

# HPPT002 Assessment Policy & Procedures

<b>Date of Development</b>	Sep 2023
<b>Date of Approval</b>	May 2024
<b>Approved by</b>	CEO
<b>Last review date</b>	April 2025
<b>Next review date</b>	May 2026
<b>References:</b>	Standards for RTOs 2015: Clause 1.8-1.12 National Code of Practice for Providers of Education and Training to Overseas Students 2018: Standard 2

## 1. Purpose

- 1.1. According to clauses 1.8-1.12 of Standard 1 of Standards for Registered Training Organisations (RTOs) 2015, HILTON ACADEMY will recognise assessment as a core service to be offered to its students, and it will be the centre of our operation as a Registered Training Organisation. Quality assessment will ensure that the skills and knowledge of students are assessed using four principal determinants that
  - 1.1.1. The assessment decisions are based on the assessment of skills and knowledge compared with units of competency drawn from nationally endorsed Training Packages or accredited courses.
  - 1.1.2. The target industry or enterprise requirements are contextualised and integrated within the assessment.
  - 1.1.3. The evidence is gathered that meets the rules of evidence.
  - 1.1.4. The assessment is conducted in accordance with the principles of assessment.
- 1.2. Additionally, Standard 2 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 gives a detailed explanation of the Recognition of Prior Learning (RPL) policy.

## 2. Responsibility

- 2.1. The Training Manager will be held responsible for overall adherence to this policy.
- 2.2. All the Trainers/Educators are responsible for implementing and maintaining key principles of assessment and providing required information, support and direction to the students.
- 2.3. The CEO of HILTON ACADEMY is responsible for approving all the documents related to the assessment policy.

## 3. Definitions

- 3.1. **AQF** means Australian Qualifications Framework, which can be accessed at <http://www.aqf.edu.au/>
- 3.2. **ASQA** means Australian Skills Quality Authority, which is the national VET regulator and the College's registering body
- 3.3. **Unit of Competency (UoC)** as published on <https://training.gov.au/>
- 3.4. **Foundation Skills** describe the language, literacy, numeracy and employment skills

incorporated in the performance criteria required for a UoC's competent performance.

- 3.5. **Assessment tool means** a coordinated set of documents used by the assessor to ensure a candidate, also known as student or learner, is competent or not yet competent in a unit of competency.
- 3.6. **Competency** means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.
- 3.7. **Recognition of Prior Learning (RPL)** is defined by the Standards as an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.
- 3.8. **Credit Transfer (CT)** is the process by which a registered training organisation (RTO) recognises and accepts the outcomes of a student's previously completed formal training and awards credit towards a qualification or unit of competency
- 3.9. **Standards** refer to the Standards for Registered Training Organisations (RTOs) 2015
- 3.10. **Students** refer to learners, candidates, and enrolled persons in a UoC completing a qualification, short course, stand-alone unit, or skill-set.
- 3.11. **First attempt** means the first submission of a student submitting an assessment task on or before the due date.
- 3.12. **Due date** refers to the date by which students must submit their first attempt, as outlined in the timetable.
- 3.13. **Reassessment** refers to all subsequent assessment opportunities provided to a student after the first attempt.
- 3.14. **Re-enrolment** in UoC (also referred to as reenrolment, reenrollment, or re-enrollment) is required when a student has been deemed Not Yet Satisfactory across three assessment attempts for a Unit of Competency. Upon re-enrolment, the student must complete all assessment tasks anew, as the currency and validity of any previously submitted evidence can no longer be guaranteed.

## 4. Scope

- 4.1. It applies to all current and future students, trainers and assessors, and student experience staff at HILTON ACADEMY.

