

Aged & Community Services Association of NSW & ACT Assessment of Course/Qualification/Unit of Competence		LC 03LD  <small>Aged & Community Services Association of NSW & ACT Incorporated ABN: 13 737 853 254</small>
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Authorised By: Learning & Development Manager	Issued To: Learning Centre Staff Trainers and Assessors	

1. Overview

The ACS Learning Centre has the capacity to conduct or facilitate assessments which meet the endorsed components of relevant Training Packages and accredited courses consistent with its Scope of Registration. This policy is directed to assessments of courses, qualifications and units of competence.

Also refer to policies LC 38LD Credit Transfer – Mutual Recognition and LC 22 LD Recognition of Prior Learning.

2. Policy

The ACS Learning Centre will ensure that all assessments conducted are consistent with the requirements of the AQTF2007 and in accordance with all assessment requirements set out in the relevant Training Package, accredited course and the scope of registration.

3. Assessment Protocol

3.1 Workplace Assessors

3.1.1 All Workplace Assessors must:

- (i) Hold the following three competencies from the Training and Assessment Training Package (TAA04):
 - (a) TAAASS401A Plan and organise assessment
 - (b) TAAASS402A Assess competence
 - (c) TAAASS404A Participate in assessment validation

OR

- (ii) Be able to demonstrate equivalent competencies to all three units of competency listed in (i)

OR

- (iii) Hold the following competencies from the superseded Training Package for Assessment and Workplace Training (BSZ98):
 - BSZ401A Plan assessment
 - BSZ402A Conduct assessment
 - BSZ403A Review assessment

OR

- (iv) be able to demonstrate that prior to 23rd November 2005 they had been assessed as holding equivalent competencies to all three units of competency listed in (iii) above.

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OR

- (v) If a person does not have the assessment competencies as defined in (i) (ii), (iii) or (iv) above and the relevant vocational competencies at least to the level being assessed, one person with all the assessment competencies listed in (i) (ii), (iii) or (iv) above and one or more persons who have the relevant vocational competencies at least to the level being assessed may work together to conduct the assessments
(AQTF 2007)

- 3.1.2 Certified copies of formal qualifications will be held on file at ACS. Documents can be certified by anyone who is currently employed as:
- an accountant (they must be a member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants, or the National Institute of Accountants, or the Association of Taxation and Management Accountants or Registered Tax Agents).
 - a bank manager, but not a manager of a bank travel centre
 - a barrister, solicitor or patent attorney
 - a Justice of the Peace
 - a medical practitioner (doctor)
 - a police officer
 - a facility aged care manager or deputy
 - a postal manager
 - a pharmacist
 - a principal of an Australian secondary college, high school or primary school.
- 3.1.3 The ACS Learning Centre will maintain a register of Workplace Assessors, containing their details and qualifications.
- 3.1.4 Workplace Assessors have an obligation to participate in quality management and validation processes conducted by ACS. This may be in the form of attending a workshop at ACS or by providing feedback on assessment tools.
- 3.2. Industry Standards**
- 3.2.1 Nationally endorsed standards are to be the set benchmarks for workplace assessment.

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3.2.2 Industry approved assessment tools or resources are to be used when conducting workplace assessments, where they exist.

3.3 Facilities and equipment

3.3.1 Workplace assessors must ensure that any facility or equipment requirements are organised prior to the commencement of assessment.

3.3.2 Workplace Assessors must ensure that occupational health and safety and infection control requirements are complied with.

3.4 Assessment Plans

3.4.1 Assessment plans will be organised at the commencement of the course or qualification. Timeframes for competencies or learning outcomes to be assessed are scheduled on the Training and Assessment Schedule (FLC 29) or other suitable document. A copy of this must be provided to the participant and the ACS Learning Centre at the course commencement.

3.4.2 Participants will be provided with their training record book if applicable at the commencement of the course or qualification. The record book with contain the assessment criteria and process.

3.5. Conducting the assessment

3.5.1 The assessment process shall be fair, valid, flexible and reliable. The assessor will base all assessment decisions on evidence collected/observed.

