



# Review of Assessment Policy

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## Purpose

To provide a fair and inexpensive review of a result process for students.

## Scope

This policy applies to all staff, clients and students of The Moreland Group

## References

- National Vocational Education and Training Regulator Act 2011
- Australian Skills Quality Authority VET Quality Framework (VQF)

## Related Documents

- The Moreland Group Access and Equity Policy
- The Moreland Group Complaints and Appeals policy
- The Moreland Group Student Handbook
- The Moreland Group Review of Assessment Form

## Responsibilities

The RTO Administrator is responsible for ensuring updates and distribution of policy.

The RTO Manager is responsible for ensuring the policy is understood and followed by all RTO staff.

## Review of Assessment Handling

This service is available to all students once the RTO has released the final result for a Unit of Competency (UOC) or full qualification. If a student is dissatisfied with the final result, they may apply to have it reviewed.

Review of Assessment consists of sending the completed assessment to a second assessor for review. The review assessor will mark the assessment and either confirm the previous result or provide a new result.



The Moreland Group undertakes to apply the following principles to its review of assessment handling:

- A written record of all Assessment Reviews is to be kept by The Moreland Group including all details of lodgement, response and resolution.
- A student requesting a review of assessment is to be provided an opportunity to formally present his or her case at minimal or no cost.
- Each student requesting a review of assessment may be accompanied and/or assisted by a support person at any relevant meeting (if applicable).
- The handling of a request for review of assessment is to commence within 10 working days of the lodgement of the Request for Review of Assessment Form and all reasonable measures are taken to finalise the process as soon as practicable.
- The student requesting a review of assessment is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- The Moreland Group shall maintain the enrolment of the student requesting a review of assessment during the review process.

## Process

Matters that cannot be resolved at the time they occur should be referred to The Moreland Group Chief Executive Officer for review. The following procedure is to be followed when a Request for Review of Assessment Form is received:

- A Request for Review of Assessment Form is requested by a student via the Contact Page or email to [training@moreland-grp.com.au](mailto:training@moreland-grp.com.au) or to the RTO Manager directly
- A Request for Review of Assessment Form is received by The Moreland Group and is to be immediately recorded into The Moreland Group database under the student name
- The Request for Review of Assessment Form is to be forwarded to the Chief Executive Officer who is to decide who to assign as the review assessor (cannot be the same assessor as initial grading). The Chief Executive Officer may choose to consult with others within The Moreland Group or relevant agencies external to The Moreland Group in determining his or her recommendation.
- The review assessor is to be sent all student assessment material from the first assessor within 4 working days of The Moreland Group receiving the form.
- The review assessor is to make their decision within 15 working days of receiving the assessment material.
- The review assessor is to return the completed Request for Review of Assessment Form (Section B) to the RTO Manager directly.
- The RTO Manager is to forward all documentation to the Chief Executive Officer.
- The Chief Executive Officer is to finalise his or her response to the student and provide the student with a response within 20 working days of the form being received at The Moreland Group.
- The response to the student must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the review.



- Opportunities for improvement that were identified as a result of the review are to be recorded in a Continuous Improvement Report and submitted for the next Continuous Improvement Committee meeting.
- The result of the review and all relevant documentation is to be kept on the student file and any new result to be recorded on the RTO database.