

Student Assessment Attempt Policy

Purpose

The aim of this policy is to give direction to the maximum number of attempts a student can make and what should be taken into consideration prior to deeming a student Not Competent in assessment tasks.

Scope

This policy applies to all theoretical and practical assessment tasks for HLT training products as listed on our scope.

Student submission attempts

Student will be given 3 attempts at any assessment task whether it be theoretical or practical.

Should a student not be able to demonstrate competence in a unit of competency on their second attempt, the student must be advised in writing and informed where they are required to focus their attention (i.e. where have they been deficient in their past attempts) and that extra assistance is available should they require it to give them a better understanding of their assessment shortcomings prior to their final attempt.

The following also needs to be considered where applicable:

- Consider the learner's needs in the assessment process and make reasonable adjustments to accommodate the learner (such as providing oral rather than written assessment). However, don't compromise the rigour of the assessment process (e.g. if there is a requirement to complete documentation in a unit of competency, oral assessment would not be appropriate).
- If a learner is unable to complete the required task to the level described in the assessment requirements, consider whether they need further training before being reassessed. Sound enrolment processes will help to identify the needs of learners and avoid learners being enrolled in a course that they will not be able to complete.

Any additional attempts outside the maximum as outlined above must be approved by Compliance in consultation with the Training Manager. Charges may apply and additional assessments may be required in this instance.

Should a student wish to appeal any decision made, please refer them to our complaints and appeals policy which can be found on our website.

Related Documents

[Complaints and Appeals Procedure](#)

[Complaints and Appeals Policy](#)

[Complaints and Appeals Form](#)