

## 4.10 Training and Assessment Policy – Purpose

The purpose of this policy is to outline the commitment of TVSA Pilot Training to providing high quality training services by using approaches to training and assessment that are of best practice standard in the Vocational Education and Training (VET) sector within Australia.

TVSA Pilot Training's aim is to provide job-ready graduates who are appropriately trained to the level expected by industry.

### 4.10.1 Definitions

#### *Competency-Based Training and Assessment*

As a provider of vocational nationally recognised qualifications, TVSA Pilot Training provides competency based training and assessment. This means that students are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as units of competency) describe the discrete work tasks and knowledge, as well as the technical and employability skills that a person needs to perform a task effectively in the workplace. Competency is assessed by comparing the prescribed units of competency with the student's workplace performance and their ability to apply their skills and knowledge in a range of routine and non-routine situations.

#### *Dimensions of Competency*

The student's ability to perform in a range of situations forms part of assessment and these skills are referred to collectively as the dimensions of competency. The student must be able to demonstrate:

- Task skills – completing tasks to the required standard.
- Task Management skills – managing a number of different tasks at once to complete the whole job function.
- Contingency Management skills – appropriately responding to problems and unforeseen events when completing a task.
- Job/role Environment skills – appropriately dealing with the responsibility and expectations of the work environment such as working with others, interacting with clients and following procedures.
- Transfer skills – transferring the skills and knowledge to different contexts/environments.



### *Contextualisation of Assessment*

Contextualisation involves additions or amendments to a unit of competency to suit particular delivery methods, learner profiles, specific enterprise or equipment requirements, or to otherwise meet local needs. When contextualising assessment methods, the integrity of the overall intended outcome of the unit of competency must be maintained.

## **4.10.2 Policy**

### **Quality training and assessment**

- TVSA Pilot Training will ensure that all training services provided are of the highest quality standard and are reflective of current industry trends and the expectations of TVSA Pilot Training. This is achieved by ensuring that:
  - All training products used and/or developed meet the requirements of the appropriate Training Package or Accredited Course.
  - The approach to training and assessment to be used in all programs are developed in line with the organisation's Course Development Policy which ensures compliance with the Australian Quality Training Framework and AQF.
  - Feedback is collected about all training and assessment services and the feedback is systematically collated, analysed and used to improve the quality of training and assessment services provided.
  - The individual learning and support needs of all students are identified upon entry into a course and a plan made to effectively support the student. The amount of training provided to each student is influenced by:
    - Their existing skills, knowledge and experience
    - The mode of delivery
    - Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification
- The training philosophy held by TVSA Pilot Training is that students learn best by doing and gaining practical experience in real situations. Therefore, training incorporates the expectations of a workplace environment into its delivery.
- TVSA Pilot Training ensures through a variety of methods that only students who hold the requisite skills and knowledge, as set out in the unit of competency or module, are assessed as Competent. TVSA Pilot Training does this by:
  - Ensuring that its assessment processes meet the requirements of the training package or accredited course.
  - Ensuring that assessors make assessment decisions based on the principles of assessment and the rules of evidence.

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- Providing clear information to students and assessors about the requirements of assessment.
  - Ensuring its assessment processes effectively cover all dimensions of competency as required by the unit of competency or module.
  - Continually reviewing and improving assessment processes, tools, tasks and training and assessment processes.
  - Implementing a Student Code of Conduct with which all students must comply.
- Prior to the delivery of any new qualification, accredited course or unit of competency, TVSA Pilot Training develops a detailed training and assessment strategy. The strategy outlines the assessment approaches and schedule to be used in the delivery of the qualification, course or unit of competency.
  - Each strategy will be updated and approved by the CEO prior to any change in course structure or delivery is made. Each strategy will be reviewed annually or otherwise as the need is identified.