3.5.2 Assessments should focus on the application of knowledge, attitude and skills. They should assess task skills, task management skills, contingency management skills and job role environment skills.

3.5.3 Prior to the first assessment the assessor is to discuss the assessment process with the participant to ensure that they understand their rights and the process. The Trainer Handbook (Appendix A) contains assessor scripts that can be followed.

3.5.4 When conducting a workplace assessment the assessor is personally responsible for the occupational health and safety of the participant and any

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other person involved in the assessment. If during an assessment the participant places either themselves or any other person involved in the assessment at risk the assessor is to stop the assessment.

3.5.5 Workplace assessment should be conducted to suit the participant's work processes. The competency units can be grouped in any order and a number of competencies may be able to be assessed during the single assessment.

3.5.6 Workplace assessment decisions must be based on sufficient evidence gathered over a period or time and considering different contexts.

3.5.7 Identified high risk competencies are required to be assessed at least three times before competency is achieved to ensure that the performance is consistent over time.

3.6. Reporting and recording

3.6.1 A record of workplace assessment conducted must be signed by the assessor and the participant. This must be forwarded to the RTO Co-ordinator to be kept on file and entered in IMIS within a reasonable timeframe.

3.6.2 If a training record book has been issued it must also be completed when the workplace assessment is conducted. The participant is responsible for the Training Record Book.

3.6.3 On request participants can be provided with a print out of the competencies that they have achieved.

3.6.4 All participant records must be stored securely to maintain confidentiality. Records must be stored in lockable drawers or cabinets which are locked when not in use.

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3.7 Written Assessments

- 3.7.1 At the commencement of training the participants will be provided with an outline of the assessment requirements for the course or qualification.
- 3.7.2 All written assessments submitted must be provided with a completed coversheet (Form FLCO2) or the sheet provided in the course material.
- 3.7.3 The trainer or workplace assessor will provide the participants with the due dates for all written assessments. If an assessment is to be posted it must be date stamped as received at the latest on the due date.
- 3.7.4 Extensions can be granted on an individual basis, subject to the trainers/ assessors and the RTO Co-ordinator's approval.

3.8 Re-assessment

- 3.8.1. If a participant is regarded as 'Not Yet Competent' after an assessment they will be provided an opportunity for re-assessment or re-submission by negotiation with the trainer or workplace assessor.
- 3.8.2 Participants will be provided with not less than two and a maximum of three attempts to demonstrate competency, without having to undertake further training.
- 3.8.3 The trainer will discuss with the participant further training to assist them to achieve competency. After training has been conducted they are eligible for further assessment.
- 3.8.4 If full competency is not achieved in all units of competency for a qualification then the participant will be awarded a Statement of Attainment listing the individual units of competencies successfully achieved.

3.9 Reasonable Adjustment

- 3.9.1 Assessors are required to make reasonable adjustments for participants who are identified as having special needs. Adjustment can be made to assessment tools or methods. However, this should not compromise the

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intention of the unit of competency or the standard of performance (also refer to policy LC01LD).

4. Complaints/Grievance and Appeals

- 4.1 Participants will be informed of their rights to appeal prior to participation in workplace assessments.
- 4.2 All participants have the right to appeal an assessment decision by completing a Complaint/Grievance/Appeal Form FLC07 (see policies on Participant Complaint/Grievance (LC 17LD) and Assessment Appeals (LC 15LD).
- 4.3 Participants' rights of appeal are communicated in the Participant Handbook which is explained at the commencement of the course or qualification. The Assessors are also instructed to ask the participant if they have any problems at the post assessment debriefing.

5. Monitoring and evaluation

- 5.1 Ongoing monitoring and review processes are incorporated into the assessment process to ensure quality improvement and to assure the quality of assessment outcomes, through holding Trainers & Assessors Network meetings, participant and assessor feedback and random audits by the RTO Co-ordinator or Learning & Development Manager.
- 5.2 Course and qualification assessments are subject to twelve month reviews.
- 5.3 ACS will seek to participate in external assessment validation meetings where possible and available.
- 5.4 Member organisations that are participating in the auspiced courses will be required to participate in an annual internal assessment validation process through ACS.