

Training and Assessment Policy

Policy Statement

Certified Training Resources Australia adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such, Certified Training Resources Australia provides students with quality, flexible training and assessment, including assessment systems that meets the requirements of Training Packages and VET Accredited Courses, is responsive to industry and student needs and provides access to relevant resources and services.

The purpose of this policy is to ensure that Certified Training Resources Australia training and assessment practices comply with SRTOs, provide its trainers and assessors with clear information on assessment processes and evidence requirements, and ensures that assessments are conducted in accordance with the Principles of Assessment and Rules of Evidence.

Policy Principles

The training and assessment practices are consistent with guidelines and policies issued through state and national training authorities and contained within the relevant national training packages or accredited courses.

Certified Training Resources Australia ensures that all assessment is conducted in a fair and equitable manner, meeting the requirements of the relevant training package as well as industry expectations and standards.

Certified Training Resources Australia applies flexible assessment options, recognising the diversity of individual student needs and circumstances, facilitating wherever possible the realisation of the learning and vocational goals.

Certified Training Resources Australia ensures that:

1. it has sufficient qualified and experienced trainers and assessors to deliver training and assessment within its scope of registration;
2. educational and support services are in place to meet the needs of different students undertaking training and assessment;
3. it provides training resources to enable students to meet the requirements for each unit of competency or module, which are accessible to the student regardless of location or mode of delivery;
4. It has facilities, whether physical or virtual, and equipment to accommodate and support the number of students undertaking training and assessment;
5. training is consistent with the AQF qualification type learning outcomes descriptor 'Volume of Learning' for each qualification level;
6. all assessment options and processes implemented are in compliance with competency-based assessment and training package requirements;
7. training and assessment practices are relevant to industry needs, as identified through industry engagement and consultation;
8. courses are offered with flexible or blended learning approaches, including (where possible) correspondence and online

9. assessments comply with the Principles of Assessment (POA) and evidence submitted for assessment is assessed in accordance with the Rules of Evidence (ROE) as prescribed in the Standard for RTOS.

Training and Assessment Principles

1. Training and Assessment Strategies are developed for all training products on the scope of Certified Training Resources Australia's registration. All training and assessment are to be conducted in accordance with the documented training and assessment strategy.
2. Certified Training Resources Australia ensures that the assessment process is open, structured, consistent and comprehensive incorporating feedback to the client on the outcomes of the assessment process, as well as information regarding the appeals procedure and guidance on other options.
3. Training delivery modes and methods are determined and developed in consultation with industry during development phase of training programs.
4. Certified Training Resources Australia supports flexible delivery modes for all courses being offered, including on and off the job, distance and blended learning approaches.
5. Various instructional or delivery methods may be deployed for the delivery of training programs, including but not limited to:
 - a. trainer presentations and teaching;
 - b. lectures;
 - c. audio/visual presentations;
 - d. demonstrations;
 - e. group discussions;
 - f. individual and/or group activities;
 - g. hands-on activities, skills practices and role plays;
 - h. individualised training using workplace environment and projects.
6. Students will be able to enrol in the full qualification or individual units of competency to meet their specific needs. A specific delivery mode will be determined in each case.
7. Certified Training Resources Australia ensures that all students have the opportunity to have their competencies assessed in a non-threatening and accessible environment. Assessments are conducted in accordance with the Principles of Assessment as prescribed in the Standards for RTOs. (See Annex A for the Principles of Assessment Table)
8. The Rules of Evidence guides Certified Training Resources Australia trainers and assessors on the collection of evidence to ensure it is valid, sufficient, authentic and current. (See Annex A for the Rules of Evidence Table)
9. The Training Manager of Certified Training Resources Australia is responsible for ensuring the assessment strategies are designed with the flexibility to meet the needs and circumstances of a wide

range of clients, including those who may be socially, linguistically, educationally, or otherwise disadvantaged.

