

1. PURPOSE

The Quality Training and Hospitality College, trading as Quality College of Australia (QCA), is committed to providing a fair, transparent and consistent process for assessment resubmission.

2. SCOPE

This policy applies to all nationally recognised training delivered by QCA and to all:

- VET students;
- Trainers and assessors;
- Managers; and
- Other staff involved in assessment administration and learner support.

This policy applies to assessment resubmissions for theory-based assessment tasks including written assessments, knowledge assessments, projects, and similar assessment activities.

3. POLICY

QCA recognises that assessment is a process of collecting and interpreting evidence to make a judgement about competency.

Where a student has not yet demonstrated the required competency, QCA will provide opportunities for assessment resubmission that are fair, consistent, documented, and appropriate to the training product and the student's circumstances.

Assessment resubmission does not guarantee a competent outcome. Students must still provide sufficient, valid, authentic, and current evidence to satisfy all requirements of the unit of competency.

4. PROCEDURE

4.1 Initial Assessment

Where an assessment is submitted by the required due date and the assessor identifies minor deficiencies that can be reasonably corrected, the assessor will:

- Record the assessment task as not satisfactory (NS);
- Provide clear, specific, and constructive feedback identifying the required corrections;
- Advise the student of the timeframe for resubmission; and
- Document the assessment outcome in the learning management system (LMS) and student record system.

The student may be provided with up to two additional attempts to correct the identified issues.

4.2 Resubmission After Three Attempts

Where the assessment remains unsatisfactory after three attempts, the assessor will arrange a one-on-one support session of approximately one hour with the student.

The purpose of this session is to:

- Review the assessment requirements;
- Identify knowledge or skill gaps;
- Provide targeted academic support and clarification;
- Enable the student to correct the relevant assessment tasks; and
- Support learner progression where appropriate.

The assessor must maintain records of the support session and any assessment outcomes arising from the session.

4.3 Final Resubmission Opportunity

Where a student is unable to attend, or chooses not to attend, the one-on-one support session, the student may be provided with one final (fourth) resubmission opportunity.

The student will normally be permitted one week to submit the required amendments unless an alternative timeframe is approved by QCA.

The assessor will:

- Review the resubmitted assessment;

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- Make an assessment judgement based on the available evidence;
- Record the outcome; and
- Provide feedback to the student.

4.4 Not Yet Competent (NYC)

If, after the final resubmission opportunity, the student has not demonstrated competency, the student will receive an outcome of not yet competent (NYC).

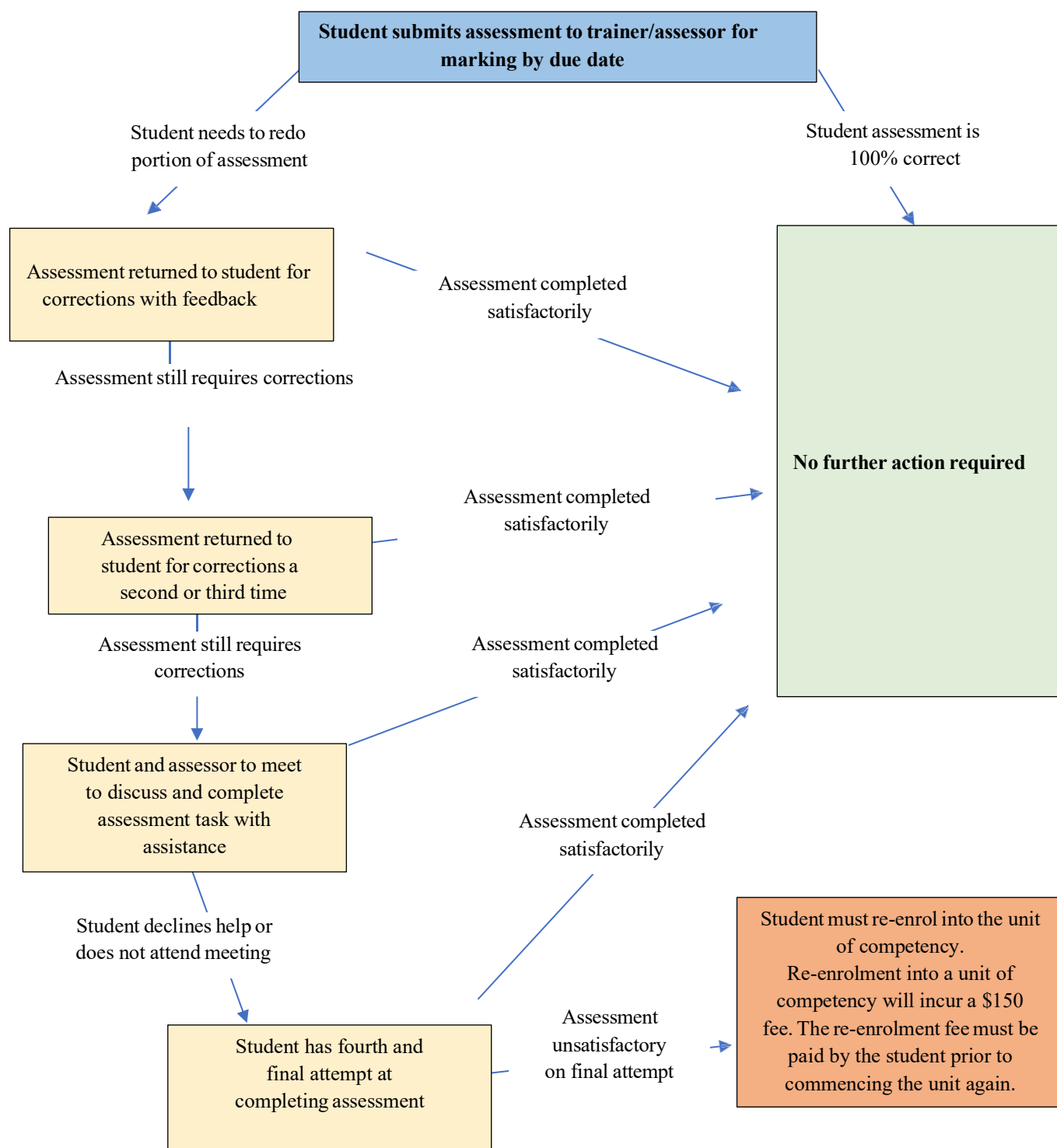
Before the outcome is finalised, the assessor must ensure the student is informed of:

