

Learner Assessment Allocation and Marking Policy and Procedure



Purpose

It is important that learner Assessments are allocated to the correct Trainer and Assessor for marking within the required timeframe with the outcome of the assessment inclusive of feedback sent to Learners. It is important that all outcome judgements and Learner feedback is recorded within our SMS for compliance.

Aim

Ensure that Learner Assessments are marked using the rules of evidence and assessment, and that the required legislation for RTOs in relation to evidence, judgements and Learner feedback is always maintained.

1. Roles and Responsibilities

The following roles and responsibilities have been identified to ensure that members of REINSW training are aware of their responsibilities to meet the purpose and aim of this policy/procedure.

1.1. Training Manager/Compliance Coordinator

The Training Manager/Compliance Coordinator are to:

- a) Ensure that the rules of assessment and evidence are always maintained
- b) Ensure that all Judgments are maintained for a period of 30 years
- c) Assessment documentation is in accordance with the TAS and Assessment documentation of the Qualification

1.2. Learner Engagement Coordinator

The Learner Engagement Coordinator is to:

- a) Complete audits of Assessment allocations to ensure that they are occurring
- b) Complete Audits of Learner Feedback and Assessment Outcome Forms to ensure they are being completed correctly and uploaded
- c) Complete Audit of Unit of Competency outcome codes are being maintained by LSOs

1.3. Learner Support Officers:

The Learner Support Officers are to:

- a) Ensure that they scan the Assessment marking queue, or respond to notifications that one of their allocated Learners has uploaded an Assessment for Marking
- b) Raise a Task request within the SMS against the Learners Logbook and assign the Assessment to the correct allocated Trainer and Assessor
- c) Monitor to ensure that tasks allocated to Trainers and Assessors are being completed within the timeframe set out in this policy and procedure
- d) Respond to notification that the Task has been completed and ensure that the Learner Assessment Feedback and Outcome Form has been uploaded and completed correctly
- e) Make relevant changes to the Unit of Competency based on the outcome from the trainer and assessor

1.4. Trainer and Assessors

The Trainer and Assessors are to:

- a) Respond to all Tasks received from the SMS within two (2) days
- b) Mark all Learner Assessments and complete the Learner Assessment Feedback and Outcome Form within seven (7) working days of receipt of the Task

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- c) Ensure that all assessments are marked in accordance with the rules of evidence and assessment and the REINSW Marking Guides

1.5. Customer Support Officers

The Customer Support Officers are to:

- a) Advise Learners of the timeframe for marking assessment being seven (7) working days from day of submission
- b) Forward call or raise a ZenDesk ticket for the Learners relevant Learner Support Officer in relation to Marking of Assessments

2. Assessment Allocation Procedure - LSO

All REINSW Training team members responsible for the allocation of assessments are to follow this procedure to ensure that all assessments are marked in compliance with the RTO standards.

1. Learner uploads an Assessment within the LMS, LMS to notify all LSOs that an Assessment has been uploaded
2. Where this is not the case, the LEC will ensure that the marking queue is updated and shared with the LSOs to identify their own Learners
3. LSO to open the Learners enrolment Logbook from their Qualification page within the SMS and open a new Task by clicking on Action (top right-hand corner)
4. Name the Task as per the below only to ensure reporting

Assessment Element that has been submitted
↓
CPPREP4125 – Workbook Assessment Allocation for Marking
↑
Unit Number or Cluster Name

5. Complete the remainder of the fields as follows:

Filed Name	Response
Priority	Medium
Status	Not Started
Due	7 working days from submission date
Completed	Leave Blank
Assigned to	Allocated Trainer and Assessor
Assigned By	Automatic
Time Spent	Leave Blank
Description	Any message to the Trainer and Assessor

6. Click Save, this will save a task against the Learners Enrolment Logbook and notify the Trainer and Assessor of the allocation of the assessment task
7. Open the LMS and set the uploaded Assessment to a status of Pending so that the Team are aware that the assessment has been allocated

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3. Trainer and Assessor Does Not Hold the Required Unit of Competency

All REINSW Training team members responsible for the allocation of assessments are to follow this procedure to ensure that all assessments are marked in compliance with the RTO standards.

