

PP 1.6.1 Assessment & Re-assessment Policy and Associated Procedure

Policy area	Training and Assessment
Standards	SRTOs 2025, Outcome Standard 1.4 and National Code 2018
Responsibility	Academic Manager / Compliance Manager
Classification	Internal Only

1. Purpose

This policy outlines the framework for conducting assessments and re-assessments at Sydney City College of Management (SCCM) to ensure fair, valid, reliable, and flexible processes that support student success and compliance with the Standards for Registered Training Organisations (RTOs) 2025 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. It aims to uphold the integrity of SCCM's assessment system, ensuring students' skills and knowledge are assessed in accordance with training product requirements, principles of assessment, and rules of evidence.

2. Scope

This policy applies to all students enrolled in Vocational Education and Training (VET) courses at SCCM, covering assessments required to achieve competency in units of study, including initial assessments, re-assessments, and recognition of prior learning (RPL).

3. Definitions

- **Assessment:** The process of collecting evidence and making judgments on whether a student has achieved the competency standards specified in a training package or VET-accredited course.
- **Re-assessment:** Additional attempts provided to students who do not achieve a satisfactory outcome in an initial assessment.
- **Unit of Study/Unit of Competency:** A single component of a VET qualification, as defined in the training package or course structure.
- **Training Package:** A nationally endorsed document detailing competencies required for occupations and industries, compliant with the Australian Qualifications Framework (AQF).
- **Training Product:** An AQF qualification, skill set, unit of competency, accredited short course, or module.
- **Satisfactory Outcome:** A determination that a student has demonstrated competency in a unit of study.

- **Compassionate or Compelling Circumstances:** Circumstances beyond a student's control (e.g., serious illness, bereavement, or significant external factors) impacting their ability to attend or complete an assessment.
- **Assessment Tools:** Media (electronic or hard copy) used to gather evidence of a student's competence, including instructions, recording tools, marking guides, mapping documents, and third-party reports.

4. Policy Statement

SCCM is committed to delivering fair, valid, reliable, and flexible assessment processes that align with training package requirements and support student success. Key commitments include:

- Using units of competency from nationally endorsed training packages as the primary benchmark for assessment, supported by industry standards and codes of practice.
- Providing two assessment attempts per unit at no additional cost, with a third attempt available for a fee.
- Requiring re-enrolment in a unit for a fee if competency is not achieved after three attempts.
- Charging a fee for redelivery of missed practical classes, with exemptions considered for compassionate or compelling circumstances.
- Ensuring assessments adhere to the principles of fairness, flexibility, validity, and reliability, and the rules of evidence (validity, sufficiency, authenticity, and currency).
- Supporting recognition of prior learning (RPL) and credit transfer as valid assessment pathways.
- Maintaining clear communication and documentation of assessment processes and outcomes.

5. Procedures

5.1 Assessment Design and Context

- **Design:** Assessments are designed to align with training package requirements, incorporating a range of methods (e.g., written tasks, practical demonstrations, projects) to ensure validity, reliability, fairness, and flexibility. Assessment tools include instructions, recording tools, marking guides, mapping documents, and third-party reports.
- **Unit Mapping:** A detailed mapping process is conducted during assessment design and pre-assessment validation to ensure alignment with all unit components (elements, performance evidence, knowledge evidence, and evidence conditions). Mapping documents are retained for reference (see Pre-assessment Validation).
- **Context:** Assessments reflect workplace contexts through:

- Incorporation of workplace policies, procedures, and industry codes of practice.
 - Conducting assessments in real or simulated workplace settings where possible.
 - Tailoring activities to industry needs without compromising training package requirements.
 - Providing realistic scenarios, case studies, or job descriptions to align with workplace tasks.
- **Transferability:** Assessments ensure competency is transferable across different workplaces and contexts, maintaining the integrity of competency-based training.

5.2 Principles of Assessment

SCCM applies the following principles to all assessments:

- **Fairness:** Assessments consider students' needs, provide reasonable adjustments, and allow re-assessment opportunities. Clear communication ensures students are informed and agree to the assessment process.
- **Flexibility:** Assessments accommodate diverse learning pathways, recognizing skills and knowledge regardless of how or where they were acquired.
- **Validity:** Assessments integrate practical application, align with unit requirements, and enable consistent demonstration of skills and knowledge across contexts.
- **Reliability:** Standardized assessment tools, model answers, and validation processes ensure consistent outcomes across assessors.

5.3 Rules of Evidence

Evidence collection adheres to:

- **Validity:** Evidence aligns with unit requirements and replicates workplace outputs, including observation of tasks or completed workplace products. Knowledge evidence supports but does not replace performance evidence.
- **Sufficiency:** Evidence is collected in sufficient quality and quantity to demonstrate competency repeatedly, using varied methods over time.
- **Authenticity:** Evidence is verified as the student's own work through signed authenticity declarations, certified documents, or corroborating evidence. Rigorous measures prevent plagiarism and address AI use (see Plagiarism and AI).
- **Currency:** Evidence reflects current skills and knowledge, particularly for RPL applications, with validation to ensure recent performance.