- The assessment outcome;
- The reasons for the decision;
- Available learner support services;
- The right to seek reasonable adjustment where appropriate; and
- The right to lodge an appeal in accordance with QCA Feedback, Complaints and Policy.

Where competency has not been achieved, the student will be required to re-enrol in the unit of competency and undertake further training and assessment. Applicable re-enrolment fees will be charged in accordance with QCA's published fees and charges.

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

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5. RESPONSIBILITIES

Assessors are responsible for:

- Conducting assessment in accordance with the principles of assessment (fairness, flexibility, validity, and reliability);
- Making assessment judgements based on the rules of evidence (validity, sufficiency, authenticity, and currency);
- Providing timely and meaningful feedback;
- Documenting all assessment and resubmission outcomes;
- Maintaining records of learner support provided; and
- Informing students of available support and appeal processes.

Students are responsible for:

- Submitting assessment by the required due date;
- Responding to assessor feedback;
- Participating in support opportunities offered by QCA;
- Submitting resubmissions within the approved timeframe; and
- Providing their own authentic work.

5 RECORDING AND DOCUMENTATION

All assessment resubmission activities must be recorded in QCA's approved assessment management systems.

Records must include, where applicable:

- Assessment outcomes;
- Feedback provided;
- Dates of resubmission attempts;
- Learner support activities undertaken;
- Attendance at one-on-one support sessions; and
- Final assessment judgements.

Assessment records will be maintained in accordance with QCA Information Management Policy.

6 CONTINUOUS IMPROVEMENT

Data arising from assessment resubmissions, learner support activities, student feedback, and validation outcomes will be reviewed periodically to identify opportunities for improvement to assessment tools, assessment practices, learner support strategies, and trainer/assessor professional development.

7 RELATED DOCUMENTS

- VET Quality Framework
- Assessment and Validation Policy
- Feedback, Complaints and Appeals Policy
- Records Management Policy

8 DEFINITIONS

Assessment judgement - A determination of whether competency has been achieved by a VET student consistent with the training product and the RTO Standards.

Assessment system - A coordinated set of documented policies, procedures, and assessment tools designed to ensure assessment produces consistent and valid judgements of competency.

Reasonable adjustment - An adjustment made by the RTO to accommodate the needs of a VET student with disability, consistent with the Disability Standards for Education 2005.

VET student - A person undertaking Vocational Education and Training with QCA.

Not Yet Competent (NYC) - The assessment outcome applied where a student has not yet demonstrated all competency requirements of the training product.