## 5. Policy

### Assessing the Unit of Competency

- 5.1. HILTON ACADEMY uses units of competency drawn from nationally endorsed Training Packages as an assessment benchmark. These and other industry-specific publications inform the context and standard of performance during assessment.
- 5.2. To identify the precise assessment criteria, we apply a methodology of unpacking a unit of competency to assess the full scope of the unit, including elements of competence, performance evidence, knowledge evidence and the requirements of the evidence conditions. This process ensures that our assessment strategies accurately reflect the requirements of the relevant training package and respect the rules of evidence and principles of assessment. To ensure alignment with all components of a unit of competency, unit mapping is undertaken during the design and development of the assessment. Unit

mapping is confirmed when carrying out the unit validation of assessment tools.

- 5.3.** Unit mapping will show the relationship between the planned assessment activities and each unit component. This must be conducted at a micro level of detail to allow the mapping to be useful later on as a reference to demonstrate the validity of the assessment. An assessment mapping document is available for this purpose. The assessment mapping will include all components specified in the unit of competency and it includes the:
- a) Elements (E) and Performance Criteria (PC),
  - b) Knowledge Evidence (KE)
  - c) Performance Evidence (PE)
  - d) Assessment Conditions

Although not directly mapped, the AQF standard level of performance and the Foundation Skills are incorporated into the assessment to ensure competency.

### **Assessment context**

- 5.4.** HILTON ACADEMY recognises the importance of establishing the right context for students during their assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed. This may be a workplace such as an office or fieldwork. The non-physical environment refers to things such as workplace policy and procedure, workplace tempo and culture. Many units of competency may be applied in any workplace, such as skills and knowledge relating to workplace safety or leadership. To achieve this, we apply the following strategies:
- a) Incorporation of the common workplace policies and procedures into the assessment scenario or activity.
  - b) Integration of relevant industry codes of practice and other industry information into the assessment activity.
  - c) Incorporation of industry job descriptions for students to align with during realistic simulated workplace scenarios and case studies.
  - d) Incorporation of regulatory information relating to licensing that applies to the unit of competency.
  - e) Tailoring the course outcomes to meet the students' training needs without compromising the Training Package requirements.
  - f) Creating assessment activities that require the student to conduct specific research on industry situations and occurrences, where applicable.
  - g) Provide a realistic simulated workplace within HILTON ACADEMY facilities.

- 5.5.** While applying these strategies, it is important to ensure that in establishing the context for assessment, we do not affect the transferability of the unit of competency. When the student is assessed as competent, this also means that the student can transfer the applicable skills and knowledge between different workplaces and contexts. This means that competency is transferable and is a fundamental element of competency-based training and assessment.

### **Principles of assessment**

- 5.6.** In delivering assessment services, HILTON ACADEMY applies the principles of assessment.

Assessment strategies have been designed to ensure:

#### **5.6.1. Validity**

HILTON ACADEMY conducts assessments against the broad range of skills and knowledge identified within each unit of competency, which are integrated with the performance of assessment tasks. HILTON ACADEMY ensures that the assessment is transferable to different contexts and situations and that all components of the unit of competency are being assessed.

#### **5.6.2 Reliability**

HILTON ACADEMY seeks to gather and interpret evidence consistently, ensuring reliable assessment for both students and assessors. We achieve this by using assessors who have the required assessment competencies and the relevant vocational competencies. Our assessment resources also provide standardised outcomes supported by model answers to guide assessors in their judgements. Reliability is also supported by the moderation of assessment judgements across our assessors.

#### **5.6.3 Flexibility**

HILTON ACADEMY strives to provide assessment opportunities that reflect a student's needs. The chosen assessment strategies provide for recognition of a student's currently assessed competency and employ a range of methods appropriate to the context of the industry, the unit of competency, the qualification and the student themselves.

#### **5.6.4 Fairness**

HILTON ACADEMY assessment approach encourages fairness in assessment by considering the student's needs and characteristics and making reasonable adjustments when required. Assessors achieve this through clear communication with the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process and agrees that the process is appropriate.

