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## Policy: Student Assessment Submission

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### Overview

This Policy outlines the requirements for students enrolled with House of Learning (HOL) in relation to the submission of assessments.

Student assessment is a vital part of the learning process. Assessment is the process whereby student learning outcomes are determined; feedback is given to students on their progress and final result grades are awarded.

#### Definition of Assessment

For the purposes of this document, 'assessment' includes all formal assessment tasks, *including theory and practical assessment.*"

This includes evidence collected for recognition of prior learning (RPL).

Assessment:

- forms evidence of the student's participation in training and assessment is recorded on the SMS by HOL staff in a timely manner and within set time frames for funding to be secured, and
- original copies of assessment tasks are kept in the student file or on the LMS and presented as evidence at time of audit.

### Responsibility of Students

It is the responsibility of students to:

1. Engage actively in the learning process and participate according to unit and assessment requirements;
2. Complete assessment tasks diligently and honestly to provide evidence of learning achievements in a unit;
3. Meet assessment requirements as specified in the unit outline, including submission of work by the due date; and
4. Discuss any concerns they have regarding their progress in coursework and assessment as early as possible with relevant trainers and / or a Training Manager. If you are experiencing a welfare issue than you may be referred to Student Welfare.

Please note that if your course is partially or fully subsidised by state, territory or federal funding, that you are obliged to undertake assessments as part your eligibility to receive this funding.

## Reasonable Adjustment

Where necessary, reasonable adjustment of assessment will be made to meet the needs of individual students and the student cohort. Reasonable adjustments are made to ensure that all students regardless of disability have equal opportunity to meet the requirements of their chosen training program. Reasonable adjustment can include but it is not limited to:

- Additional time for completion of assessment tasks
- Changes to the layout of the assessment venue or the equipment being used
- Verbal assessment of knowledge
- Multiple attempts to perform a task

Note that where reasonable adjustment is applied it does not remove the requirement for the student/s to meet all requirements as specified within the relevant unit/s of competency.

## Assessment Submission

Before an assessment commences, an Assessor will:

- Make sure that students are aware of the due date of the assessment.
- Inform students of *the context for each assessment task* (i.e., how and where it will be conducted), as well as the expected outcomes of the assessment.
- Explain the assessment task fully.
- Make provision for any special support needed.
- Organise and arrange all required resources.

### Reassessment

Students who do not meet the satisfactory levels of performance within an assessment task will be provided with the opportunity for reassessment. Students are provided with up to three assessment attempts. If after the third assessment attempt a student still has demonstrated satisfactory performance, the student may be required to re-enrol into the unit of competency and complete the learning activities again.

Trainers and assessors will work with the student to improve the skills and knowledge in areas where the student is failing to meet the satisfactory performance requirements. Assessors will provide detailed feedback to enable the student to refine their skills and knowledge and meet the assessment requirements on subsequent attempts.

### Appeal

Students may have decisions on their assessment outcome reviewed if they feel a decision has been made in error. Students may raise their issue directly with their Trainer or the Training Manager however where their issue is not resolved they can formally appeal the decision.

Written appeals can be made:

- Via email: [enquires@houseoflearning.edu.au](mailto:enquires@houseoflearning.edu.au), or
- Via hardcopy: Level 4 / 570 St Kilda Road Melbourne, Victoria 3000

The student should provide a summary of the grounds that the appeal is based on and the reason why they feel that the initial decision was unfair. The appeal must be lodged within 20 working days from the time the student received the original decision.

For more information Refer to HOL's *Grievances, Complaints and Appeals Policy*.

## Assessment Feedback

On completion of the assessment the Assessor will communicate the outcomes of assessment to students and provide feedback for future performance.

### Verbal and Written Feedback

At the completion of the assessment process the assessor will record written feedback on the student performance. Space is provided within the assessment tools for this to occur. Where necessary the assessor will provide verbal feedback to the student to clarify any of the areas in which a student needs to adjust their performance.

Feedback can relate to both positive and negative aspects of the student's performance. Where students have exceeded the expected requirements, this should be recorded. Likewise, where a student has failed to meet any of the required performance expectations this must be clearly recorded so that the student has an opportunity to improve their future performance.

### Assessments submitted via LMS

If a student submits assessment online via the Learner Management System, they will receive an automated email to let them know that their assessment has been marked.

The student can then view the assessment feedback by logging into the Learner Management System.

### Practical Assessments

If a student undertakes practical assessments which involves the trainer observing them performing a task, they will typically be provided with feedback upon completion of the assessment.

### Hard Copy Assessments

If a student submitted assessments via hard copy, they may be given the feedback in a number of ways:

- Verbally (face-to-face or over the phone)
- At their next training session
- Via email

It is the student's responsibility to ensure they take a copy of all hard copy assessments.

