RTO Assessment Resulting, Reporting and Retention Policy and Procedure

PURPOSE

The purpose of this policy and procedure is to outline Music SA's obligations and processes in respect to the Resulting and Reporting of assessment outcomes and the retention of assessment items.

SCOPE

This policy and procedure applies to all assessment activities administered by Music SA Assessors for the purpose of determining learner competency in one or more Units of Competency comprising Training Programs.

POLICY STATEMENT

Music SA is committed to the maintenance of a high quality assessment system, in particular associated administrative processes.

The *Standards for Registered Training Organisations (RTOs) 2015* require Music SA as a RTO to have in place an assessment system comprising a set of documented policies and procedures that ensure that assessments are consistent and based on the Principles of Assessment and Rules of Evidence.

A policy and procedure that clearly outlines the administrative processes that need to be followed by Assessors when resulting and reporting on assessment outcomes and arranging for the secure retention of assessment items, forms an integral part of this assessment system.

DEFINITIONS

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a Training Package.

Assessment Task means an instrument that has been developed for the purpose of gathering evidence of learner competency e.g Written Assignment, Observation, Portfolio or Presentation.

Assessors are suitably qualified persons (as defined in Clauses 1.13 – 1.16 of the *Standards for Registered Training Organisations (RTOs) 2015)* who assess a learner's competence.

AVETMISS collection period means the collection window for Total Activity Reports to AVETMISS i.e. one calendar year.

Resulting means making an assessment judgement and recording this result in the assesssment documentation, so that the judgement is transparent to the learner.

Reporting means recording the final assessment results achieved by learners enrolled in a particular Training Program in the Music SA Student Management System. A Training Program may comprise one, or a cluster of Units of Competency.

Student Management System (SMS) means the administrative system that has been developed by Music SA to manage all student-related information. Information recorded in this system is used for the purpose of issuing AQF certification, and statistical data reporting to relevant authorities.

Learning Management System (LMS) means the online learning portal that Music SA has developed to administer learning materials, Assessment Tasks and resulting decisions to learners.

RTO Assessment Resulting, Reporting and Retention Policy and Procedure

REFERENCES

- MSA-RTO-POLP-COM:1-V1.1 RTO Issuing of AQF Certification Policy
- MSA-RTO-POLP-LSP:1-V1.1 RTO Complaints Policy and Procedure
- MSA-RTO-POLP-LSP:2-V1.1 RTO Appeals Policy and Procedure
- Standards for Registered Training Organisations (RTOs) 2015
- Users' Guide to the Standards for Registered Training Organisations 2015
- ASQA Fact Sheet: Guide to developing assessment tools
- ASQA General Direction - Retention requirements for completed student assessment items
- NCVER AVETMISS data element definitions 2016

DOCUMENTS

Not applicable.

RESPONSIBILITIES

The **Music SA Board** is responsible for:

- approving this policy and procedure and all subsequent revisions; and
- participating in the complaint resolution process as outlined in the RTO Complaints Policy and Procedure.

The **Music SA Chief Executive Officer (CEO)** is responsible for:

- presenting any subsequent revisions of this policy and procedure to the Music SA Board for approval
- ensuring that all RTO Assessors understand their roles and responsibilities in relation to this policy and procedure
- ensuring that the Music SA BM is allocated the resources necessary to maintain the Music SA SMS, and instigate further system development activities as identified
- ensuring that a secure space is made available to Music SA Assessors to securely store learner assessment items
- ensuring that the Music SA BM is allocated the resources necessary to maintain the Music SA LMS
- responding to any formal complaints received from students in relation to assessment processes, in accordance with the Music SA RTO Complaints Policy and Procedure; and
- responding to any formal appeals received from students in relation to assessment outcomes, in accordance with the Music SA RTO Appeals Policy and Procedure.

The **Music SA Business Manager (BM)** is responsible for:

- the ongoing development and maintenance of the Music SA Student Management System
- ensuring that all Assessors understand the codes to be used when entering results into the Music SA Student Management System
- ensuring the integrity of information entered into the Music SA Student Management System
- issuing of AQF certification; and
- statistical data reporting to relevant authorities.

RTO Assessment Resulting, Reporting and Retention Policy and Procedure

RESPONSIBILITIES CONT.

