

RESUBMISSION POLICY AND PROCEDURE

1. Purpose

All students enrolled in an accredited course at The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy (SBTA) are assessed against the National Competency Standards. National Standards define the competencies comprising of knowledge and skills required for effective performance in the workplace.

Students are informed of the assessment requirements at the beginning of their course of the assessment due dates by their course trainer and assessor. Students are provided with the required support throughout their study period and during the assessment period.

If students are unable to submit the assessment by the due date, approved students will be provided with an opportunity to resubmit their assessment. Resubmission of assessment will incur a penalty which is listed in the procedures.

2. Scope

This policy applies to all students on an overseas student visa studying a vocational course at SBTA.

3. Procedure

The following procedure applies if a student has wishes to resubmit their assessment task.

3.1 Successful outcome

Successful submission of assessment task is if a student completes the assessment tasks by the due date and submits it to their assessor by the due date. If a student has successfully completed all the required tasks within the Assessment Instrument, then the student will receive an outcome of "Competent (C)".

3.2 Unsuccessful outcomes

If a student has not completed all the tasks within the assessment or has not answered the questions correctly, the student will receive a "Not Yet Competent (NYC)" outcome. The student can then request to have the assessment either remarked or resubmitted.

3.3 Resubmission or re-marking of assessment task

- a) To resubmit or have the assessment re-marked, the student must make an appointment at the reception to see the Student Services Coordinator.
- b) The Student Services Coordinator will assess the student's eligibility to resubmit or re-mark the assessment task based on the student's overall attendance in the study period.
- c) If the student is eligible to resubmit or have the assessment re-marked, the Student Services Coordinator will advise the student of the following fee structure:
 - Reassessment of theory component...**\$100**
 - Reassessment of practical component...**\$100**
 - Additional tuition (including repeating units or units missed due to approved leave)...**\$200 per week**

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- On-the-job assessment of work placement unit SITHIND301 Work effectively in hospitality service...**\$200**
 - Assessment re-marking request...**\$70**
- d) If the student wishes to proceed with resubmission or re-marking, the Student Services Coordinator will organise a time and date with the student to complete this process.
- a) The student must make a payment prior to resubmission or re-marking of their assessment task.
- b) The Student Services Coordinator will notify the student of the outcome once a qualified assessor has marked assessment.

3.4 Reenrolment into a unit of study

- a) If a student has received a “**DNS**” outcome, then it means that the student may have attended however did not submit their assessment tasks. In this instance student will be required to resubmit or re-enrol in that unit of competency based on student’s attendance.
- b) If a student receives an outcome of “**DNA**” then this means that the student did not attend their course or meet the course requirements. It is important to note that assessments consist of role-plays, group discussions, research, etc. which must be observed by the assessor. Therefore, it is important that students must be present for these activities. The student in this instance will be required to re-enrol in their course again at a cost of \$200 per week based on the number of weeks the unit is scheduled over.
- c) The student **MUST** pay the fee prior to attending the scheduled unit of competency.

4. Continuous improvement

This policy and procedure will be reviewed according to the Continuous Improvement Cycle on an annual basis.

5. Responsibility

- ❖ Student Services Coordinator
- ❖ Reception
- ❖ SBTA Teachers
- ❖ Principal

6. Associated Documents

- ❖ Student Handbook
- ❖ Training and Assessment Strategies

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7. Related Standards

- ❖ Standards for RTOs
- ❖ ESOS Act 2000
- ❖ National Code of Practice 2018
- ❖ Privacy and Personal Information Protection Act 1998 No 133 (NSW)
- ❖ Privacy Act 1988 (Cwlth)
- ❖ Privacy Amendment (Enhancing Privacy Protection) Bill 212 (Cwlth)

Approved by: Jane Koch

Signature: *Jane Koch*

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Version	Created by:	Date created	Reason for update	Implementation date
1	CEO	2016	Updated to reflect processes	2016
2	CEO	2017	Updated to reflect processes	2017
3	CEO	14/03/2018	Updated to reflect processes	14/03/2018