5.4 Assessment Process

- **Initial Attempts:** Students receive two assessment attempts per unit at no additional cost, as outlined in the course schedule.
- **Feedback:** Written feedback is provided by assessor, detailing performance and areas for improvement if the outcome is not satisfactory.
- **Assessment Information:** Clear instructions, scenario details, and industry information (e.g., codes of practice, regulations) are provided to support reliable assessments. Higher AQF levels require deeper, more complex scenarios to assess analytical skills.

5.5 Re-assessment Process

- **Third Attempt:**
 - Students who do not achieve competency after two attempts may request a third attempt by submitting a Re-assessment Request Form to the Student Services Department.
 - A fee applies for re-assessment (see Fees and Charges Policy).
 - **Theoretical assessment:** \$100 per unit
 - **Practical assessment (Kitchen):** \$300 per unit
 - The third attempt must be completed within a timeframe approved by the Academic Manager.
- **Re-enrolment:**
 - If competency is not achieved after three attempts, students may need to re-enrol in the unit by submitting a Re-enrolment Request Form.
 - A re-enrolment fee of \$400 per unit applies, providing access to scheduled classes and assessments in the next study period.

5.6 Practical Class or Work Placement Absences

- **Redelivery Fee:**
 - If a student misses a scheduled practical class, they may request a redelivery of the class to meet competency requirements.
 - A fee of \$300 per practical class applies for redelivery, as per SCCM's Fees and Charges Policy.
 - Redelivery is subject to availability and must be scheduled with the Academic Manager.

- **Work Placement Rescheduling Fee:**

Why:

- Organising work placements involves significant administrative and coordination activities, including liaising with industry partners, preparing documentation, scheduling trainers, and allocating resources. These costs are incurred regardless of student attendance.
- Charging a rescheduling fee ensures accountability, promotes fairness to other students, and allows the College to recover the costs of missed placements.

How:

- If a student fails to attend a scheduled work placement without prior notice or acceptable evidence of compassionate or compelling circumstances, a rescheduling fee of \$500 will apply.
- The fee must be paid in full before a new placement can be arranged.
- Rescheduled placements are subject to availability and will be coordinated under the direction of the Academic Manager.

- **Process:**

- Students must submit a Practical Class Redelivery Request Form to the Student Services Department within 5 working days of the missed class.
- The Student Services Department will confirm the redelivery schedule and applicable fees in writing.

5.7 Compassionate or Compelling Circumstances

- **Definition:** Includes serious illness (with medical certificate), bereavement, or significant external factors (e.g., SCCM's failure to provide sufficient notification of assessment changes).
- **Exemption Process:**
 - Students may apply for exemptions from re-assessment or redelivery fees by submitting an Exemption Request Form with supporting documentation (e.g., medical certificate, statutory declaration) within 5 working days of the missed assessment or class.
 - SCCM assesses applications on merit and notifies outcomes within 5 working days. Approved exemptions allow re-assessment or redelivery at no cost, scheduled at the earliest opportunity.
 - Copies of submitted documents are retained in the student's file.

5.8 Industry and Third-Party Evidence

- **Collection:** Third-party evidence (e.g., supervisor reports) complements but does not replace direct evidence gathered by qualified assessors. Observation criteria in industry reports focus on workplace tasks, not unit-specific assessment criteria.
- **Process:** Assessors engage directly with industry representatives (face-to-face or phone) to collect evidence, recording details of the representative, contact information, and engagement date.

5.9 Recognition of Prior Learning (RPL)

- RPL is treated as an assessment method, conducted in accordance with this policy (see Recognition of Prior Learning). Evidence must meet the rules of evidence, with particular attention to currency for skills acquired through prior workplace experience or training.

5.10 Credit Transfer

- Credit transfer is an administrative process, not an assessment. Students providing documentary evidence of previously awarded units on SCCM's scope of registration may receive credit transfer (see Credit Transfer).

5.11 Appeals and Complaints

- **Appeals Process:**
 - **Initial Appeal and Review:** If a student is not satisfied with an assessment outcome or exemption decision, they may appeal and request a review by submitting an Assessment Appeal Form to the Student Services Department within 20 working days of receiving the outcome or decision.
 - The review will be conducted by a qualified assessor who was not involved in the original assessment, ensuring impartiality.
 - The outcome of the review will be notified to the student in writing within 10 working days.
 - If the student is not satisfied with the review outcome, the internal appeal process ends with the review outcome.
 - **Independent Review:** If a student is not satisfied with the review outcome, they may request an independent review by an external assessor arranged by SCCM.

