ASSESSMENT POLICY & PROCEDURE

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Responsible Person:	CEO	Reviewed by:	CEO
NRCHI Area:	Operational / RTO	Review Date:	29/9/2026
Approved and adopted by:	Board of Governance	Next Review Date:	Sept 2029

Scope

This Policy applies to NRCHI staff, trainers, assessors, assessment developers, validation personnel and other personnel involved in assessment, as well as applicants and students undertaking nationally recognised training at NRCHI.

Purpose

The purpose of this Policy is to establish NRCHI's approach to fair, flexible, valid and reliable assessment and to ensure that assessment practices meet the requirements of the relevant training product and applicable vocational education and training regulatory requirements.

NRCHI will maintain an assessment system that supports accurate, consistent and defensible competency decisions and provides students with appropriate opportunities to demonstrate the skills and knowledge required by their training product.

Policy Statement

NRCHI will provide assessment that is appropriate to the requirements of the relevant training product and is fair, flexible, valid and reliable. Assessment will apply the principles of assessment and rules of evidence and will provide students with appropriate opportunities to demonstrate the required competency.

NRCHI will provide reasonable adjustment where appropriate, protect the integrity and authenticity of assessment evidence, support consistent and defensible assessment decisions, and systematically review and validate its assessment practices and judgements.

Assessment will take account of the requirements of the training product, the assessment context and conditions, student circumstances, relevant industry practice, delivery mode, workplace or work placement requirements, regulatory requirements, and applicable funding or contractual requirements.

Regulatory and Compliance References

NRCHI will implement this policy in accordance with the requirements applicable to its registration, training products, student cohorts and funding arrangements. These include, as applicable:

- Standards for Registered Training Organisations (RTOs) 2025 and the applicable VRQA guidelines and requirements.
- Victorian VET Student Statistical Collection Guidelines, collection-year specifications and validation rules.
- The current Skills First VET Funding Contract, schedules, guidelines, fact sheets and directions notified through SVTS.
- Applicable legislation and requirements concerning privacy, records, and student information.

This policy must be read with NRCHI's Monitoring and Reporting Policy, Student Enrolment Policy, Withdrawal Policy, Qualifications and Statements of Attainment Policy, Records Management Policy, Privacy Policy, Continuous Improvement Policy and Practical Work Placement Policy, as applicable.

Responsibilities

CEO

The CEO is responsible for ensuring that NRCHI maintains an effective assessment system and that significant assessment risks, compliance issues and assessment concerns are appropriately addressed.

Training Coordinator

The Training Coordinator is responsible for overseeing assessment arrangements, coordinating assessment tool review and validation, maintaining the assessment validation plan, monitoring assessment practices, supporting consistency between assessors, monitoring assessment-related corrective actions and reporting significant assessment risks to management.

Trainers and Assessors

Trainers and assessors must hold the required credentials and maintain the required vocational competency, industry skills and knowledge, and training and assessment skills as outlined in the 2025 Standards for RTO's credential policy.

Trainers and assessors must conduct assessment in accordance with approved assessment tools, apply the principles of assessment and rules of evidence, make evidence-based assessment judgements, provide appropriate feedback, maintain accurate assessment records, maintain confidentiality, protect assessment integrity and participate in validation and continuous improvement activities.

Students

Students are responsible for participating in training and assessment, following assessment instructions, submitting authentic work, seeking clarification or support where required, advising NRCHI of circumstances affecting their ability to complete assessment, requesting reasonable adjustment where required and participating in reassessment where necessary.

Principles of Assessment

Fairness

NRCHI will consider individual student needs when planning and conducting assessment. Students will be provided with clear information about assessment requirements and reasonable adjustment will be provided where appropriate.

Students will have appropriate opportunities to receive feedback, undertake reassessment where required, seek support and appeal assessment decisions.

Flexibility

Assessment methods will be appropriate to the training product, assessment context and conditions, delivery mode and individual student circumstances.

Where appropriate, assessment may recognise skills and knowledge acquired through different learning pathways, including Recognition of Prior Learning.

Flexibility will not reduce, remove or alter the competency requirements of the relevant training product.

Validity

Assessment will address the requirements of the relevant training product and enable students to demonstrate the required skills and knowledge.

Where the training product requires practical application, assessment will provide students with an appropriate opportunity to demonstrate the relevant practical skills in an appropriate setting.

Reliability

Assessment processes will support consistent and defensible assessment judgements.

