

ASSOCIATION FOR THE BLIND OF WA (INC.)

TRAINING ASSESSMENT APPEAL POLICY AND PROCEDURE

POLICY

1.0 INTRODUCTION

The purpose of this policy is to provide a framework for students enrolled in an accredited training course to lodge an appeal against a training assessment decision. Students who apply for skills recognition may also lodge an appeal against an assessment decision. Assessment decisions are made by assessors who review evidence provided by the student to demonstrate current competency against a set of performance criteria.

2.0 STATEMENT

2.1 Scope of training

The Association currently offers training in competencies leading to the following qualifications:

- i) Certificate I in Information Technology
- ii) Certificate III in Business Administration
- iii) Certificate IV in Community Services (Disability Work)

2.2 Assessors

An individual, partnership or team of people may undertake assessment if they collectively meet the following assessor qualifications:

- i) The following units from the Assessment and Workplace Training Package (BSZ40198):
 - BSZ401A Plan Assessment
 - BSZ402A Conduct Assessment
 - BSZ403A Review Assessment
 - Or equivalent.
- ii) Competency in the standards being assessed or be able to work in partnership with a person who has achieved the relevant competencies.
- iii) Detailed understanding of each unit of competency being assessed and their use as benchmarks for assessment within the context and culture of the workplace, sector and industry.
- iv) Specific knowledge and skills related to skills recognition.
- v) An understanding of equity and access issues in relation to assessment.

2.3 Assessment evidence

Assessors will provide students with opportunities to demonstrate competency against set performance criteria during training or as part of the skills recognition process. Evidence of competency may be obtained by one or more of the following methods:

- i) interview or structured questioning
- ii) workplace assessment
- iii) documentary evidence (eg references from employers, outlines for completed training programs)
- iv) audio-visual evidence (eg videos, photographs, tapes)
- v) examples of work
- vi) practical demonstration
- vii) practical/theory tests

2.4 Assessment decision

The assessor will review the evidence provided by students and make the assessment decision. Clear, prompt and constructive feedback will be provided to students on completion of assessment.

The assessor will advise students of the assessment decision as soon as possible after submission of the assessment evidence.

2.5 Appeal

Students may appeal the decision of the assessor and make an application to the Program Co-ordinator for a hearing of the claim.

All applications will be made using the Assessment Decision Appeal Form attached as Appendix 1.

All applications appealing the decision of an assessor will be dealt with within 28 days of receipt of application.

2.6 Program Co-ordinators

The Program Co-ordinators for the appeal process will be:

The Manager, Technology, Training and Employment Services

- i) Certificate I in Information Technology
- ii) Certificate III in Business Administration

The Manager, Independent Living Services

- i) Certificate IV in Community Services (Disability Work)

Program Co-ordinators will be responsible for monitoring the appeal process and reviewing relevant procedures to meet the requirements of the Australian Quality Training Framework.

PROCEDURE

1.0 INTRODUCTION

The following procedures support the provisions of the Training Assessment Appeal Policy; they are to be implemented to ensure the Association meets its policy objective of providing a formalised process whereby an individual may appeal against an assessment decision made by an assessor.

2.0 LODGING AN APPEAL

Appellants will:

- i) Complete an Assessment Decision Appeal Form.
- ii) Submit the form to the appropriate Program Co-ordinator.

3.0 RESPONDING TO AN APPEAL

The Program Co-ordinator will:

- i) Record the date of receipt of the Appeal Form.
- ii) Review the Assessment Decision Appeal Form.
- iii) Discuss the assessment decision with the assessor and seek assessment evidence if further information is required.
- iv) Discuss the assessment decision with the appellant if further information is required.
- v) If required, form an independent panel of qualified assessors with whom to discuss, or from whom to seek information regarding the assessment decision
- vi) Make the appeal decision.
- vii) Inform the student in writing of the appeal decision, including the reasons for the decision, within 28 days of date of receipt of Appeal Form.
- viii) Record the appeal decision on the Appeal Form and file for future reference.