### **Training and assessment processes**

- Training for our courses will be provided through classes (delivered in blocks of training including theoretical classes) and in both group briefings and 1:1 flight briefings, in addition to practical hands on training in flight simulators and in supervised flights.
- The assessment processes used by TVSA Pilot Training includes the collection of a broad range of evidence for the assessor to base their decision on. Assessment tasks may require students to:
  - Complete exams and/or written questions
  - Complete practical tasks in a flight simulator
  - Be observed in classroom situations undertaking role plays
  - Be observed flying an aircraft under supervision by a Instructor
- Assessment outcomes are recorded in the following ways:
  - An Assessment Record is maintained for each student which indicates the tasks required for each module of study and provides space for the assessor to record their decision for each task and module of study. The final outcome for each task is recorded on the document and is signed by the assessor. The Assessment Record is kept after enrolment in accordance with archiving procedures.
  - On completion of each practical assessment, the assessor fills in a flight training record on the FSMS and provides feedback to the student at the end of the assessment.
  - Assessment results are recorded on the learner management system (FSMS)
  - A student progress spreadsheet is also maintained, to record when flights and exams/assessments are completed

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- Upon completion of units of competency, results are recorded into the FSMS
- Students will be advised of assessment outcomes at the conclusion of the practical assessment and upon grading of their written work.
- Information will be stored and accessed in accordance with the Information Privacy Policy and the Record Management Policy.

### **Qualifications of Instructors**

TVSA Pilot Training ensures that all Instructors hold the required qualifications and experience to deliver the qualifications, units of competency and courses with which they are involved in accordance with Standards 1.3 – 1.6 of The Standards which states that:

*Training and assessment must be delivered by Instructors who:*

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- Current knowledge and skills in vocational training and learning that informs their training and assessment.
- Industry experts may also be involved in the assessment judgement, working alongside the Instructor to conduct the assessment.
- In addition to this, training and assessment:
  - If delivered prior to 31 March 2019, is delivered only by Instructors who have the following training and assessment credentials:
    - TAE40110 Certificate IV Training and Assessment, or
    - A Diploma or higher level qualification in adult education
  - If delivered on or after 1 April 2019, is delivered only by persons who have the following training and assessment credentials:
    - TAE40116 Certificate IV in Training & Assessment or its successor
    - TAE40110 Certificate IV in Training and Assessment plus the following units:
      - TAELLN411 (or its successor) or TAELLN401A  
AND
      - TAEASS502 (or its successor) or TAEASS502A OR TAEASS502B or
      - A diploma or higher level qualification in adult education
- Where the qualification and experience requirements cannot be met due to availability of appropriately qualified Instructors, TVSA Pilot Training will ensure that appropriate supervision or co-assessment arrangements are in place in accordance with its Staff Management Policy and Procedures.

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- Where an Instructor is working under supervision, TVSA Pilot Training ensures that the Instructor does not make any assessment decisions

### **Workforce Development**

- TVSA Pilot Training ensures that it maintains a workforce development plan for all of its Instructors and key personnel
- TVSA Pilot Training ensures that all Instructors undertake regular professional development in the following 3 areas:
  - The industry in which they are teaching
  - The Vocational Education & Training industry
  - Teaching skills and practices

### **Reasonable adjustment**

- Wherever possible, assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the assessment process and that no person is disadvantaged due to a disability.
- Assessment processes may be reasonably adjusted to accommodate the following, but not limited to, these groups:
  - Students with English as a second language.
  - Students with literacy or numeracy difficulties.
  - Students with learning difficulties.
  - Students with sensory impairments.
  - Students with physical or intellectual disabilities.
- Reasonable adjustment may mean:
  - Adapting physical facilities, environment and/or equipment.
  - Making changes to the assessment arrangements or method of assessment.
  - Making changes to the way evidence for assessment is gathered.
  - Giving more time to complete training and assessment requirements.

