



## **Assessment Instructions for your course**



## Table of Contents

<b>Table of Contents</b> .....	<b>1</b>
<b>Instructions to Learner</b> .....	<b>2</b>
Assessment instructions .....	2
Assessment requirements .....	4
<b>Observation/Demonstration</b> .....	<b>5</b>
<b>Third Party Guide</b> .....	<b>7</b>

## Instructions to Learner

### Assessment instructions

#### Overview

Prior to commencing the assessments, your trainer/assessor will explain each assessment task and the terms and conditions relating to the submission of your assessment task. Please consult with your trainer/assessor if you are unsure of any questions. It is important that you understand and adhere to the terms and conditions, and address fully each assessment task. If any assessment task is not fully addressed, then your assessment task will be returned to you for resubmission. Your trainer/assessor will remain available to support you throughout the assessment process.

#### Written work

Assessment tasks are used to measure your understanding and underpinning skills and knowledge of the overall unit of competency. When undertaking any written assessment tasks, please ensure that you address the following criteria:

- Address each question including any sub-points
- Demonstrate that you have researched the topic thoroughly
- Cover the topic in a logical, structured manner
- Your assessment tasks are well presented, well referenced and word processed
- Your assessment tasks include your full legal name on each and every page.

#### Active participation

It is a condition of enrolment that you actively participate in your studies. Active participation is completing all the assessment tasks on time.

#### Plagiarism

Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a learner's exclusion from a course. When you have any doubts about including the work of other authors in your assessment, please consult your trainer/assessor. The following list outlines some of the activities for which a learner can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another learner
- Presenting the work of another individual or group as their own work
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

If it is identified that you have plagiarised within your assessment, then a meeting will be organised to discuss this with you, and further action may be taken accordingly.

**Collusion**

Collusion is the presentation by a learner of an assignment as their own that is, in fact, the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more learners in plagiarism or other forms of academic misconduct and, as such, both parties are subject to disciplinary action. Collusion or copying from other learners is not permitted and will result in a “0” grade and NYC.

Assessments must be typed using document software such as (or similar to) MS Office. Handwritten assessments will not be accepted (unless, prior written confirmation is provided by the trainer/assessor to confirm).

**Competency outcome**

There are two outcomes of assessments: S = Satisfactory and NS = Not Satisfactory (requires more training and experience).

Once the learner has satisfactorily completed all the tasks for this module the learner will be awarded “Competent” (C) or “Not yet Competent” (NYC) for the relevant unit of competency.

If you are deemed “Not Yet Competent” you will be provided with feedback from your assessor and will be given another chance to resubmit your assessment task(s). If you are still deemed as “Not Yet Competent” you will be required to re-enrol in the unit of competency.

**Additional evidence**

If we, at our sole discretion, determine that we require additional or alternative information/evidence in order to determine competency, you must provide us with such information/evidence, subject to privacy and confidentiality issues. We retain this right at any time, including after submission of your assessments.

**Confidentiality**

We will treat anything, including information about your job, workplace, employer, with strict confidence, in accordance with the law. However, you are responsible for ensuring that you do not provide us with anything regarding any third party including your employer, colleagues and others, that they do not consent to the disclosure of. While we may ask you to provide information or details about aspects of your employer and workplace, you are responsible for obtaining necessary consents and ensuring that privacy rights and confidentiality obligations are not breached by you in supplying us with such information.

**Assessment appeals process**

If you feel that you have been unfairly treated during your assessment, and you are not happy with your assessment and/or the outcome as a result of that treatment, you have the right to lodge an appeal. You must first discuss the issue with your trainer/assessor. If you would like to proceed further with the request after discussions with your trainer/assessor, you need to lodge your appeal to the course coordinator, in writing, outlining the reason(s) for the appeal.

**Recognised prior learning**

Candidates will be able to have their previous experience or expertise recognised on request.

**Special needs**

Candidates with special needs should notify their trainer/assessor to request any required adjustments as soon as possible. This will enable the trainer/assessor to address the identified needs immediately.

## Assessment requirements

### Assessment can either be:

- Direct observation
- Product-based methods e.g. reports, role plays, work samples
- Portfolios – annotated and validated
- Questioning
- Third party evidence.