NRCHI will use appropriate assessment instructions, evidence requirements, benchmarks and decision-making criteria to support consistency between assessors and assessment circumstances.

Rules of Evidence

Assessment evidence must be valid, sufficient, authentic and current.

Valid evidence must be relevant to the competency being assessed and enable the assessor to determine whether the student has demonstrated the skills and knowledge required by the training product.

Sufficient evidence must be of an appropriate quality and quantity to support a reasonable and informed judgement of competency.

Authentic evidence must demonstrate that the work submitted or demonstrated is the student's own work.

Current evidence must demonstrate the student's current skills and knowledge in accordance with the requirements of the relevant training product.

Assessment System

NRCHI will maintain an assessment system comprising the policies, procedures, assessment tools, resources, practices and records used to plan, conduct, review and validate assessment.

Assessment tools will contain, as appropriate, assessment instructions, context and conditions of assessment, assessment tasks, evidence requirements, decision-making criteria, assessor instructions and recording requirements.

Assessment tools will be appropriate to the relevant training product and the intended assessment context.

Assessment Planning and Preparation

Assessment will be planned in accordance with the relevant training product, Training and Assessment Strategy, assessment requirements, applicable regulatory requirements, relevant industry requirements, student cohort, delivery mode and applicable funding or contractual requirements.

Before an assessment tool is used for a new or revised training product, NRCHI will undertake and document a pre-assessment review.

The pre-assessment review will confirm that the assessment addresses the requirements of the training product, provides appropriate opportunities for students to demonstrate competency, contains clear evidence requirements, can be conducted fairly and flexibly, supports valid and sufficient evidence, provides appropriate means of establishing authenticity and currency, and can be applied consistently by assessors.

The review will also consider whether reasonable adjustment can be provided without compromising the competency requirements being assessed.

Assessment tools will not be implemented until the required review has been completed.

The requirements for formal assessment validation are established in the **NRCHI Assessment Validation Policy and Procedure.**

Student Assessment Information

NRCHI will provide students with clear, accurate and current information about assessment requirements before assessment is undertaken.

Students will be informed about what is being assessed, the assessment methods, assessment conditions, evidence requirements, submission requirements, relevant timeframes, practical or workplace requirements, reasonable adjustment arrangements, reassessment arrangements, available support, applicable fees and charges, and the process for appealing an assessment decision.

Where assessment requirements change, NRCHI will ensure affected students are provided with appropriate information about the changes.

Conducting Assessment

Assessment may include written tasks, questioning, observation, practical activities, workplace activities, simulated workplace activities, projects, presentations or other methods appropriate to the relevant training product.

Assessment methods will be selected according to the evidence required by the training product and will not be selected solely for administrative convenience.

Where competency requires practical application, students will be provided with an appropriate opportunity to demonstrate the relevant skills in a practical setting.

Assessors will conduct assessment in accordance with approved assessment tools and will apply the principles of assessment and rules of evidence.

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Assessment Methods

NRCHI will use assessment methods that are appropriate to the requirements of the relevant training product and the skills and knowledge being assessed.

Assessment methods may include written activities, knowledge questions, verbal questioning, observation, practical demonstration, projects, presentations, workplace activities, simulated workplace activities, third-party reports, case studies and other appropriate assessment methods.

Assessment methods will be selected to ensure that students have a reasonable opportunity to demonstrate the skills and knowledge required by the relevant training product. The assessment method will reflect the nature of the competency being assessed and, where required, will provide an appropriate opportunity for the student to demonstrate practical application in a workplace or simulated workplace environment.

Where multiple assessment methods are required to establish competency, the methods will be designed to collect sufficient evidence across the relevant performance, knowledge and assessment requirements.

Assessment methods will be appropriate to the assessment context and conditions and will take into consideration the student's circumstances and any approved reasonable adjustment, while maintaining the integrity and competency requirements of the training product.

Assessment methods will be clearly identified in the approved assessment tool and communicated to students before assessment is undertaken.

NRCHI will review assessment methods through its assessment tool review and validation processes to ensure they remain appropriate, valid, sufficient and fit for purpose.

Assessment Feedback

NRCHI will provide students with timely, constructive and appropriate feedback following assessment.

Feedback will be provided in a manner that enables the student to understand the assessment outcome and, where competency has not yet been demonstrated, understand the areas requiring further development or evidence.

Where a student is assessed as satisfactory or competent, feedback may confirm the areas in which the required evidence has been demonstrated and identify relevant strengths or areas for continued development.