### **Moderation, validation and improvements**

- TVSA Pilot Training ensures its Instructors participate in regular validation sessions to ensure their assessment decisions are made in line with expectations. Annually, a Validation Schedule is developed to ensure all qualifications and units on TVSA Pilot Training's scope of registration are validated in full over a 5 year cycle.
- The process of validation ensures that assessment decisions are made in accordance with RTO Standards 1.9, 1.10 and 1.11 and are consistent between assessors. Validation activities also contribute to the organisation's monitoring processes of its compliance with regulatory, qualification and unit of competency requirements. Thus, validation processes will also be used to ensure that:

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- The organisation’s training and assessment strategies meet the requirements of the relevant training package or accredited course guidelines.
- Staff, facilities, equipment and training and assessment materials are consistent with the requirements of the training package or accredited course guidelines and TVSA Pilot Training’s own training and assessment strategies.
- Validation of assessment occurs in the following ways:
  - Groups of assessors meet regularly to compare the processes, assessment tools and judgments made and to compare training and assessment methods with the requirements of the training package.
  - TVSA Pilot Training provides standardised training and assessment materials which are used in the delivery of its courses. Materials have been developed internally and have been through a validation process prior to implementation to ensure suitability.
  - External validation will occur where necessary by an external party comparing assessment methods, tools, guides and tasks with the requirements of the related training package and/or accredited course guidelines.
- The outcomes of validation activities are recorded on Moderation and/or Validation Records and collated on the Validation Register. The RTO General Manager / Compliance Manager will review all validation records to identify opportunities for improvement and rectifications to be made and present these at Management Meetings. Suggestions for improvement as an outcome of validation will be acted upon through the Continuous Improvement Procedures.
- Additionally, TVSA Pilot Training collects formal and informal feedback from students about the delivery processes used throughout its courses. The feedback collected will be used to bring about improvements to the course delivery methods, tools, and processes used by TVSA Pilot Training.

### **Fairness and equity**

- TVSA Pilot Training will not disadvantage or discriminate against any person or organisation on any basis. To ensure this, TVSA Pilot Training has developed, for its courses:
  - Clearly set out instructions about the requirements of assessment as well as assessment criteria which are communicated to students prior to assessment
  - Documented answer benchmarking guides for the assessors to use when making the assessment decision
  - Clear and easy to follow assessment recording tools for assessors to use during assessment
  - Effective complaints and appeals processes which will be followed to investigate any claims of unfairness or disadvantage.

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### **Reassessment and appeals**

- Students may be re-assessed on an assessment task up to three (3) times before alternative assessment arrangements must be made. Students may then re-enrol in the unit and pay the re-assessment fee.
- Students can appeal an assessment decision up to 20 working days after the decision was made. Assessment appeals can be made using the Complaints and Appeals Policy and Procedure.

### **Contextualisation of assessment**

- TVSA Pilot Training recognises the need for assessment processes, tools and methods to be contextualised from time to time to reflect the local outcomes required. When contextualisation is required, TVSA Pilot Training will make the changes in line with the guidelines on contextualisation as set out in the relevant training package or accredited course.
- Instructors may identify the need for contextualisation and may contact the Training Manager to organise the changes to the assessment tools, methods and/or processes as relevant.

### **Feedback**

- TVSA Pilot Training collects formal and informal feedback from students about its courses and ensures the feedback collected will be used to make improvements.

### **Transitioning Arrangements**

- TVSA Pilot Training ensures that where a training product on its scope of registration is superseded, all learners' training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the national register.
- Where an AQF qualification is no longer current and has not been superseded, TVSA Pilot Training ensures that all learner's training and assessment is completed and the relevant AQF certification documentation is issued within a period of 2 years from the date the AQF qualification was removed or deleted from the national register
- Where a skill set, unit of competency or accredited short course or module is no longer current and has not been superseded, TVSA Pilot Training ensures that all learner's training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register, and ensures that a new learner does not commence training in a training product that has been removed or deleted from the National Register

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### **Industry Engagement**

- TVSA Pilot Training engages in regular industry consultation, including but not limited to:
  - Industry networking events
  - Engaging external parties within the industry to review and provide feedback on our training products and resources
  - Consulting with industry about the latest industry updates and trends
- TVSA Pilot Training ensures that it systematically uses the outcome of industry engagement to ensure the relevance of:
  - It's training and assessment strategies, practices and resources; and
  - The current industry skills of its Instructors

#### **4.10.3 Related Policies**

- Continuous Improvement and Quality Assurance Policy
- Complaints and Appeals Policy
- Staff Management Policy

#### **4.10.4 Related Procedures, Forms and Documents**

- Staff Management Procedures
- Training Delivery Procedure
- Assessment Procedures
- Attendance Sheet

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