If submitting third party evidence, the Third Party Observation/Demonstration document must be completed by the agreed third party.

### Third parties can be:

- Supervisors
- Trainers
- Team members
- Clients
- Consumers.

The third party observation must be submitted to your trainer/assessor, as directed.

The third party observation is to be used by the assessor to assist them in determining competency.

The assessment activities in this workbook assess aspects of all the elements, performance criteria, skills and knowledge and performance requirements of the unit of competency.

To demonstrate competence in this unit you must undertake all activities in this workbook and have them deemed satisfactory by the assessor. If you do not answer some questions or perform certain tasks, and therefore you are deemed to be Not Yet Competent, your trainer/assessor may ask you supplementary questions to determine your competence. Once you have demonstrated the required level of performance, you will be deemed competent in this unit.

Should you still be deemed Not Yet Competent, you will have the opportunity to resubmit your assessments or appeal the result.

As part of the assessment process, all learners must abide by any relevant assessment policies as provided during induction.

If you feel you are not yet ready to be assessed or that this assessment is unfair, please contact your assessor to discuss your options. You have the right to formally appeal any outcome and, if you wish to do so, discuss this with your trainer/assessor.

## Observation/Demonstration

Throughout this unit, you will be expected to show your competency of the elements through observations or demonstrations. Your trainer/assessor will have a list of demonstrations you must complete or tasks to be observed. The observations and demonstrations will be completed as well as the activities found in this workbook.

An explanation of observations and demonstrations:

### Observation is on-the-job (real or simulated)

The observation will usually require:

- Performing a work based skill or task
- Interaction with colleagues and/or customers.

### Demonstration is off-the-job

A demonstration will require:

- Performing a skill or task that is asked of you
- Undertaking a simulation exercise.

Your trainer/assessor will inform you of which one of the above they would like you to do. The observation/demonstration will cover one of the unit's elements.

The observation/demonstration will take place either in the workplace or the training environment, depending on the task to be undertaken and whether it is an observation or demonstration. Your trainer/assessor will ensure you are provided with the correct equipment and/or materials to complete the task. They will also inform you of how long you have to complete the task.

You should be able to demonstrate the skills, knowledge and performance criteria required for competency in this unit, as seen in the Learner Guide.

The observation is a practical way of supporting your claim for competence. Your Assessor will observe your practical skills and may ask questions (either during the observation if carried out live, or afterwards if videoed) to determine your knowledge of the subject area and to clarify any areas that may be unclear.

Why am I being observed?

- Competency based assessment is not a test, rather it is a process of collecting evidence about someone's knowledge and skills and assessing that against a set of agreed standards. The greater the sources and types of evidence we collect, the more we can be sure about the quality and reliability of the assessment decision.
- The information you provide is used to support, or validate other evidence obtained. It helps to ensure that the final result is valid, reliable and fair.
- Sometimes, people can be nervous in an assessment situation and do not perform as well as they normally would. If you think this is your situation, please discuss this with the assessor in advance, so you can both plan a fair way of assessing performance that better reflects your ability to carry out the tasks.

All practical assessment activities must be undertaken in the workplace or under realistic workplace conditions, which include:

- The use of equipment appropriate and necessary for the task.
- Timely and consistent completion of activities reflective of outcomes expected in the workplace.
- Completing activities regardless of weather conditions and responding appropriately to the environment.
- Acting in accordance with site and safety procedures, requirements and regulations.

### Conducting the Practical Assessment

1. Your Assessor will brief you on the activities you are required to demonstrate and answer any questions that you may have.
2. You must carry out the activities in a safe environment and in a safe manner. Failure to do so will lead to a 'Not Satisfactory' result, as all workplace activities must be carried out safely at all times.
3. You must be observed to satisfactorily complete each activity, even in situations where the work is completed where you are part of a team.
4. You may not use any references, books or course notes during the assessment, unless these resources are common to completing the activity when performed in the workplace.
5. All activities must be satisfactorily completed. If you do not satisfactorily complete an activity, a result of 'Not Satisfactory' will be recorded, which will mean you are Not Yet Competent in the unit.
6. If you are being observed in a "live" environment, you may be asked questions to ascertain your knowledge of the subject or reasoning for specific action you are performing.