An assessment must not be marked by a Trainer and Assessor that does not hold the required Unit of Competency relevant to the Assessment being submitted for marking. LSOs must ensure that they refer to the Trainer and Assessor Matrix for further guidance.

1. LSO to consult with the LEC where the current Allocated Trainer and Assessor does not have the required Unit of Competency
2. LEC to advise LSO of the temporary Trainer and Assessor for this Unit of Competency
3. LSO to advise temporary Trainer and Assessor of the situation and follow normal steps
4. LEC to advise Training Manage of any common occurrences so that continuous Improvement discussions can be held with the relevant Trainer and Assessor

4. Assessment Marking – Trainers and Assessors

All REINSW Training team members responsible for the allocation of assessments are to follow this procedure to ensure that all assessments are marked in compliance with the RTO standards.

1. Trainer and Assessor gains access to the Trainer Portal within the SMS
2. Opens the Tasks Tab at the top line menu items and select the new Task within the Not Started Column
3. Update the following fields:

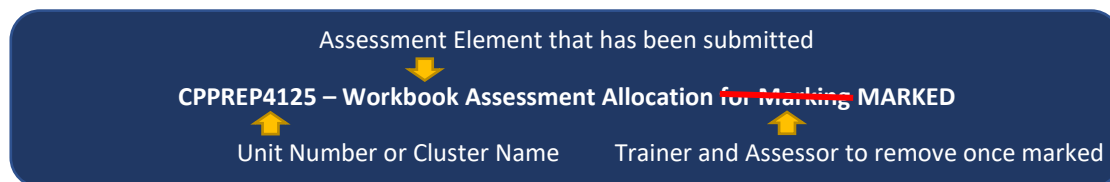
Filed Name	Response
Status	From Not Stated to In Progress

4. Open the **LMS** and search for the uploaded Assessment for the identified Learner
5. Download the assessment and Mark as normal using the following:
 - a. Rules of Evidence
 - b. Rules of Assessment
 - c. REINSW Marking Guide
6. Upload the Marked assessment within the **LMS** as normal and change the Status of Assessment to Marked
7. Open the In Progress Task within the **SMS** and complete the following steps:
 - a. Update the following fields:

Filed Name	Response
Status	Completed
Completed	Date completed
Time Spent	Time spent marking assessment
Description	Any message to the allocated LSO

- b. Change the name of the Task from **MARKING TO MARKED (Do not change any other words within the naming convention)**

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- c. Upload the completed Learner Assessment Feedback and Outcome Form (refer to section five (5))
- d. Click on Save

5. Learner Assessment Feedback and Outcome Form

All REINSW Training team members responsible for the issuance of Transcripts are to follow this procedure to ensure that all Transcripts are compliant to the RTO and ADF standards.

1. All Learner assessments that have been marked must have a completed Learner Assessment Feedback and Outcome
2. Learners allocated Trainer and Assessor (or Temporary) are responsible to ensure that the form is completed within 5 days of the assessment being submitted for marking
3. Trainers and Assessors must complete the form using the samples on appendix A for partial assessment, and appendix B for final assessment
4. Allocated Trainer and assessor must provide feedback, feedback to our learners on their work is compulsory
5. Allocated Trainer and Assessor must sign and upload into the **SMS** as per section four (4) of this policy and procedure and advise Learners allocated LSO of completion
6. The Form should not be uploaded to the LMS
7. The Form must be emailed to the Learner once the Assessment has been marked within the timeframe set out in this policy and procedure with evidence uploaded against the Learners Enrolment Logbook within the SMS

Important - Payment of Trainer and Assessor Invoices will not be paid by REINSW where the form has not been completed, uploaded against the Task within the SMS, and with evidence within the SMS that the form has been emailed to the Learner.

6. Assessment Resubmission Requests

Where a Trainers and Assessor has marked the assessment element as not yet satisfactory, they must advise this on the Learner Assessment Feedback and Outcome form and follow the sets within section five (5).