Volume of Learning

1. Certified Training Resources Australia ensures each student's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans. Certified Training Resources Australia follows the procedures outlined below in determining how the student's existing skills, knowledge and experience impacts the amount and level of training they will require:
 - a. Prior to enrolment, candidates go through a competency assessment facilitated through the **Pre-Enrolment Assessment Form**.
 - b. Upon enrolment or prior to beginning their course, Certified Training Resources Australia evaluates the candidates' LLN skills by having them complete an LLN assessment.
 - c. These assessments (competency assessment and LLN assessment) allow assessors to determine the following:
 - i. eligibility for recognition of prior learning;
 - ii. types and levels of training that will be required by the candidate to complete the course;
 - iii. additional support required by the student to complete the course.
2. The trainers and assessors plan the training and assessment schedule according to the learners' needs.
 - a. Available training and assessment activities for each course are outlined in the training and assessment activities document.
 - b. Training and assessment schedule must be compliant with the training and assessment strategy, specifically:
 - i. Volume of learning requirements;
 - ii. Methods of assessment (unless reasonable adjustment applies);
 - iii. Other relevant specifications outlined in accordance with the training package.

Mode of Delivery

1. Certified Training Resources Australia will delivery training that is customised to meet student, industry and where relevant, employer needs and in line with the delivery strategy for the qualification.
2. Training delivery will be in accordance with the training modes identified on the training plan.

Equipment and Facilities

1. Certified Training Resources Australia ensures that it provides sufficient facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

2. All equipment is to be checked and tested prior to training delivery, to ensure that it is operational and safe. If equipment failure occurs, alternative arrangements or replacement of equipment should be put in place where practical to do so.

Training and Assessment Resources

1. Certified Training Resources Australia develops training and assessment resources in consultation with industry.
2. Certified Training Resources Australia trainers and assessors use assessment tools to identify and record the skills and knowledge students must demonstrate to be deemed competent in a unit/module. Assessment tools are crucial for the accurate and consistent assessment of students against competency standards.
3. Certified Training Resources Australia requires assessment tools as evidence of assessment and must be retained on record as proof that a person was assessed as competent, for a minimum period of six (6) months.
4. Assessment tools consists of:
 - a. instructions for students;
 - b. instructions for assessors;
 - c. assessment instruments;
 - d. pre-assessment briefing;
 - e. assessment checklists;
 - f. assessment outcome summary;
5. Certified Training Resources Australia will ensure that the assessment tools and tasks:
 - a. are clear to students and their employers (if applicable) and sufficient instructions are provided to guide assessors to make consistent decisions about the competency of the enrolled student;
 - b. will address the entirety of the unit of competency being assessed and that it incorporate a level of difficulty that is appropriate;
 - c. will clearly specify the standard of performance required and will cover workplace performance incorporating the dimensions of competency (including task skills, task management skills, contingency management skills, job role/ environmental skills and transfer skills).

Assessment Model

1. Certified Training Resources Australia implements a competency-based assessment system of collecting evidence, about a person's performance to a pre-set competency standard. The emphasis is placed on what a person can do (outcome), rather than comparing a person's achievement to others. There is no concept of pass or fail, ONLY competent (C) or not yet competent (NYC). The learning is focused and allows for far greater participation of the student in the assessment process. (Please refer to Annex A for the assessment model)
2. Certified Training Resources Australia may use various levels of assessment:

- a. **Diagnostic** also known as pre-assessment, provides information about prior knowledge and skills. This baseline information may diagnose a problem or training requirement.
 - b. **Formative** assessment assists and supports training by monitoring and advising students of their performance and rate of progress against the training outcomes. This provides feedback to the student, supervisor and trainer on what development activities are needed to achieve the required competencies. Assessment accumulates.
 - c. **Summative** assessment evaluates a learner's achievement of training outcomes. Often conducted in the workplace, summative assessment confirms achievement of the competency requirements.
3. Assessment is carried out in accordance with the requirements of the relevant training package, on a consistent and timely basis to ensure that learning has taken place and that students have acquired the knowledge and skills required to demonstrate competency.
 4. Feedback is provided to students and includes the assessment outcome and guidance for further learning and assessment (as appropriate).