- A fee of \$100 applies for the independent review, as per SCCM's Fees and Charges Policy.
 - The request for an independent review must be submitted in writing to the Student Services Department within 10 working days of receiving the internal review outcome.
 - If the independent review decision is in the student's favour, SCCM will reimburse the \$100 fee to the student. If the outcome is unsuccessful, no refund will be provided.
 - The independent review outcome will be communicated to the student within 15 working days of the request.
- The appeals process aligns with Standard 8 of the National Code.
- **Support During Appeals:** Students may continue attending classes while an appeal or review is pending, subject to course requirements and visa conditions.
 - **External Complaints:** If a student remains dissatisfied after the independent review, they may escalate the matter to an external body, such as the Australian Skills Quality Authority (ASQA) or the Commonwealth Ombudsman, as outlined in SCCM's Complaints and Appeals Policy.

5.12 Assessor Competence

- Assessors must hold minimum training and assessment competencies and vocational competencies at least to the level being assessed, as per Outcome Standards for RTOs (see Trainer Credential Requirements, Training and Assessment Under Supervision).

5.13 Assessment Validation

Pre-assessment Validation: In accordance with the **Standards for RTOs 2025**, all assessment tools used in this qualification undergo a **pre-validation process prior to implementation**. This process ensures that assessment instruments are valid, reliable, fair, and sufficient before they are used with learners.

Pre-validation is conducted by qualified trainers and assessors, and where possible, includes input from industry representatives to ensure that:

- The assessment tools align with the unit of competency requirements
- The context and conditions of assessment are appropriate and realistic
- The tasks and evidence requirements are clearly defined and achievable

- The tools meet the principles of assessment and rules of evidence

Records of pre-validation activities are maintained and reviewed regularly as part of the RTO's quality assurance and continuous improvement processes.

Post-assessment Validation: Sydney City College of Management (SCCM) implements a systematic validation process for assessment practices and judgements to ensure quality and compliance. The Validation Plan mandates that every training product within SCCM's scope of registration undergoes validation at least once every five years. Validation frequency may increase based on identified risks to training outcomes, updates to training products, or feedback from key stakeholders such as students, trainers, assessors, and industry representatives.

The Validation Plan clearly outlines:

- The scheduled timing for assessment validation activities
- The specific training products targeted for validation
- The personnel responsible for leading and participating in the validation process

Validation activities are conducted regularly for each training product in accordance with Standard 1.5 of the revised Standards for RTOs 2025. Participants in the validation process collectively possess:

- Relevant industry competencies, skills, and knowledge aligned with the training product
- A practical understanding of current industry practices related to the training product
- Appropriate credentials as specified in the RTO's Credential Policy for validators

This structured validation approach ensures assessment tools and judgements remain current, fair, valid, and reliable, thereby safeguarding the quality and integrity of SCCM's training delivery. (see Post-Assessment Validation).

5.14 Record Keeping

- Completed assessment tools, outcomes, and related correspondence (e.g., authenticity declarations, mapping records) are retained in student files (see Student Record Retention and Management).

6. Responsibilities

- **Sydney City College of Management (SCCM):**
 - Designs and delivers assessments that meet training package requirements.

- Provides clear and timely information about assessment schedules and requirements.
- Processes re-assessment, re-enrolment, and redelivery requests promptly and fairly.
- Assesses exemption applications for compassionate or compelling circumstances and retains supporting documentation.
- Maintains accurate records of assessments, outcomes, and related correspondence in student files.
- **Students:**
 - Attend scheduled assessments and practical classes as per the course schedule.
 - Submit requests for re-assessment, re-enrolment, or redelivery within specified timeframes.
 - Provide appropriate documentation for compassionate or compelling circumstances promptly.
 - Pay applicable fees for re-assessments, re-enrolment, or redelivery as per SCCM's Fees and Charges Policy.

7. Review

This policy will be reviewed annually to ensure compliance with the National Code 2018, Standards for RTOs 2025, and any changes in course delivery or regulatory requirements.

8. Related documents to consider with this policy

- **Policies:**
 - Industry Engagement Policy
 - Pre-assessment Validation Policy
 - Academic Integrity Policy
 - Post-assessment Validation Policy
 - Recognition of Prior Learning Policy
 - Credit Transfer Policy
 - Student Completion and Issuing Certificates Policy
 - Student Record Retention and Management Policy
 - Appeals Handling Policy
 - Trainer Credential Requirements Policy

- Training and Assessment Under Supervision Policy
- Continuous Improvement Policy
- Fees and Charges Policy
- Complaints Handling Policy
- Appeals Policy
- Course Progress Policy
- Attendance Policy and Procedures
- **Forms:**
 - Supervisor Feedback Report
 - Re-assessment Request Form
 - Re-enrolment Request Form
 - Exemption Request Form
 - Assessment Appeal Form
 - Continuous Improvement Report
 - Complaints and Appeals Register

8. Reference(s) to Standards

Outcome Standards for RTOs, Quality Area 1 – Training and Assessment, Standard 1.4: The assessment system ensures assessment is conducted in a fair and appropriate way and enables accurate judgements of VET student competency.

National Code- Standard 8 (8.9, 8.13)

Document Version Control

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