### **Rules of evidence - Collecting evidence that counts**

In collecting evidence, HILTON ACADEMY applies the rules of evidence to inform the assessment strategy. Assessment strategies have been designed to ensure:

#### **5.7. Sufficiency**

HILTON ACADEMY ensures that the collection of assessment evidence is sufficient to confirm that each student has demonstrated competency across all required elements and performance criteria. Evidence must be gathered in a quantity and quality that demonstrates the student's ability to perform tasks to the required standard consistently and repeatedly.

To support the collection of sufficient evidence, a range of appropriate assessment methods will be employed. Evidence will be collected progressively over time and across multiple performance contexts to ensure a comprehensive and valid judgement of competency can be made, in accordance with the Principles of Assessment and Rules of Evidence outlined in the Standards.

#### **5.8. Validity**

HILTON ACADEMY collects evidence that directly aligns with the components documented within each unit of competency. The collected assessment evidence must replicate the

outputs of the task as though it were being performed within an actual workplace. This may include the observation of the student performing the tasks relevant to the unit of competency or the collection of completed workplace products. Assessment of purely academic evidence should be given a lesser priority to the collection of evidence that relates directly to the student performing the tasks indicative of the unit of competency.

## 5.9. Authenticity

HILTON ACADEMY is committed to ensuring the authenticity of all assessment evidence used to determine competency. Assessors must be satisfied that all evidence presented for assessment is the student's own original work.

Where documentary evidence is submitted, it must either be certified by an appropriate authority or be corroborated by at least two additional forms of evidence that independently demonstrate the same skills or knowledge.

In all cases where assessment tasks are submitted externally to HILTON ACADEMY (e.g., electronically, through distance learning, or via online platforms), students are required to submit an authenticity declaration confirming that the work presented is solely their own.

## 5.10. Currency

HILTON ACADEMY ensures that assessment evidence reflects the student's current skills and knowledge relevant to the requirements of the unit of competency. To uphold this standard, evidence must be based on the student's performance either at the time of the assessment decision or from a period sufficiently recent to demonstrate that competency remains current.

Considerations regarding the currency of evidence are particularly relevant to Recognition of Prior Learning (RPL) applications, where students may seek formal recognition of skills and knowledge acquired through extensive workplace experience or prior training. In all circumstances, assessors are required to validate and confirm the currency of the student's knowledge and skills before determining competency outcomes, in accordance with the Principles of Assessment and Rules of Evidence under the Standards for RTOs 2015.

## 6. Assessment Process

The following procedure is to be applied for conducting assessments:

### Step 1: Prepare for assessment.

The assessor is to:

- a) Establish the context and purpose of the evidence to be collected.
- b) Identify and analyse the units of competency, Training Package and HILTON ACADEMY assessment strategy to identify the evidence requirements.
- c) Review the assessment tools and confirm their currency and adequacy in meeting the rules of evidence.

### Step 2: Prepare the student.

The assessor meets with the student to:

- a) Explain the context and purpose of the assessment and the assessment process.

- b) Explain the units of competency to be assessed and the evidence to be collected.
- c) Outline the assessment procedure and the preparation the student should undertake and answer any questions.
- d) Assess the student's needs and, where applicable, negotiate reasonable adjustments for assessing people with disabilities without compromising the competency outcomes.
- e) Seek feedback regarding the student's understanding of the units of competency, evidence requirements and assessment process.
- f) Determine if the student is ready for assessment and, in consultation with the student, decide on the time and place of the assessment.

### **Step 3: Plan and prepare the evidence-gathering process.**

The assessor must establish a plan for gathering evidence of sufficient quality about the student's performance to make the assessment decision:

- a) Source or develop assessment materials to assist the evidence-gathering process.
- b) Organise equipment or other resources required to support the evidence-gathering process.
- c) Coordinate and brief other personnel involved in the evidence-gathering process.