## Applying for an Extension

HOL recognises that students may need to an extension to complete assessment tasks from time to time.

Examples of circumstances which may constitute grounds for an extension may include:

- You have been ill or were caring for a family member who was ill and was not able to complete the assessment.
- You need assistance in relation to understanding and completing the assessment. Students must discuss this with the trainer as soon as possible so that appropriate arrangement can be organised such as extra tutorial during the class, or a scheduled one on one session.

- You have been unable to complete it due to personal reasons.
- You have lost records because of computer, software malfunction, or due to virus, stolen laptop/computer, or corrupted USB.

Requests for extension must be made in writing to the trainer and generally be requested at least five days prior to the assessment due date.

Once you make a request, your trainer will contact you either in writing or by phone to discuss a suitable extension date and any support that you may need to complete the assessment.

Your trainer will confirm the extension date to you in writing.

## If You Don't Submit Your Assessments by The Due Date

Your trainer will contact you to let you know that your assessments are overdue, and you will be required to nominate a new submission date. This also applies if you have applied for an extension, and you have not submitted by your extended due date.

In some cases, you may be asked to complete your assessments before returning to your classes. It is important to understand that in most courses, your knowledge and skills build as you progress through the course. Some assessments will build on skills previously developed in earlier topics or units. The purpose of this is to keep your learning on track.

Where this is the case, either a Training Manager or Student Welfare will work with you to arrange a recommencement date. Depending on the amount of time and the number of outstanding assessments, you will either:

1. Recommence later with your current group and make up missed classes at a late date, or
2. Join another group at the same point that so that you do not need to make up missed classes.

The relevant staff member will discuss which option best suits you.

It is important to understand that in most courses, your knowledge and skills build as you progress through the course. Some assessments will build on skills previously developed in earlier topics or units. The purpose of this is to keep your learning on track.

## Final Assessment Submission

You will have an additional 12 weeks beyond the end of your scheduled classes to allow for the completion of outstanding assessments. To maintain access to HOL Systems you must be actively engaged in the completion of any outstanding assessments. This engagement must include at least one of the following:

- LMS login.
- Contact with a HOL Trainer, include a signed Student Contact Record.
- Assessment Submission via the LMS.
- Progress towards an Assessment Submission via the LMS – at a minimum this must include the completion of elements of an assessment.

Failure to meet the minimum engagement required will see you progress towards withdrawal from training and all access to HOL systems will be removed.

An extension beyond this timeframe may be considered by HOL on request from you or if it becomes clear to HOL that you are at risk of not completing or submitting all outstanding assessments prior to the end of your scheduled classes. HOL and/or you must either provide supporting reasons for the request or you must have actively engaged in the progression of any outstanding assessments within 30 days prior to the extension request.

Should you request an extension to the timeframe for the submission of your final assessments beyond 12 weeks from the completion of scheduled classes, HOL reserves the right to apply an administration fee payable by you prior to any extension being granted.

## Frequently Asked Questions (FAQ's)

### **My family are expecting a baby and I will need parental leave from class.**

Just let us know when you expect to need the time off and how long, we will then work with you to organise a return to class date.

### **I need a holiday**

Let us know and we will work with you. If you are planning an extended holiday, please let us know as early as possible. We will then work with you as to how you can continue in your course. This may be joining another group upon your return.

### **I have a medical condition / I have to have an operation**

Let us know and we will work with you. If you expect that you will be absent for an extended time, please let us know as early as possible. We will then work with you as to how you can continue in your course. If you are a class-based student, this may be joining another group upon your return.

If your course is available in a 'Live Lecture' mode, this may suit your physical needs better while you are recovering.

### **I need help! I am struggling with my assessments.**

Speak to your trainer to see if you can organise some one-on-one time or attend an assessment support session either face to face or via virtual classroom, speak to a Student Support Officer for more information or to book into a support session.

### **I am working long hours at the moment and cannot find the time to complete my assessments**

Speak to your trainer and discuss this with them as they will be able to assist you. They may offer you extended assessment due dates until your work becomes a little less hectic.

### **I have not studied for a while; I think I need help in developing a study plan**

Many students that have not studied for a while feel this way. Speak to your trainer or the Student Support Team and discuss this with them as they will be able to assist you. They can help you develop a study schedule to get your assessments in on time.

### **Do I have to complete the assessments? I just want to do the learning**

Yes, if:

1. You wish to obtain the qualification, *and / or*
2. Your course is partially or fully subsidised by state, territory or federal funding, that you are obliged to undertake assessments as part your eligibility to receive this funding.

No, if:

1. You do not wish to obtain the qualification, *and*
2. You are a full fee-paying student.