The following steps are to be completed by the Trainer and Assessor:

1. Complete all steps to complete the current Task for assessment marking
2. Advise the Learners allocated LSO of the Resubmission request
3. Allocated Trainer and Assessor to advise Learner and LSO of the Resubmission timeframe
4. Allocated LSO to follow up with Learner regarding resubmission
5. Once assessment has been resubmitted for marking, complete as a new Task

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7. Updating of the Unit of Competency Outcome with the SMS

The Learner Support Officer must only update the Unit of Competency outcome where a Final Learner Assessment Feedback and Outcome Form has been received and recorded against the Learners Enrolment Logbook. Prior to the change of the outcome code within the SMS, the LSO must:

1. Ensure that all Learner Assessment Feedback and Outcome Forms have been received for each assessment element including the final assessment outcome – Should be at a minimum four (4)
2. Check the LMS to ensure that all evidence of assessment have been uploaded and maintained with the LMS

To update an Outcome code within the SMS:

1. Open Learner dashboard and click on the course offer they are enrolled into
2. Click on Unit Enrolments
3. Select the units of competency you wish to update the outcome for
4. In the action box below the table, select Bulk Update Unit Enrolments
5. Select end date and then select custom. Place in the assessment date
6. Select outcome and select code 20 | Competency achieved/pass |COMP|J
7. Select Apply Changes

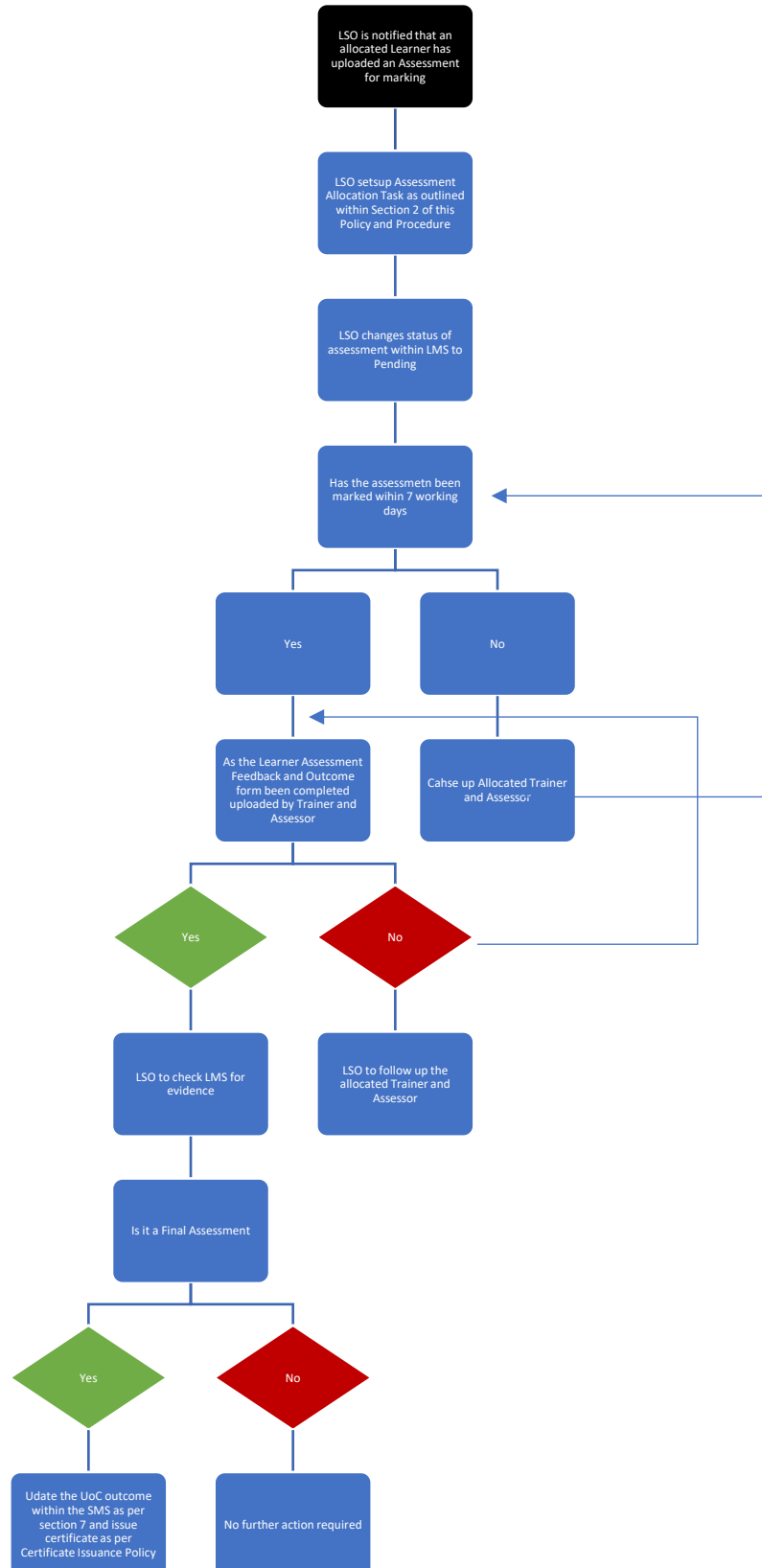
8. Certificate Issuance and Re-issuance Auditing