### **Step 4: Collect the evidence and make the assessment decision.**

The assessor must establish and oversee the evidence-gathering process to ensure its validity, reliability, fairness and flexibility:

- a) Collect appropriate evidence and match compatibility to the elements, performance criteria, range statement and evidence guide in the relevant units of competency.
- b) Evaluate evidence in terms of the four dimensions of competency - task skills, task management skills, contingency management skills and job/role environment skills.
- c) Incorporate allowable adjustments to the assessment procedure without compromising the integrity of the competencies.
- d) Evaluate the evidence in terms of validity, consistency, currency, authenticity, and sufficiency.
- e) Consult and work with other staff or technical experts involved in the assessment process.
- f) Record details of evidence collected.
- g) Make a judgement about the student's competence based on the evidence and the relevant unit(s) of competency.

### **Step 5: Provide feedback on the assessment.**

The assessor must provide advice to the student about the outcomes of the assessment process. This includes providing the student with:

- a) Clear and constructive feedback on the assessment decision.
- b) Information on ways to overcome any identified gaps in competency revealed by the assessment.
- c) The opportunity to discuss the assessment process and outcome.
- d) Information on reassessment and the appeals process, if applicable.

### **Step 6: Record and report the result.**

The assessor must record the assessment outcome within 14 days from the unit's last delivery date for the student's attempts and

- a) Maintain records of the assessment, evidence collected, and outcome according to HILTON ACADEMY's assessment instructions and policies & procedures.
- b) Maintain the confidentiality of the assessment outcome.

### **Step 7: Review the assessment process. Assessment validation.**

On completion of the assessment process, the assessor must review the assessment process:

- a) Report on the positive and negative features of the assessment to those responsible for



- the assessment procedures.
- b) Suggest to the appropriate HILTON ACADEMY personnel how to improve the assessment procedures by raising a Continuous Improvement Report or providing input to the next scheduled assessment validation.

#### **Step 8: Participate in the reassessment and appeals process.**

Whenever required, the assessor must:

- a) Provide feedback and counsel to the student regarding the assessment outcome or process, including guidance on further options.
- b) Provide the student with information on the reassessment and appeals process.
- c) Report any assessment decision that the student disputes to appropriate HILTON ACADEMY personnel.
- d) Participate in the reassessment or appeal according to the policies and procedures of HILTON ACADEMY.

## 7. Assessment Attempts

- 7.1. Students are given three (3) opportunities to complete their assessments before resulting in a re-enrolment in the unit.
- 7.2. Students must submit their first attempt at an assessment task on or before the designated due date as outlined in the timetable or assessment instructions. Failure to submit the assessment by the specified due date will result in the student waiving their entitlement to the first attempt. Any subsequent submission will be managed per the institution's reassessment procedures.
- 7.3. Students who fail to attend the scheduled practical observation assessment for a unit will be awarded a Not Yet Satisfactory outcome for that assessment task. The student must then follow the reassessment process as outlined in the institution's assessment policy to demonstrate competency and may incur reassessment conditions or fees.

### **Reassessment Procedures**

- 7.4. Students may request a reassessment within thirty-seven (37) calendar days from the final delivery date of the unit, as specified in the student's timetable. Requests for reassessment must be made directly to the student's allocated assessor and to the Student Experience Team for practical observation assessments.
  - 7.4.1. Students are required to submit their second and third attempts under the following conditions:
    - Submissions must be completed within thirty-seven (37) calendar days from the final delivery date of the unit, as specified in the student's timetable.
    - Reassessments must address all sections of the original assessment task(s) that were deemed Not Yet Satisfactory.
    - Students are encouraged to seek clarification and mentoring from their trainer or assessor before resubmission, to maximise their opportunity for a successful outcome.
- 7.5. **Reassessment Fees and Individual Management.**  
 Reassessment opportunities for practical observation assessments may incur a fee, the details of which are outlined in the institution's published Fee Schedule. The Student Experience Team (SET) will communicate any applicable reassessment fees directly to the

student before the reassessment being scheduled.

