

Policy

1. Purpose

To ensure that The Quality Training & Hospitality College Pty Ltd (QTHC) provides a clear and consistent process for the submission and resubmission of theory assessments by students to their QTHC trainers/assessors.

To streamline the process for submission and resubmission of assessments so QTHC trainers/assessors know how many attempts a student has to complete an assessment before they refer the student on to the QTHC Student Support staff for counselling and intervention.

To assist trainers/assessors to facilitate assessment submission and resubmission in the most efficient manner.

2. Scope

This policy is designed to be used by QTHC trainers/assessors, staff and students. To ensure a consistent and correct procedure for theory assessment submission and resubmission.

3. Definitions

3.1. Theory Assessment includes any assessment tasks such as:

- Written/Knowledge Assessment
- Project Tasks

4. Procedure

4.1. Students who submit an assessment by the due date and which only require minor corrections after being marked by the assessor, will be provided the following opportunity to demonstrate satisfactory competence for their theory assessment:

- 4.1.1.** The QTHC trainer/assessor will contact or meet with the student to verbally assess them on the areas needing correction. This may be done face-to-face, over the phone/video call or via the chat/message feature within the LMS.
- 4.1.2.** The QTHC trainer/assessor to document details as appropriate and finalise the assessment result accordingly.
- 4.1.3.** Students who are unable to satisfactorily correct minor issues with their theory assessment with these steps will continue to the process outlined in section 4.2.

4.2. Students who submit a theory assessment by the due date but fail to complete a large portion of it to a satisfactory standard after being marked by the assessor, will be given the following opportunities to resubmit to their trainer/assessor:

- 4.2.1.** Student and their trainer/assessor will meet for additional one-on-one training scheduled for one (1) hour to discuss and rectify the issues. The additional training session is to be scheduled within one week of assessment submission.
- 4.2.2.** Assessment to be completed/corrected during this session.
- 4.2.3.** No further action required by the student.
- 4.2.4.** The QTHC trainer/assessor to document details as appropriate and finalise the assessment result accordingly.

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- 4.3.** A student who is unable to or chooses not to meet for the additional one-on-one training session as outlined above (4.2.1) can attempt to rectify their assessment issues themselves.
- 4.3.1. Student is given a first (1st) opportunity to resubmit and permitted one week to submit changes.
- 4.3.2. If the resubmitted work still does not satisfactorily demonstrate competence, the student will be given a second (2nd) opportunity to resubmit and permitted one week to submit the new changes.
- 4.3.3. If the student resubmits to a satisfactory standard, no further action is required.
- 4.3.4. The QTHC trainer/assessor to document details as appropriate and finalise the assessment result accordingly.
- 4.3.5. If the student fails to resubmit on time or if the student resubmits unsuccessfully on the second (2nd) occasion, they will be referred to the International Student Support Officer (ISSO) for a counselling session. The ISSO and student will follow the intervention strategy process as outlined in [QTHC's Course Progress Policy](#).
- 4.4.** Subsequent attempts (after the 2nd occasion) at submitting the assessment will incur a resit theory assessment fee of \$150.00 as described in the student's letter of offer.

Please refer to the process flow chart on the following page:

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