



Reassessment Policy & Procedures

CIBT provides Students with the opportunity to request a Reassessment if they have been deemed 'Not Yet Competent' in an individual Assessment or an entire Unit of Competency. The aim of Reassessment is for both the Student and Trainer to identify the reason for a Student being 'Not Yet Competent' and to provide a systematic and evidentiary based process that ensures Competence is assessed through fair due process and is treated as a part of the learning process.

Reassessment/Appeal against Not Yet Competent (NYC)

Students are eligible to appeal the recording of an 'NYC' for any Unit of Competency or individual Assessment provided they have complied with the conditions of Course Progress Policy. Students who have not submitted an Assessment, or who have not attended classes with participation will not be eligible for Reassessment and will be deemed as failed and must redo the Unit of Competency.

Criteria for Reassessment:

Students may appeal against an Assessment or full Unit of Competency being deemed 'Not Yet Competent' under the following criteria.

Criterion 1: Unit of Competency Assessment requirements and procedures were not published or told or were changed without sufficient notice.

Criterion 2: Student claims that a mistake has been made by the Trainer in assessing the evidence of competence and that it should be reassessed. An appeal under this criterion enables the Student to have the Assessment evidence re-assessed by another Trainer. It is a detail check to ensure that no part of a Student's performance has been overlooked and competence will be granted based on evidence.

Criterion 3: Student has verifiable information regarding relevant and unavoidable compassionate and compelling circumstances which directly and significantly affected Student's performance in a Unit. As a consequence, Student believes that the result does not fairly reflect Student's ability and performance.

Criterion 4: If any of the above criteria do not apply to the Student's reason for appeal, the Student may still appeal and provide the reason for making the appeal which will be considered.

Please note International Students can repeat failed Unit only once. Subsequent failure will result in breach of Student's VISA Condition (ESOS ACT 2018). When an Overseas Student is required to take extra Units to complete a course of study, and the remaining units do not constitute a full-time load, this Code does not require CIBT to enrol the student in full-time study.

However, a Student Course Variation (SCV) will be issued on PRISMS to reflect the additional time for completion based on the criteria. This paragraph applies to Overseas Students who are



required to repeat units of study; however, CIBT is not in a position to approve Students to repeat any unit more than once.

PROCEDURE FOR MAKING AN APPEAL/REASSESSMENT

Students are required to follow the **TWO STAGE** procedure below:

Stage 1

If Student believes that they can demonstrate competence for the Assessment or full Unit of Competency, then they are to commence the appeal process using the Assessment Appeal Form and submit to the Compliance Manager.

Step 1: The Compliance Manager will meet with both the Student and the Trainer to collate the evidence and document the reason that the initial 'Not Yet Competent' that has been recorded with the aim to ensure that the process is fair for both the Student and the Trainer.

Step 2: Where the Student has demonstrated that they are Competent based on the evidence collated, then the Compliance Manager and Trainer will co-sign the Assessment Appeal Form with attached evidence and amend the Student's grade to Competent on RTOManager (Student Management System) and the matter is resolved.

Step 3: Where the Student has demonstrated that they are Not Yet Competent based on the evidence collated, then the Compliance Manager and Trainer will work with the Student to identify the underlying reasons that include but are not limited to attendance record, class participation in formative assessments, level of demonstrated pre-class required reading that provides underpinning knowledge etc. The Student must clearly understand the reason so that when the opportunity for Reassessment result's in the Student being able to demonstrate competence as part of the learning process they will go on to Stage 2 understanding the preparation that is required to demonstrate competence and be afforded the opportunity to gain competence through reassessment.

Stage 2

If Student still deemed 'Not Yet Competent' after the stage 1 appeal, they are required to undergo Reassessment. The Student must pay the published fee prior to the Reassessment.

Considerations

Whilst the appeal must be based on the criteria outlined, all applications for Reassessment will be considered with respect for the learning process and providing clear evidence of competence and based on merit.

The procedure must be followed as outlined in this policy and documentation signed by the Student and CIBT Academic Representatives.

Where competence has not been demonstrated and understood by everyone involved, then Stage 2 will be actioned.



If a CIBT error has been made in assessing a Student's evidence of Competence (i.e. clerical errors, omission of marks, misapplication of criteria, etc) it is not necessary for Stage 2 appeals to proceed in order to change the result. The Compliance Manager can authorise the amendment to competence on RTOManager (Student Management System).

The Assessment Appeal Form should be completed by the Student with reasons on which the appeal is being based. All sections must be completed so that the Student fully understands and agrees with the decision made.

Where the Student still does not understand or agree with the decision, they have the right to further appeal as per the Complaints and Appeal Policy and Procedure.

Due Date

Assessment appeals must be made within 10 working days or as soon as practicable to provide the Student with an opportunity to undertake the scheduled reassessment at the end of the term and afford a smooth progression of their course of study.

Fee for Reassessment

Students are required to pay \$100 per Unit or \$50 per Assessment as a Reassessment Fee. On certain circumstances Reassessment Fee can be waived considering a claim of compassionate and compelling situation which will require Students to provide Supporting Documentations which could include but is not limited to:

- ✓ Police Report
- ✓ Medical Certificate
- ✓ Psychiatric Certificate
- ✓ Death Certificate.