Reassessments will be managed on a case-by-case basis by the SET. Where appropriate, the SET may develop a customised reassessment plan to support the student's academic progression and to ensure compliance with institutional policies and regulatory requirements.

#### **7.6. Non-Completion of Reassessment Opportunities**

Students who waive their first attempt and reassessment opportunities, or fail to complete required reassessments, may have their result for that unit recorded as "Not Yet Competent" on a case-by-case basis.

In such cases, students will be required to re-enrol in the unit, complete all associated assessment tasks anew, and pay applicable fees, as detailed in a separate document.

#### **7.7. Complaints and Appeals**

Students who are dissatisfied with an assessment outcome following reassessment may lodge a formal complaint or appeal in accordance with the institution's Complaints and Appeals Policy and Procedure.

#### **7.8. Waiver of Reassessment Rights**

Students who fail to submit their assessment attempts within thirty-seven (37) calendar days from the unit's final delivery date forfeit their entitlement to reassessment opportunities.

#### **7.9. Completion Within Course Duration**

All assessments, including reassessments, must be submitted and completed within the student's course duration, as outlined in the approved timetable and enrolment agreement.

## 8. Engagement with industry

- 8.1.** HILTON ACADEMY is well placed to leverage current industry associations to incorporate industry requirements into the assessment process.
- 8.2.** Consultation with the industry will provide information about assessment requirements relevant to workplaces.
- 8.3.** Regulatory requirements related to specific units of competency will be incorporated to ensure the students are well-prepared for their workplace duties. The industry engagement policy provides further information on industry engagement.

## 9. Recognition of prior learning (RPL)

- 9.1.** HILTON ACADEMY allows all students to seek recognition of their prior learning.
- 9.2.** Recognition is viewed simply as another method of assessment and, therefore, is conducted in accordance with this policy. The RPL process, as available in "Table 2" is:
  - a) The candidate will enquire and complete a self-assessment.
  - b) The candidate will submit their application with supporting documentation as required by the tool.
  - c) The assessor and the candidate will have a competency interview.
  - d) If required, the assessor will conduct a practical skills assessment.



- e) The assessor will confirm if the candidate has training and assessment gaps or the RPL is granted.
- f) The assessor will conduct gap training and assessment if the candidate requires.
- g) Upon satisfactory completion of all assessment requirements, the candidate achieved competency in a UoC or has completed a qualification or part thereof.

## 10. Credit transfer

- 10.1.** HILTON ACADEMY will recognise and award credit transfer (CT) for students presenting with current competency.
- 10.2.** Where a student is seeking credit transfer for a unit of competency on our scope of registration, the student can provide documentary evidence that the unit was previously awarded to the student. A credit transfer will be awarded.
- 10.3.** The credit transfer is not an assessment. It is an administrative function that determines the equivalence of a unit of competency that the student has previously been awarded to units of competency incorporated into courses delivered by HILTON ACADEMY. If a student applies for CT for a unit and the evidence supplied confirms that the unit is the same or equivalent, then the unit will be issued as a credit transfer. This is not to be confused with the RPL, which is a method of assessment. Please refer to the Credit transfer policy for further guidance.