For the issuance of Certificates, SOAs, and TOR's, please refer to the Certificate Issuance Policy and Procedure

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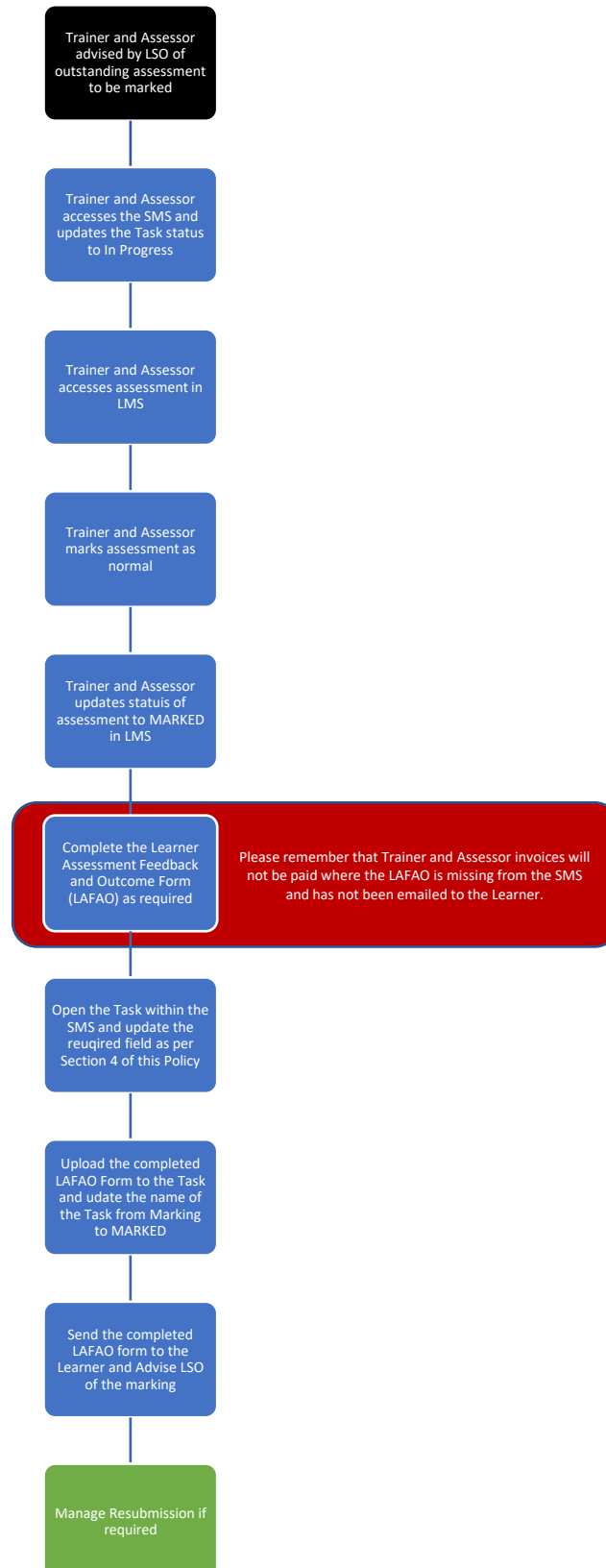
11. LSO Duties



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12. Trainer and Assessor Duties



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13. Related Policies and Procedures

- Evidence and Record Keeping Policy and Procedure
- Certificate and SOA Issuance Policy and Procedure

14. Related Documentation

- Learner Assessment Feedback and Outcome Form

15. Related Legislation / Contracts

- AQF Qualification Standards Policy
- Standards for Registered Training Organisations