Reasonable Adjustment

1. Certified Training Resources Australia supports the application of reasonable adjustment where it is appropriate and does not compromise the integrity of the accredited course or national training package requirements.
2. Reasonable adjustment request is made by the trainer and assessors on behalf of students to the Training Manager.
3. The Training Manager is responsible for reviewing each application to ensure that reasonable adjustment does not compromise the integrity of the training package requirements.
4. The Training Manager advises the assessor if the reasonable adjustment is approved. The assessor is then responsible for advising the student of approved reasonable adjustment. (See Annex A for example of reasonable adjustments in training and assessment)

Role of the Trainer and Assessor

1. In all cases, trainers and assessors are required to deliver learning in accordance with the training and assessment strategy (TAS), training plan and training and assessment resources provided, giving particular attention to their functions of teaching, and managing students and the learning environment.
2. Trainers and assessors must ensure that the assessment process is open, structured, consistent and comprehensive incorporating feedback to the client on the outcomes of the assessment process, as well as information regarding the appeals procedure and guidance on other options.
3. The primary role of the trainer and assessor is to objectively assess and judge a student's knowledge and evidence of competence against a set of standards. In essence, an assessor must:
 - a. ensure that the safety of the personnel involved in the assessment activity is maintained at all times;

- b. interpret and understand the performance criteria and evidence guides;
 - c. select appropriate assessment methods;
 - d. select and/or develop appropriate assessment materials;
 - e. ensure that evidence meets the standards;
 - f. ensure that the evidence is collected and measured in accordance with the rules evidence;
 - g. make fair and objective judgements in accordance with the principles of assessment;
 - h. monitor and report training progress and success;
 - i. monitor and report on student's readiness for assessment.
4. Trainers, as leaders, must guide, inspire and supervise the students so that they attain their learning outcome.
 5. Trainers must encourage students to be responsible for their own learning. Controlling the learning activity enables the trainer to monitor the progress of the learning experience.
 6. Trainers must ensure that all course documentation is fully completed and provided to Certified Training Resources Australia administration staff immediately, following training delivery.

Trainer and Assessor Requirements

From 1 July 2019, to be compliant with the Standards all trainers and assessors must have:

- the TAE40116 Certificate IV in Training and Assessment, OR
- the TAE40110 Certificate IV in Training and Assessment, plus:
 - either TAELLN411 Address adult language, literacy and numeracy skills, or its successor, or TAELLN401A Address adult language, literacy and numeracy skills, and
 - either TAEASS502 Design and Develop Assessment Tools, or its successor, or TAEASS502A Design and Develop Assessment Tools, or TAEASS502B Design and Develop Assessment Tools, OR
- a diploma or higher-level qualification in adult education

In addition to the requirements specified in clause 1.14 and clause 1.15, the RTO's training and assessment is delivered only by persons who have:

- vocational competencies at least to the level being delivered and assessed; and
- current industry skills directly relevant to the training and assessment being provided; and
- current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

The RTO will also ensure that training and assessment is delivered only by persons who have an appropriate training and assessment qualifications as specified in the schedules of the Standards for Registered Training Organisations (RTOs) 2015. This includes where a person conducts assessment only.

The RTO also ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency-based training and assessment.

Supervised Training

1. Certified Training Resources Australia ensures that any training and assessment conducted under supervision is undertaken in accordance with the Standards for Registered Training Organisations 2015.
2. Where Certified Training Resources Australia engages an individual, who is not a trainer or assessor, the individual works under the supervision of a trainer and does not determine assessment outcomes.
3. Certified Training Resources Australia ensures that any individual working under the supervision of a trainer does so in accordance with the requirements as specified in Standard 1 of the Standards for Registered Training Organisations (RTOs) 2015. Trainers providing supervision must monitor and are accountable for all training provision and collection of assessment evidence by the individual under their supervision.
4. In accordance with Clause 1.17-1.18, Certified Training Resources Australia ensures that those working under supervision:
 - a. work under the supervision of a fully qualified trainer
 - b. do not determine assessment outcomes - assessments decisions may only be made by a qualified assessor;
 - c. vocational competencies at least to the level being delivered and assessed;
 - d. current industry skills directly relevant to the training and assessment being provided;
 - e. If prior to 1 July 2019, the TAE40110 (or (TAE40116) Certificate IV in Training and Assessment
 - f. If after 1 July 2019, either the TAE40116 Certificate IV in Training and Assessment, or the TAE40110 Certificate IV in Training and Assessment *plus* the following units of competence:
 - i. TAELN411 (or TAELN401A) Address adult language, literacy and numeracy skills, and
 - ii. TAEASS502 (or TAEASS502A or TAEASS502B) Design and develop assessment tools
 - g. current knowledge and skills in vocational training and learning that informs their training and assessment.
5. In accordance with Clause 1.19, Certified Training Resources Australia systematically monitors the training and assessment services delivered under supervision to ensure that the services delivered comply with these Standard 1.
6. In accordance with Clause 1.20, Certified Training Resources Australia's Training and Assessment Strategies determines the level of supervision required:
 - a. and any requirements, conditions or restrictions considered necessary on the individual's involvement in the provision of training and collection of assessment evidence.
 - b. to ensure that trainers providing supervision monitor and are accountable for all training provision and collection of assessment evidence by the individual under their supervision.