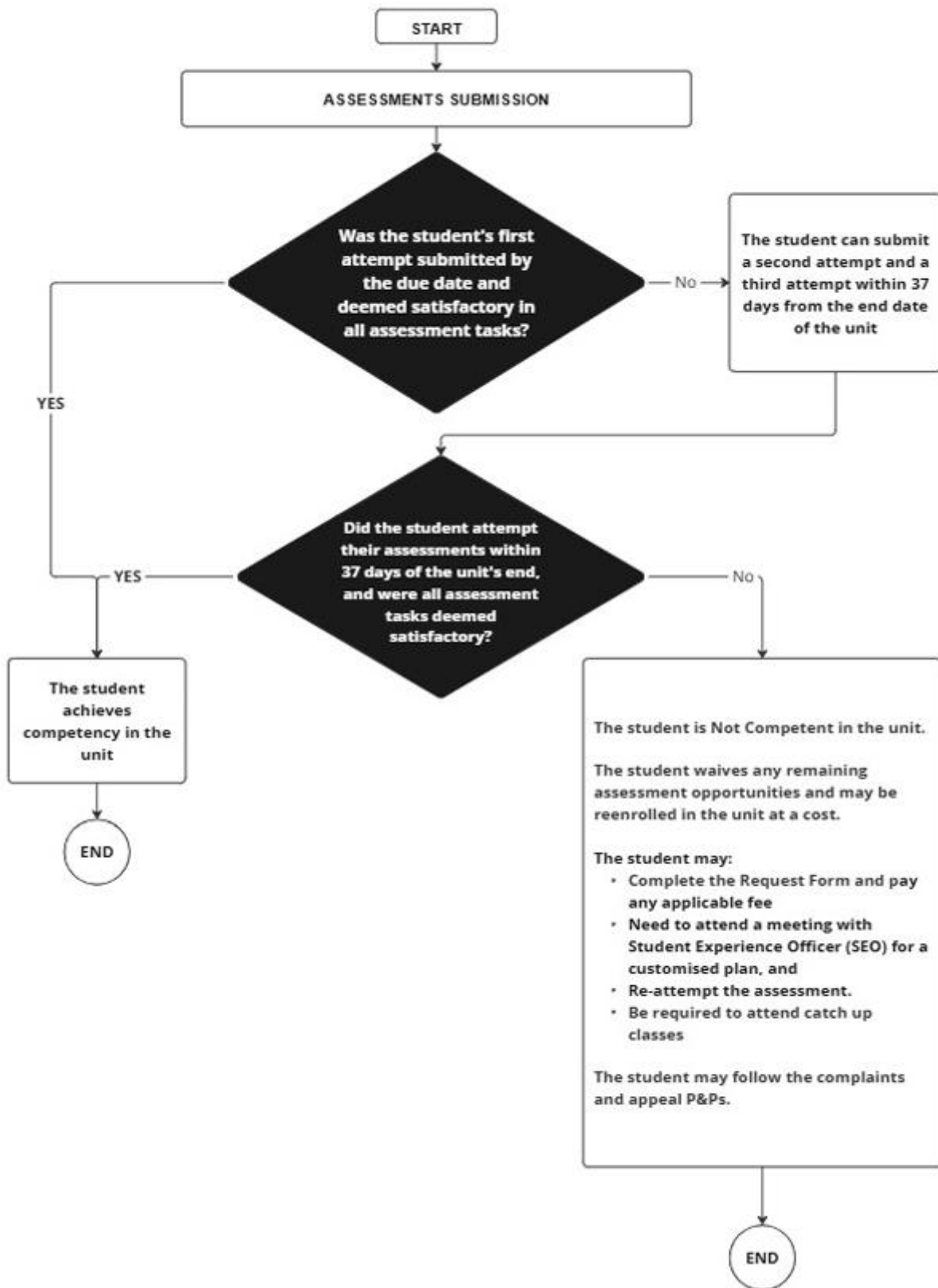
## 11. Competence of assessors

- 11.1.** In accordance with the Standards for Registered Training Organisations (SRTOs), the assessors are required to hold the minimum competencies for training assessment and the vocational competencies at least to the level being assessed.
- 11.2.** HILTON ACADEMY has appropriate systems in place to ensure that all staff members are appropriately qualified to meet our requirements under the SRTOs.