16. Risk Rating

Category	Consequences	Review Period	Evidence of Understanding
Low Risk	Non-compliance could result in increased risk rating with ASQA audit requirements	5 years	Relevant staff members must be aware of the document. Staff/Contractors must retain records of evidence in relation to assessment and feedback provided to Learners

17. Policy, Procedure Information

Date Issued:	15/04/2022
Date of last review:	15/04/2022
Date of next review:	15/04/2027
Policy / Procedure owner:	Training Department
Approved by:	Training Manager
Policy/Procedure number:	EAT006

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Appendix One – Partial Assessment Sample

Learner Assessment Feedback and Outcome Form

Learner Name:	Aaron TEST
Learner Number:	REINSW00001
Assessor Name:	David TEST
Date of Assessment:	14/04/2022

Information

Assessors

Assessors must use this form to notify the Learner of the outcome and to provide feedback on their assessment. All sections must be completed prior to submission and being emailed to the Learner.

Learners

Learners are to read and understand the assessment outcome for the assessment named below, and to seek further instruction from their Trainer and Assessor where required.

Learners that do not agree with the assessment outcome on the named assessment task below, must first consult with their Trainer and Assessor prior to lodging an appeal.

Assessor to complete only

Unit of Competency (include unit code/s) CPPREP4125 Trust Accounting

	Partial Assessment – Element of Assessment for Unit of Competency Only	Final Assessment – Unit of Competency Outcome
Please indicate the judgement type being completed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Instructions – Complete Part A and Part B. Sign Assessor Declaration and Submit	Instructions – Complete Part B only and cross out Part A. Sign Assessor Declaration and Submit

Part A – Partial Assessment – Element of Assessment for Unit of Competency Only

This Assessment Feedback and Outcome Form Applies to the Following Assessment Element			
Workbook	Assessment Questions	Skills Assessment	Workplace Observation
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Satisfactory	Not Yet Satisfactory
Assessment Judgement	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Learner has met the requirements for the assessment task as outlined within the Marking guide.	Learner has NOT yet met the requirements for the assessment task as outlined within the Marking guide.

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Learner Assessment Feedback and Outcome Form											
+											
Not Yet Satisfactory Action Required			Resubmission Required						Resubmission Number		
			Yes		<input checked="" type="checkbox"/>		<input type="checkbox"/>		1	<input type="checkbox"/>	
			No		<input type="checkbox"/>		<input type="checkbox"/>		2	<input type="checkbox"/>	
Date of First Resubmission:											
Compulsory Feedback or Further Action Required											
Thank you, Aaron, for submitting your workbook for this unit of competency. Your answers provided outline that you have the underpinning knowledge of Trust accounting. For Quest 21A- Just be mindful to close of the ledger for the end of Month requirements.											
Part B – Final Assessment – Unit of Competency Outcome											
Each of the Following Unit of Competency Elements of Assessments have been deemed Satisfactory with evidence recorded											
Workbook			Assessment Questions			Skills Assessment			Workplace Observation		
Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Unit of Competency Judgement			Competent						Not Yet Competent		
			<input type="checkbox"/>						<input checked="" type="checkbox"/>		
Learner has met the requirements of the Performance Criteria of the Unit of Competency as outlined within the Unit Descriptor and the REINSW TAS Mapping for this qualification						Learner has NOT yet met the requirements of the Performance Criteria of the Unit of Competency and is still required to submit and obtain a satisfactory mark on the above elements of assessment					
Overall Unit of Competency - Compulsory Feedback (only required at final judgement)											
Click or tap here to enter text.											
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Learner Assessment Feedback and Outcome Form		REINSW <small>FOR MEMBERS SINCE 1970</small>
Assessor Declaration		
I, Click or tap here to enter text. (the assessor) declare that I has assessed Click or tap here to enter text. (the Learner) submitted work in accordance with:		
<ul style="list-style-type: none"> • The rules and principles of evidence • The rules of assessment • The Marking Guide of REINSW 		
I have treated this assessment fairly in accordance with any identified Learner needs and without judgement.		
I am making this declaration for the following Part of this Learner Assessment Feedback and Outcome Form.	Partial Assessment – Element of Assessment for Unit of Competency Only	Final Assessment – Unit of Competency Outcome
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Instructions – Complete Part A and Part B. Sign Assessor Declaration and Submit	Instructions – Complete Part B only and cross out Part A. Sign Assessor Declaration and Submit
Assessor Name:	David TEST	
Assessor Signature:	Click or tap here to enter text.	
Date of Declaration:	14/04/2022	
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Appendix Two – Final Assessment Outcome Sample

