

Assessment and re-assessment Policy

Assessment

At the Australian Institute of Higher and Further Education (AIHFE), we will endeavour to assess and provide you with feedback on your assessment submission within 14 business days.

Assessment is conducted using a combination of Studies, Research Tasks, Project Work, and Practical Activities. The following provides a brief explanation of the primary assessment methods:

- **Knowledge Tests (Orel and written questions)**
The student is required to participate in knowledge tests over the course of his or her study. The student will be required to individually complete the test. The student may research their answers from the course training materials and notes as well as relevant workplace references.
- **Project Work/ portfolio**
The student is required to undertake a range of projects in the context of his or her own workplace or on a case study that is provided by the assessor. A project will require the creation of various workplace documents (reports, memos, etc.).
- **Research and Written Reports / Case Study Response**
The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response, and then propose their recommended actions.
- **Presentations/simulation/Role-Plays/workplace activities**
The student is required to demonstrate a range of skills whilst being observed by, or interacting with, the assessor. These activities will be clearly explained and always relate to duties relevant to the workplace. These activities allow the assessor to observe the student apply their knowledge and skills during a practical activity.

Re-assessment

Students will be provided with detailed verbal or written feedback if they are assessed as 'not yet competent' or 'not satisfactory'. This feedback on their submission is designed to assist the students in identifying the gaps in their knowledge and skills to be addressed through further training and support, preparing them for re-assessment.

It is a policy of the AIHFE to provide our students with one additional opportunity for training and re-assessment at no additional cost to the student. Students who require additional training and re-assessment after they have exhausted their two opportunities up to the third and final opportunity will be required to pay a fee for additional training and re-assessment.

For a full list of current fees and charges please refer to course schedule and fee structure document link found on our website under each course details.

Where students are not satisfied with the outcome of their assessment, they are able to access the appeals process. A student can appeal an assessment decision by submitting an Appeals Form. This appeal must be lodged to AIHFE within 20 business days of the student being informed of the assessment decision.

You can refer to our Complaints and Appeals policy for more information.

When students are unable to demonstrate competency after three attempts, they will be counselled by the Dean of studies or the course coordinator, and alternative training opportunities and or re-enrolment options will be discussed.