- c. to ensure that the “Trainer and Assessor Requirements” and “Trainer Assessor Code of Conduct” of this policy are maintained at all times.

Trainer and Assessor Code of Conduct

ALL Certified Training Resources Australia Trainers and Assessors abide by the Trainer and Assessor Code of Conduct. (See Annex A for the Assessor Code of Conduct)

Plagiarism, Cheating and Collusion in Assessment

Certified Training Resources Australia abides by the following principles:

1. Plagiarism, cheating and collusion in assessment are expressly prohibited.
2. Students cannot submit any piece of work for assessment that is not entirely their own work.
3. Students cannot submit the same piece of work for assessment, as another student/student of Certified Training Resources Australia.
4. All cases of plagiarism, cheating and collusion are treated as a serious matter and will be reviewed and treated on a case by case basis.
5. Depending on severity and circumstances, penalties of plagiarism, cheating and collusion may include one or more of the following (i.e. sanctions may not be discrete):
 - a. completion and resubmission of a new assessment task;
 - b. all parties receiving a “Not Yet Satisfactory” result for the assessment task;
 - c. verbal or written warning; and/or
 - d. suspension or expulsion from the course.
6. All investigated and proven incidents will be reflected in the student record.
7. All incidents will be reviewed by the Training Manager of Certified Training Resources Australia.

Monitoring and Improvement

All practices for Certified Training Resources Australia’s training and assessment are monitored by the Training Manager of Certified Training Resources Australia and areas for improvement identified and acted upon according to the Continuous Improvement Policy.

Annex A

Principles of Assessment

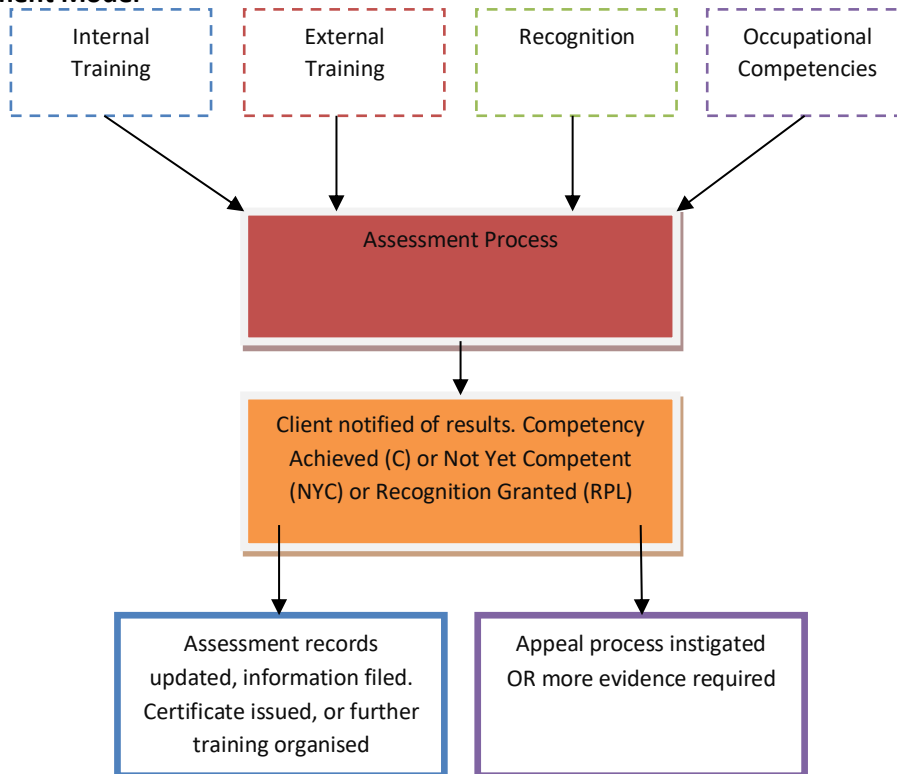
| | |
|-----------------|---|
| Fairness | <p>The individual learner’s needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be re-assessed if necessary.</p> |
|-----------------|---|

