1.8 – 2

Criteria for Reassessment:

Students may request re-assessment for a unit of competency being deemed not yet competent under the following criteria.

- Students who have submitted their assessment by the due date are eligible for reassessment if required.
- Students have not successfully completed one or more items in one or more assessment tasks and have submitted the assessment prior to the submission date
- Students are provided with **three (3)** free units throughout their course to resubmit at no cost.
- Students must pay the published reassessment fee for reassessment prior to undertaking further reassessment/resubmission.

Criteria to Appeal Reassessment

Students are eligible to appeal the recording of:

- Unsatisfactory for individual assessment tasks/forms of assessment
- NYC for unit(s) of competence

Students who have not submitted an assessment will not be eligible for reassessment and will be deemed as not yet competent for non-submission of an assessment.

Students may request appeal of a re-assessment for a unit of competency being deemed not yet competent under the following criteria

- Unit of Competency assessment requirements and procedures were not published told or were changed by Australian Health and Management Institute without notification or sufficient notice
- Student claims that a mistake has been made by the trainer in calculating the evidence of competency and that it should be reassessed. An appeal under this criterion enables the student to have the assessment evidence reexamined by the Academic Coordinator or delegated experienced trainer/assessor. It is a detailed check to ensure that no part of a student's performance has been overlooked and competency will be granted based on evidence provided.
- Student has verifiable information regarding relevant and unavoidable compassionate and compelling circumstances which directly and significantly affected student's performance. As a consequence, the student believes that the result does not fairly reflect the student's demonstrated skills and knowledge
- If any of the above criteria do not apply to the student's reason for reassessment, the student may still appeal and provide the reason for making the appeal which will be considered

Procedure for Reassessment and/or Appeal:

Students are required to follow the procedure below:

- Students that have not demonstrated competency and met the criteria for reassessment will have three (3) opportunities for reassessment at no cost to the student for assessments submitted by the due date

- Where the student has exhausted all three opportunities for reassessment at no cost and has not demonstrated competency, the student must pay the published reassessment fee.
- The Trainer provides educational support and goes through those skills and knowledge areas with the student that need to be reassessed
- Students submit the reassessment of the tasks deemed unsatisfactory for judgement by the trainer/assessor.
- If the student believes that they can demonstrate competence for the assessment or full unit of competence, then they may also commence the academic appeals process using the Academic Appeal Form and submit to the Academic Coordinator.
- The Academic Coordinator will meet with both the student and the trainer to collate the evidence and document the reason that the initial not yet competence that has been recorded with the aim to ensure that the process is fair for both the student and trainer.
- Where the student has demonstrated that they are competent based on the evidence presented, then the Academic Coordinator and Trainer will cosign the Academic Appeal Form with attached evidence and amend the student's results on the LMS.
- Where the student has demonstrated that they are not yet competent based on the evidence presented, then the Academic Coordinator and Trainer will support the student to identify the underlying reasons that could include but are not limited to attendance, class participation, level of demonstrated pre-class required reading that provides underpinning knowledge etc. The student must clearly understand the reason so that reassessment results in the student being able to demonstrate competence as part of the learning process

Considerations for Reassessment Appeal

- Whilst the appeal must be based on the criteria outlined in this policy, all applications for reassessment will be considered with respect for the learning process and providing clear evidence of competence and based on evidence
- The procedure must be followed as outlined in this policy and documentation signed by the student and Trainer.
- If an Australian Health and Management Institute error has been made in assessing a student's evidence of competence (i.e. clerical errors, omission of marks, misapplication of criteria, etc) it is not necessary for further appeal to proceed in order to amend the result. The Academic Coordinator will authorise the amendment to be deemed competent on the LMS and RTO Manager.
- The Assessment Appeal Form must be completed by the student with reasons on which the appeal has been submitted. All sections must be completed so that the student fully understands and agrees with the decision made
- Where the student still does not understand or agree with the decision, they have the right to further appeal as per Academic Appeals Policy and Complaints and Appeals Policy
- Where reassessment was not required based on issues with the actual assessment, information will be provided for assessment validation

Recording Reassessment Evidence

Australian Health and Management Institute maintains reassessment records in accordance with ASQA Retention Requirements for Completed Student Assessment Items

Australian Health and Management Institute process for recording reassessment is as follows:

- Academic Coordinator gives the final reassessment records to Administration
- Administration follows the procedures for record keeping
- Where reassessment has resulted in the student being deemed competent, Administration will amend the student record on LMS and RTO Manager and record the change in the communication log.
- A copy of the completed, signed reassessment documentation used for evidencing competence as a result of reassessment are uploaded onto the student's LMS and RTO Manager.

Version control

Review Date	Approval Authority	Reviewed Sections/Items	Version
02/03/2021	CEO	Revised format	2.0

Appendix 1

Principles of Assessment

Fairness	<ul style="list-style-type: none"> • The individual Student's needs are considered in the assessment process • Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner needs • The RTO informs the Student about the assessment process, and provides the Student with the opportunity to challenge the results of the assessment and be reassessed if necessary
Flexibility	<p>Assessment is flexible to the individual Student by:</p> <ul style="list-style-type: none"> • Reflecting the Student needs • Assessing competencies held by the Student 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	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual Student. Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit(s) of competency and the associated assessment requirements cover 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 Student could demonstrate these skills and knowledge in other situations • Judgment of competence is based on evidence of Student performance that is aligned to the unit/s of competency and associated assessment requirements
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment</p>

Table 18.1-1 Principles of Assessment **Standards for Registered Training Organisations (RTOs) 2015 (Amended 2017)**

Appendix 2

Rules of Evidence

Validity	The assessor is assured that the Student 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 Student's competency
Authenticity	The assessor is assured that the evidence presented for assessment is the Student'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 very recent past

Table 18.1-2 Rules of Evidence **Standards for Registered Training Organisations (RTOs) 2015 (Amended 2017)**