Where a student is assessed as not yet satisfactory or not yet competent, feedback will identify the assessment requirements that have not been satisfactorily demonstrated and, where appropriate, explain the further evidence, knowledge or skills that must be demonstrated through reassessment.

Feedback will be based on the assessment evidence and the requirements of the relevant training product and will not include unsupported or subjective comments about the student.

Students will be provided with information about available reassessment opportunities where further assessment is required.

Assessors will provide feedback in a manner that maintains student confidentiality, dignity and respect and supports a fair and transparent assessment process.

Assessment feedback and outcomes will be recorded in accordance with the approved assessment tool, NRCHI procedures and the **NRCHI Student Monitoring and Reporting Policy**. Assessment evidence and assessment records will be securely maintained in accordance with the **NRCHI Records Management Policy** and applicable legal, regulatory and contractual requirements.

Assessment Decisions

Assessors will make assessment decisions based on evidence presented by the student and the requirements of the relevant training product.

Assessment decisions must be supported by sufficient evidence and must apply the principles of assessment and rules of evidence.

Assessment decisions must be capable of being explained and supported by the assessment evidence and records.

Attendance, participation, completion of training hours or submission of an assessment will not, by themselves, constitute evidence of competency.

Reassessment

Where a student has not demonstrated competency, NRCHI will provide reasonable opportunities for reassessment in accordance with the relevant training product, assessment requirements and NRCHI procedures.

Reassessment will address the areas in which competency has not been demonstrated and will maintain the integrity of the assessment process.

Students will not be required to repeat assessment unnecessarily where competency has already been validly demonstrated.

Extensions and Missed Assessments

Students who require additional time to complete an assessment should contact NRCHI as soon as practicable.

Extensions may be approved where appropriate, having regard to the student's circumstances, assessment requirements, reasonable adjustment requirements, training product requirements, workplace or placement requirements and applicable funding or regulatory requirements.

Failure to submit an assessment by an expected date will not, by itself, constitute a finding that the student is not competent.

Attendance and Participation

Students are expected to participate sufficiently in training and assessment activities to support their progress and enable them to acquire and demonstrate the skills and knowledge required by the relevant training product.

Attendance alone does not constitute evidence of competency.

Where insufficient attendance or participation may affect a student's ability to complete training, demonstrate competency or safely participate in training or assessment, NRCHI will review the student's circumstances and determine appropriate action.

Work Placement

Where a training product requires work placement, NRCHI will ensure that placement requirements are communicated to students and that placement activities are relevant to the training product.

NRCHI will ensure that students have appropriate opportunities to acquire and demonstrate the required skills and knowledge and that relevant workplace, safety and regulatory requirements are addressed.

Where NRCHI requires completion of a work placement within a specified period after completion of formal training delivery, the requirement will be communicated to students and any available extension arrangements will be identified.

Any requirement for completion of work placement within 12 months of course completion must be consistent with the relevant training product, funding arrangement, regulatory requirement or approved NRCHI operational requirement. **See NRCH Practical Work Placement Policy.**

Reasonable Adjustment

NRCHI will provide reasonable adjustment to assessment where appropriate to support access and participation for students with disability, or other identified needs.

Language, literacy, numeracy and digital literacy needs are dealt with suitability, support and training arrangements

Reasonable adjustment will be determined having regard to the individual circumstances of the student, the assessment requirements and the requirements of the training product.

Reasonable adjustment must not compromise the competency requirements being assessed or the integrity and validity of the assessment.

Where an adjustment cannot reasonably be provided, NRCHI will communicate the reasons to the student and consider any appropriate alternative arrangements.

Further requirements are set out in the **NRCHI Reasonable Adjustment Policy**.

Assessment Integrity

Students must submit authentic evidence and comply with assessment instructions.

Where an assessment integrity concern arises, NRCHI will provide the student with an appropriate opportunity to respond before an outcome is determined.

Assessment integrity matters will be managed fairly, consistently and confidentially and will be documented in accordance with NRCHI procedures.

Further requirements are set out in the **NRCHI Plagiarism Policy**.

Recognition of Prior Learning

NRCHI will provide students with opportunities to seek Recognition of Prior Learning where applicable.

RPL assessments will consider relevant prior learning, skills and knowledge and will be based on appropriate evidence.

RPL decisions will be fair, flexible, valid and reliable and will apply the rules of evidence.

RPL assessment will maintain the requirements and integrity of the relevant training product.