| | |
|--------------------|--|
| Flexibility | <p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • reflecting the learner’s needs; • assessing competencies held by the learner 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 learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers 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 learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner 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> |

Rules of Evidence

| | |
|---------------------|--|
| Validity | <p>The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</p> |
| Sufficiency | <p>The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.</p> |
| Authenticity | <p>The assessor is assured that the evidence presented for assessment is the learner’s own work.</p> |
| Currency | <p>The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</p> |

The Assessment Model



Examples of Reasonable Adjustment in Training and Assessment

| Learner difficulty | Examples of reasonable adjustments in assessment |
|--|--|
| Maintaining concentration | additional time access to a scribe split sessions separate assessment venue |
| Expressing knowledge in writing | additional time access to a scribe multiple choice and short answer questions in preference to long answer questions models and practical examples oral assessment |

Trainer and Assessor Code of Conduct

| Purpose |
|--|
| The RTO is committed to upholding the highest standards of professional conduct in the delivery of training and assessment. In this respect, the RTO is making explicit commitment that all training and assessment services conducted by the RTO’s key personnel, including without limitation, its qualified trainers, assessors are exclusively bound by the provisions of this Code. |

The purpose of this Code is to ensure that trainers and assessors in the performance of their roles, are able to conduct themselves according to acceptable standards of professionalism.

Code of practice in training

The RTOs trainers and assessors will:

- Maintain the reputation of the profession at all times, in all aspects of the work, by acting with integrity, honesty and without conflict of interest.
- Take care of all its learners, with the aim of meeting their individual learning needs, while ensuring their welfare and safety throughout the training.
- Ensure any learner information gained in the performance of one's role are kept confidential unless the well-being or a legal imperative requires disclosure.
- Interact with all learners and staff with respect and consideration to individual differences, and diverse cultural background.
- Provide authentic, complete, and accurate information with regard to their professional status, qualifications, and experiences.

The RTOs trainers and assessors will **not**:

- Violate any legislations, statutes, rules and known guidelines on abuse, harassment, prejudice, or discrimination.
- Practice the profession in the influence of alcohol and any substances that could impair their fitness in performing the role.
- Use language, gestures or actions that are offensive to race, sexual orientation, age, cultural background, and the like.
- Misrepresent their relationship with RTO in favour of personal advancement or gain.

Code of practice when facilitating assessments

The RTOs trainers and assessors will ensure that:

- Individual needs of all its learners are identified, acknowledged, and taken into account when undertaking training and assessment activities.
- Potential forms of conflict of interest in the assessment process and outcomes are identified, and appropriate referrals are made, if necessary.
- All forms of harassment are avoided throughout the assessment process and in the review and reporting of assessment outcomes.
- The rights of learners are protected during and after the assessment process and that learners are made aware of their rights and processes of appeal.
- Personal or interpersonal factors that are irrelevant to the assessment of competence must not influence the assessment outcomes.
- Evidence is verified against the rules of evidence and that assessment decisions are based on available evidence that can be produced and verified by another assessor.
- Assessments are conducted within the boundaries of the assessment system policies and procedures.

- Assessment systems and tools are consistent with equal opportunity legislation.
- Learners are informed of all assessment reporting processes prior to the assessment.
- Learners are informed of all known potential consequences of assessment decisions prior to the assessment.
- Confidentiality is maintained regarding assessment decisions / outcomes and records of individual assessment outcomes which identify personal details are only released with the written permission of the learners.
- Opportunities for networking amongst assessors are created and maintained.
- Opportunities are created for technical assistance in planning, conducting, and reviewing assessment practice and participating in validation.