



Training & Assessment FAQs

These Frequently Asked Questions (FAQs) has been developed to provide information about training and assessment at Abbey College Australia. If you have other questions, please contact our Student Services Team for further help.

What is required for an assessment to be accepted by the college?

Assessments must be submitted to trainers or reception by 1030 pm on the day the assessment is due. Late submission will not be accepted unless a written request has been made to the trainer and an extension has been approved in writing by the trainer/assessor. The exception to this is if you have been sick (doctors certificate required).

What should happen when I submit an assessment?

When you submit an assessment, you should receive a receipt from your trainer/reception. You must also upload a soft copy of your assessment the same day using the link in Moodle. Remember that you **MUST** also keep a copy of your assessment on your computer/drive in case you need to amend it for resubmission.

What is required for an assessment to be considered 'complete'?

A complete assessment must:

1. Cover sheet has been completed in FULL and signed and dated
2. Responses to each point set out in the assessment task
3. Be submitted in the required format (not handwritten)
4. Have in the footer of the documents submitted with:
 - the students name
 - student number
 - unit number
 - assessment task number
 - submission number
 - date
 - page x of x

Example:

Mary Kwong – 2077586-BSBMKG413-Task 1-Submission #1 -Page 1 of 9



What happens if my assessment is not complete?

Your trainer will review the assessment. If it is not complete – it will be returned to you and with instructions on what is missing. It will NOT be marked if it is not complete. When you resubmit it as complete, you will be using your 'second' of three attempts. To ensure it is complete – arrange for your trainer to review your work before you submit it, so you don't use up a submission attempt.

Do I have to redo the whole assessment for resubmission?

No. Your Assessor will give you clear feedback by email on what part(s) of the assessment you need more information/content. You have 4 days to resubmit.

How many attempts can I have for each assessment task?

As set out in your student handbook – every student may have up to 3 attempts at an assessment. Conditions apply. See your student's handbook for details.

I'd like to submit all of my assessments once per term – can I do this?

No. Assessments must be submitted by the due date and may not be submitted late without approval.'

I'm too busy to come to college every week – will this affect my assessment results

Possibly. We expect students to attend up to 70% of the scheduled face to face classes so they can get expert training and support from their trainers and practice skills in class for practical assessment.

How long will it take for my assessment to be marked?

Assessors are required to mark completed written assessments within 14 days. If more time is required, the Assessor or Campus Manager will email you to advise of any delay.

When will my results be available?

You will be emailed the result of each assessment when it has been marked. However, assessment results are not finalised until they have been checked by our assessment team. Finalised results will be posted to RTOManager within 15 days of assessments being marked.

What do I do if I'm not happy with my results, or feedback or the time it takes to get my result?

You should speak with the Campus Manager and follow our complaints and grievance processes in your student handbook. Most concerns can be addressed in a meeting with the Campus Manager.



I'm shy and don't like speaking in front of others. Do I have to do presentations and role plays?

Unfortunately, if your assessment task requires that you do a presentation or role play or work in a group, you are required to do so. Studying at Certificate IV to Advanced Diploma level means that employers expect graduate to be able to do things at a level that industry expects. Role plays and presentations are also important ways to build confidence and communication skills which are required in the workplace. All units of competency all have 'foundation skills' built in and practical assessments are often the best way to assist Assessors to confirm that students can demonstrate these skills and attitudes.

Can I go to any class I like?

No. Students must attend the class they are allocated to. If you wish to change you must apply to the Campus Manager. Different Trainers will have different delivery styles and will expect students to stay in one group for group activities.

Can I get sample answers for my assessments?

No. Students are expected to attend classes, do their own research and home study and complete assessments themselves so that Assessors can make a judgement on their ability. For written assessments students are encouraged to complete a draft then meet with their trainers to check it before submitting.

Can my Trainer give me the answers to assessment questions?

No. Trainers can assist you to find information to write your own answers and they can guide you through feedback and coaching, but they cannot give you the answers. You must be able to prove to them that you understand the work/topic. When you submit an assessment, you sign a declaration that states it is your own work - so it must be all your own work.

Can I copy things from the internet to use in submissions?

Yes. But only if you state that you have accessed the information from the internet and cite the source. (Google 'Harvard referencing'). The same applies if you quote from a book – you must cite the source. You must NOT use another student's work and claim it as your own (this is plagiarism). Remember that your Trainer may ask you questions about your assessment and you need to convince your Trainer that you understand the topic of your assessment.

How do Assessors mark my work?

Our Assessors use standard marking guides that are part of a set of tools that we have developed for each assessment. Everyone is marked against the same standards. Every Assessment has been mapped to the national competency standard and then every industry requirement has been mapped



against our assessment to ensure that our assessments collect enough evidence of your ability/knowledge. Trainers also use their professional experience to make judgements about the level of your understanding/ability/skills. They must make notes and ensure we have enough evidence before awarding a result. We also check marking for fairness, consistency and to make sure there is enough evidence of your ability available.

How long do my answers have to be?

Unless a word count guide is given, answers should be in sentence form and be at least 250 words (typed) or half a page.

I found the assessment too hard. Can I have an easier one?

There are no 'easier' assessments. Assessments are developed at the industry standard. They cannot be made easier. They have been written and tested for student who have IELTS Academic 5.5 or equivalent. If you don't understand the instructions, you must spend time with a trainer to have them explained and/or seek extra support or access to LLN coaching through Student Services.

English is my second language. Will I be marked down for my English?

Sometimes, your assessments will specify that your grammar and spelling is to be assessed. If it not stated, then you will not be marked down, but your Assessor should give you feedback on how to improve your written English if it is below standard. However, we expect our students to be able to write and speak comprehension, least IELTS 5.5 Adamic level. This is similar to Australian Year 12 High School. Assessors must be able to understand what you are writing, and you need to be able to express yourself clearly. Preparing a draft and showing it to your Trainer is a good way to get feedback on and improve your English for assessments. You should be aware that Assessors are REQUIRED by Australian training standards to consider 'foundation skills' when assessing. These include Reading, Writing, Oral Communication, Interact with others. These are listed in every assessment task document. You must remember that graduates of courses are expected to be able to communicate orally and in writing at a particular Australian industry standard.

If you need assistance with your English writing and comprehension, please see our Student Services team for assistance.