Further requirements are set out in the **NRCHI RPL Policy and Procedure**.

Credit Transfer

NRCHI will provide students with opportunities to seek Credit Transfer where applicable.

Credit Transfer decisions will be based on appropriate evidence of successful completion of an equivalent training product and will be consistent with applicable regulatory, licensing and training product requirements.

Credit Transfer decisions will be fair, transparent, consistent and documented.

Further requirements are set out in the **NRCHI Credit Transfer Policy and Procedure**.

Assessment Appeals

Students may appeal an assessment decision in accordance with the **NRCHI Complaints and Appeals Policy**.

Students will be informed of their right to appeal, the grounds for appeal, the appeal process, applicable timeframes and available review options.

Assessment appeals will be managed fairly and with procedural fairness.

Where required by applicable regulatory requirements, students will have access to an appropriately independent review of an adverse decision.

Assessment Validation and Review

NRCHI will systematically review and validate its assessment practices, assessment tools and assessment judgements in accordance with the **NRCHI Assessment Validation Policy and Procedure** and Validation Plan.

Every training product on NRCHI's scope of registration will be validated at least once every five years.

More frequent validation will be undertaken where warranted by identified risks, changes to the training product, changes to legislation requirements, assessment complaints or appeals, assessment outcomes, assessor inconsistency, student or assessor feedback, industry feedback, changes in industry practice or significant changes to assessment tools or delivery arrangements.

Validation will be planned using a documented risk-based approach.

Assessment tools will be reviewed before first use and when changes to the training product, assessment requirements, legislation, regulatory requirements, licensing requirements or delivery context may affect the validity or suitability of the assessment.

Assessment tools will also be reviewed where validation, complaints, appeals, student feedback, industry feedback, assessment outcomes or monitoring identify a potential deficiency.

Assessment Records

NRCHI will maintain appropriate records of assessment decisions, assessment evidence, assessor feedback, reassessment, reasonable adjustment, RPL and Credit Transfer decisions, assessment appeals, assessment integrity matters, assessment tool reviews, validation activities, validation findings and corrective or improvement actions.

Records will be maintained securely and retained in accordance with **NRCHI's Records Management Policy** and applicable legal, regulatory and contractual requirements.

Issuing Qualifications and Statements of Attainment

NRCHI will issue qualifications and Statements of Attainment to eligible students who have met the requirements of the relevant training product and applicable regulatory requirements.

Qualifications and Statements of Attainment will be issued in accordance with the **NRCHI Qualifications and Statements of Attainment Policy** and applicable VET reporting requirements.

Monitoring and Continuous Improvement

NRCHI will monitor assessment quality through assessment outcomes, assessor feedback, student feedback, complaints, appeals, assessment integrity matters, assessment tool reviews, validation findings, industry feedback, regulatory changes and training product changes.

Information obtained through monitoring, review and validation will be used to improve assessment tools, assessment practices, assessor consistency and the overall assessment system.

Significant assessment risks and identified deficiencies will be recorded and managed through NRCHI's risk management and continuous improvement processes.

Related Documents

- Assessment Validation Policy and Procedure
- Training and Assessment Strategy

- Reasonable Adjustment Policy
- Student Monitoring & Reporting Policy
- Qualifications and Statements of Attainment Policy
- Complaints and Appeals Policy
- RPL Policy and Procedure
- Credit Transfer Policy and Procedure
- Student Handbook
- Records Management Policy

Related Legislation and Compliance

- **Victorian Registration and Qualifications Authority (VRQA) Guidelines – Standards for Vocational Education and Training Providers,** including the **2025 Standards for Registered Training Organisations (RTOs)**
- Applicable training package or accredited course requirements
- Applicable Skills First requirements and VET Funding Contract
- Applicable VET legislation and regulatory requirements
- Applicable government funding agreements and contractual requirements

Document Locations

Electronic file folders accessible by NRCH Administration staff
Policy and Procedure Manual

Date reviewed	Version	Details of changes (if any)	Date of next review
Jan 2019	V3	Revision of policy to improve clarity, better record competency assessment arrangements and reformat	Nov 2021
April 2021	V4	Clearer wording for principles of assessment and rules of evidence	April 2024
May 2025	V6	Removal of reference to DE&T Significant reformatting	March 2028
Sept 2026	V7	Revision of policy to improve clarity, comply with VRQA Guidelines and 2025 Standards for RTO's and reformat	Sept 2029