### Assessment Safety Considerations

1. You must make sure you have access to all necessary Personal Protective Equipment (PPE), and that it is correctly fitted before the practical assessment begins. Your Assessor will instruct you in this regard
2. You should ensure that any faulty or defective equipment intended for the purpose of hazard identification or equipment checks are secured away from serviceable equipment to prevent an unsafe situation occurring during the assessment.
3. If, at any time during the practical assessment, you act in a manner that endangers yourself, others, equipment or property, the assessment will be stopped immediately.

### Satisfactory Completion of the Practical Assessment

In order for you to achieve a Satisfactory outcome for the practical assessment you will need to:

- ✓ Complete all tasks and activities in their entirety.
- ✓ Complete all tasks and activities satisfactorily, in a timely manner, representative of real-world conditions, expectations and outcomes.
- ✓ Complete all tasks and activities safely, using the correct techniques and methods and ensuring own safety and the safety of others at all times.
- ✓ Working with others, where necessary, to safely, effectively and efficiently achieve all outcomes of the activities.

## Third Party Guide

In some cases (your trainer will advise you will in advance) you will need to supply details of a third party to the assessor before you commence the activities (see below), unless the assessor has already selected a third party themselves. The assessor can then contact the third party in instances where they require more evidence to determine competency, or they cannot observe certain tasks themselves.

**The reasons to use a third party may include:**

- Assessment is required in the workplace
- Where there are health and safety issues related to observation
- Patient confidentiality and privacy issues are involved.

If you are not employed, or able to complete demonstrative tasks in the workplace, you will need to inform the assessor. They will be able to provide you with a simulated environment in which to complete these tasks.

We would prefer that, wherever possible, these be “live” issues for your industry and require application of the principles that you are learning as part of your training. Where this is not possible, you and your third party should simulate the activity tasks and demonstrations that you believe would be likely to arise in your organisation or job role.

Third party evidence can also be used to provide “everyday evidence” of tasks included in your work role that relate to the unit of competency but are not a part of the formal assessment process.

The third party is not to be used as a co-assessor – the assessor must make the final decision on competency themselves.

Documents relevant to collection of third party evidence are included in the Third Party section in the Observations/Demonstrations document.



The following table shows you how to achieve a **satisfactory** result against the criteria for each type of assessment task. The following is a list of general assessment methods that can be used in assessing a unit of competency. Check your assessment tasks to identify the ones used in this unit of competency.

Task Type	Satisfactory Result	Non-Satisfactory Result
<b>Questions</b>	All questions answered correctly	Incorrect answers for one or more questions
	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full. Does not refer to appropriate or correct sources.
<b>Third Party Report</b>	Supervisor or manager observes work performance and confirms that you consistently meet the standards expected from an experienced operator	Could not demonstrate consistency. Could not demonstrate the ability to achieve the required standard
<b>Written Activity</b>	The assessor will mark the activity against the detailed guidelines/instructions	Does not follow guidelines/instructions
	Attachments if requested are attached	Requested supplementary items are not attached
	All requirements of the written activity are addressed/covered.	Response does not address the requirements in full; is missing a response for one or more areas.
	Responses must refer to appropriate sources from your workbook and/or workplace	One or more of the requirements are answered incorrectly. Does not refer to or utilise appropriate or correct sources of information
<b>Observation/ Demonstration</b>	All elements, criteria, knowledge and performance evidence are demonstrated at the appropriate AQF level	Could not demonstrate elements, criteria, knowledge and performance evidence at the appropriate AQF level
<b>Case Study</b>	All comprehension questions answered correctly; demonstrating an application of knowledge of the topic case study.	Lack of demonstrated comprehension of the knowledge required to complete the case study questions correctly. One or more questions are answered incorrectly.
	Answers address the question in full; referring to appropriate sources from your workbook and/or workplace	Answers do not address the question in full; do not refer to appropriate sources.
<b>Practical Activity</b>	All tasks in the practical activity must be completed and evidence of completion must be provided to your trainer/assessor. All tasks have been completed accurately and evidence provided for each stated task.	Tasks have not been completed effectively and evidence of completion has not been provided.
	Attachments if requested are attached	Requested supplementary items are not attached