

Policy

ABC Training and Consulting has a long history of delivery training and assessment in Australia and has been listed as a Registered Training Organisation (RTO) since 1999 (RTO no. #5800). As of 2019 our scope of registration includes qualifications in the Laboratory Operations; Manufacturing; Forest and Wood Products; and Sport, Fitness and Recreation Training Packages.

Training and Assessment services are delivered primarily in a work-based environment, with a Trainer / Assessor visiting the student's place of employment to conduct one-on-one or small group tuition and assessment activities. In some cases online and also classroom facilitation is applicable.

ABC Training and Consulting employs a variety of Trainers and Assessors, who all hold the necessary Training and Assessment qualification as well as an Industry specific qualification at least to the level of and often higher than the qualification they are training and assessing. All trainers and assessors have extensive experience in the relevant industry.

Training materials and assessment tools are designed and developed in conjunction with subject matter experts and are all mapped against the requirements of the applicable Training Package. In addition to the Training Package requirements all assessment tools are designed to meet and or capture the following criteria:

Principles of Assessment

- Validity – Any assessment decision of the RTO is justified, based on the evidence of the individual learner's performance.
- Reliability – Evidence presented for assessment is consistently interpreted and assessment results are comparable, irrespective of the assessor conducting the assessment.
- Flexibility – Assessing competencies held by the learner no matter how or where they have been acquired and drawing from a range of assessment methods.
- Fairness – The individual learner's needs are considered and where appropriate reasonable adjustment are applied. Individuals are informed of the assessment process and provided with the opportunity to appeal an outcome.

Rules of Evidence

- Validity – The assessor is assured that the learner has the skills, knowledge and attributes described in the module or unit of competency and associated assessment requirements.
- Sufficiency – The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
- Authenticity – The assessor is assured that the evidence presented for assessment is the learner's own work.
- Currency – The assessor is assured that the assessment evidence demonstrates current competency, attained from the present or the very recent past.

Procedure

- During the enrolment process, administration staff will determine if the student has any previous accredited competencies and award Credit Transfer accordingly:
 - Credit Transfer is awarded if a student has already studied and achieved a Competent outcome in the exact unit of competency or in a previous version which has been deemed equivalent, it means that they will not have to study or be assessed in that unit in their current enrolment. No fees are charged for units of competency where a Credit Transfer has been granted.
- Administration staff will also initiate a Language, Literacy and Numeracy assessment. Dependent upon the outcome additional support will be offered to the student to ensure successful learning outcomes. This support (reasonable adjustment) may take the form of additional time to complete assessments, one-on-one tuition, the option to complete assessments via verbal question and answer or the referral to specialist language, literacy and numeracy support services.
- Upon enrolment students are allocated to a particular Trainer / Assessor who will introduce themselves to the new student via phone and/or email.
- The Trainer / Assessor will ascertain how much experience the student has in their particular industry and determine if Recognition of Prior Learning (RPL) is appropriate:
 - Recognition of Prior Learning (RPL) is a process whereby past experience, skills, knowledge and training can be considered when determining competency in a particular unit of competency.
- Learning Resources are made available to the student and they are expected to complete a certain amount of reading/research prior to their Trainer / Assessor visiting their workplace.
- Trainer / Assessors visit student's approximately quarterly, however if a student or their workplace are unable to commit to the training schedule this timeline may be extended to six monthly intervals.
- Workplace visits predominantly consist of Trainer / Assessors reviewing the learning material with the student and conducting practical assessment observations. Trainer / Assessors can also provide one-on-one tuition to assist with theory assessments if required (this process can occur via phone / email as well as during a workplace visit).
- Student's are encouraged to submit their assessments electronically (via email or student portal upload), assessments are marked and feedback provided within fourteen (14) days.

Provision of Training and Assessment

Policy & Procedure

- Results are recorded electronically via our Student Management System. These outcomes are visible to the student via their Student Portal. Outcome types are:
 - Competent – All assessment tasks / activities have been satisfactorily completed.
 - Not Yet Competent – One or more assessment tasks / activities is unsatisfactory and requires additional information or another attempt to show competency. Students are provided feedback about these tasks / activities and will be provided another opportunity to submit the assessment, including another opportunity to undertake / demonstrate practical skills if required.
 - Not Competent – This is a final not satisfactory outcome and is recorded if multiple resubmission attempts have still resulted in an unsatisfactory result. By awarding this outcome the Trainer / Assessor is declaring that the student does not possess the required knowledge and / or skills to satisfactorily complete the assessment and will have to undertake additional training before attempting the assessment again.
- If a student wishes to appeal an assessment outcome they can submit an official appeal by following ABC Training and Consulting's Complaints and Appeals Policy / Procedure.
- Upon successfully completing all units of competency in a qualification the student will be awarded a Certificate of Completion. If a student ceases training prior to completing all units of competency they will receive a Statement of Attainment for any fully completed units.