All **Music SA Assessors** are responsible for:

- recording the results of all assessment judgements in the Music SA LMS, along with written feedback to students on their performance
- ensuring that students have access to all assessment judgements and written feedback within 10 business days of task completion
- providing students with additional verbal feedback on their performance and learning support where requested or required, particularly if they do not achieve competency on their first or second attempt at an Assessment Task
- ensuring that students understand that they can appeal assessment judgements if they consider that they have been treated unfairly
- ensuring that students acknowledge assessment judgements by completing the Learner Feedback Form included in the LMS at the conclusion of every Training Program
- accurately recording the final assessment results achieved by students in the Music SA SMS at the completion of each Training Program; and
- securely storing all completed hard copy Assessment Tasks completed by students as part of Training Programs in their student files and electronic copies of all Assessment Tasks completed by students as a part of Training Programs in a Music SA LMS backup file for a period of SIX months from the date on which the judgement of competence was made. Where it is not practicable to retain assessment items e.g. models, sufficient evidence must still be retained e.g. photos and/or completed evidence criteria, to demonstrate that the judgement made in respect to the student's performance met the required standard.

All **Music SA Students** are responsible for:

- acknowledging all assessment judgements by completing the Learner Feedback Form included in the Music SA LMS at the conclusion of every Training Program

RTO Assessment Resulting, Reporting and Retention Policy and Procedure

PROCEDURES

Assessors to:

1 Record assessment judgements on individual Assessment Tasks and complete all other required information.

2 Ensure that students have access to all assessment judgements and written feedback within 10 business days of task completion.

3 Provide additional verbal feedback and learning support to students where requested or required, particularly if they do not achieve competency on their first or second attempt at an Assessment Task.

4 Accurately record final student assessment results in the Music SA SMS within 10 business days of Training Program completion. The following codes MUST be used:

- **P = Competency Achieved / Pass**

  The student has satisfactorily completed all Assessment Tasks associated with a Training Program.

- **F = Competency Not Achieved / Fail**

  The student has not been successful in completing all Assessment Tasks associated with a Training Program after a maximum of three attempts.

- **W = Withdrawn / Discontinued**

  The student has formally withdrawn from a Training Program in which they have enrolled after commencement of the Training Program, or has informally withdrawn after attempting more than one but not all Assessment Tasks associated with a Training Program.

- **I = Incomplete Due to RTO Closure**

  The student was unable to complete the Training Program because of RTO closure.

- **RP = Recognition of Prior Learning – Granted**

  The student applied for Recognition of Prior Learning for a Unit of Competency and has successfully demonstrated competency in the Unit of Competency.

- **RF = Recognition of Prior Learning – Not Granted**

  The student applied for Recognition of Prior Learning for a Unit of Competency and did not successfully demonstrate competency in the Unit of Competency.

- **CT = Credit Transfer / National Recognition**

  The student has applied for Credit Transfer for a Unit of Competency completed with another RTO, and the evidence supplied was verified as correct.

- **O = Continuing Activity / Ongoing**

  The student has completed some Assessment Tasks associated with a Training Program but has had to cease participation due to unforeseen circumstances, and there is a valid expectation that the student will complete outstanding Assessment Tasks at a later date. An "O" code must not be issued for two consecutive AVETMISS collection periods – the following collection period must record a completion grade i.e. P, F, W, RP or RF.

- **S = Superseded Subject**

  The student commenced a Training Program, but did not complete when superseded by another Training Program against which the final outcome will be recorded.

- **AS = Non-Assessable Activity – Satisfactorily Completed**
  The student has completed a Non-Assessable Activity in a program of study in a way that satisfies the requirements of Music SA.
- **AW = Non-Assessable Activity – Withdrawn or Not Satisfactorily Completed**
  The student has completed a Non-Assessable Activity in a program of study in a way that does not satisfy the requirements of Music SA.
- **NS = Not Yet Started**
  The student has enrolled in and not commenced study in the Training Program by the end of the AVETMISS collection period. The "NS" code is to be used for students who may or may not have attended class, but have not submitted any of the Assessment Tasks associated with the Training Program.

5 Securely store all student assessment items (or other evidence if it is not practicable to retain actual pieces of work) in individual student files and/or backup files in the Music SA LMS for a period of SIX months from the date on which the judgement of student competence was made.

Music SA Business Manager to:

1 Conduct regular audits of Music SA SMS data against retained student assessment items to ensure system integrity.
2 Coordinate the issuing of AQF certification based on information recorded in the Music SA SMS.
3 Ensure that all statistical data is provided to relevant authorities as required.

Music SA Head of Training to:

1 Coordinate annual Assessor meetings to audit Music SA LMS data against retained student assessment items to ensure grading judgement integrity and consistency.
2 Backup all Training Programs containing completed learner Assessment Tasks on the Music SA LMS at the end of each term.

RTO Assessment Resulting, Reporting and Retention Policy and Procedure

STATUS AND DETAILS

Category:	Training and Assessment
Reference Code:	MSA-RTO-POLP-TAS:1-V1.1
Version No:	V1.1
Status:	Current
Commencement Date:	27/05/2019
Review Date:	27/05/2022
Authorising Authority:	Music SA Board
Authorisation Date:	27/05/2019
Accountable Officer:	Music SA CEO