Learner Assessment Feedback and Outcome Form

Learner Name:	Aaron TEST
Learner Number:	REINSW000001
Assessor Name:	David TEST
Date of Assessment:	15/04/2022

Information

Assessors

Assessors must use this form to notify the Learner of the outcome and to provide feedback on their assessment. All sections must be completed prior to submission and being emailed to the Learner.

Learners

Learners are to read and understand the assessment outcome for the assessment named below, and to seek further instruction from their Trainer and Assessor where required.

Learners that do not agree with the assessment outcome on the named assessment task below, must first consult with their Trainer and Assessor prior to lodging an appeal.

Assessor to complete only

Unit of Competency (include unit code/s) CPPREP4125

	Partial Assessment – Element of Assessment for Unit of Competency Only	Final Assessment – Unit of Competency Outcome
Please indicate the judgement type being completed.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Instructions – Complete Part A and Part B. Sign Assessor Declaration and Submit	Instructions – Complete Part B only and cross out Part A. Sign Assessor Declaration and Submit

Part A – Partial Assessment – Element of Assessment for Unit of Competency Only

This Assessment Feedback and Outcome Form Applies to the Following Assessment Element			
Workbook	Assessment Questions	Skills Assessment	Workplace Observation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Satisfactory	Not Yet Satisfactory
Assessment Judgement	<input type="checkbox"/>	<input type="checkbox"/>
	Learner has met the requirements for the assessment task as outlined within the Marking guide.	Learner has NOT yet met the requirements for the assessment task as outlined within the Marking guide.

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Learner Assessment Feedback and Outcome Form

Not Yet Satisfactory Action Required	Resubmission Required			Resubmission Number	
	Yes	<input type="checkbox"/>	1	<input type="checkbox"/>	
	No	<input type="checkbox"/>	2	<input type="checkbox"/>	
Date of First Resubmission:					

Compulsory Feedback or Further Action Required

Click or tap here to enter text.

Part B – Final Assessment – Unit of Competency Outcome

Each of the Following Unit of Competency Elements of Assessments have been deemed Satisfactory with evidence recorded											
Workbook			Assessment Questions			Skills Assessment			Workplace Observation		
Yes	No	N/A	Yes	No	N/A	Yes	No	N/A	Yes	No	N/A
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Unit of Competency Judgement	Competent	Not Yet Competent
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Learner has met the requirements of the Performance Criteria of the Unit of Competency as outlined within the Unit Descriptor and the REINSW TAS Mapping for this qualification	Learner has NOT yet met the requirements of the Performance Criteria of the Unit of Competency and is still required to submit and obtain a satisfactory mark on the above elements of assessment

Overall Unit of Competency - Compulsory Feedback (only required at final judgement)

Great work Aaron, your assessments clearly outline that you have a good grasp of Trust Accounting within the real estate industry. Your answers clearly demonstrate the required skills and knowledge required as per the performance criteria outlined within the unit descriptor for CPPREP4125. Great, work, keep it up.

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REINSW
FOR HIGHER EDUCATION

Learner Assessment Feedback and Outcome Form

Assessor Declaration

I, (the assessor) declare that I has assessed (the Learner) submitted work in accordance with:

- The rules and principles of evidence
- The rules of assessment
- The Marking Guide of REINSW

I have treated this assessment fairly in accordance with any identified Learner needs and without judgement.

I am making this declaration for the following Part of this Learner Assessment Feedback and Outcome Form.	Partial Assessment – Element of Assessment for Unit of Competency Only	Final Assessment – Unit of Competency Outcome
	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Instructions – Complete Part A and Part B. Sign Assessor Declaration and Submit	Instructions – Complete Part B only and cross out Part A. Sign Assessor Declaration and Submit

Assessor Name:	David TEST
Assessor Signature:	
Date of Declaration:	15/04/2022

SAMPLE

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