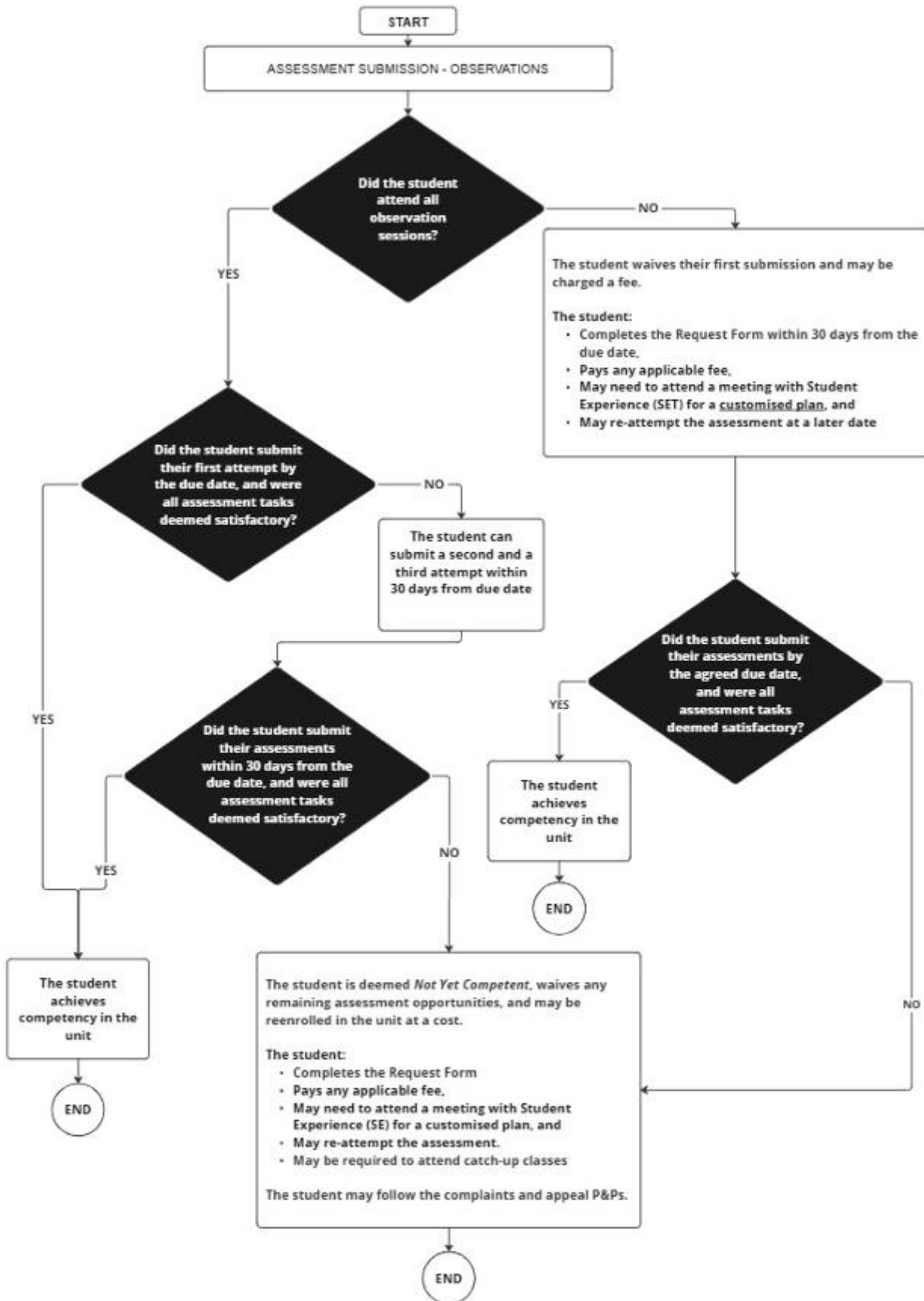
## 12. Policy Control

Version	Date	Changes / Updates	Approved
1.0	Sep 2020	RTO Policy and Procedure of HILTON ACADEMY	CEO
2.0	May 2024	Clarification of scope, rewrite of the procedure of submission and marking.	CEO
3.0	April 2025	Update the Submission/Attempt process	CEO

**Table 1 – Assessment submission process**



**Table 1 – Assessment submission process – Continued**



**Table 2 – RPL Process**

