



## TRAINING AND ASSESSMENT PROCEDURES

### Training

Greenacres Training Services provides flexible training opportunities including;

- face to face training on an individual or small group basis
- workplace based learning opportunities
- supported readings
- distance education

### Assessment

It is our goal at Greenacres Training Services that you receive training to the highest standard of excellence. One way of achieving this goal is to undertake assessment activities with you to objectively determine your skill performance.

Assessments often sound more mysterious and anxiety provoking than they need to be. They may involve an on-the-job observation by your workplace supervisor or trainer, a class-based exercise such as; a role play or demonstration and informal assessments including; observations of your participation in group activities. **Each of our courses has an established assessment strategy, however you have the opportunity to negotiate your own assessment arrangements with your Training Officer.**

Through these various means of assessment, you are achieving a workplace qualification that will be recognised throughout industry.

Your assessor will be a staff member of Greenacres Training Service or a person appointed by the Training Service. Please discuss your arrangements with the Training Staff at Greenacres Training Services

When planning assessment with you, the assessor will consider the following factors that may significantly affect the candidate's capacity to demonstrate competence;

- remote location
- custodial situations eg. no access to a computer
- cultural background
- disability
- language, literacy and numeracy

Reasonable adjustments will then be planned for, documented on the assessment record and implemented to ensure that such factors do not impede your performance

All courses are assessed against the relevant Units of Competency/modules as per the Training package requirements/ course rules. Your results will be either Competent © or Not Yet Competent (NYC).

Feedback documents will be provided for each assessment item providing you with indicators of strengths and areas for improvement.

If your evidence is assessed as Not Yet Competent, the Feedback document will direct you with regards to areas that require re-assessment. You are required to submit any evidence requested for re-assessment within a two week time period of receiving the Assessor's feedback.

If the evidence submitted for re-assessment still does not meet the competency requirements you will be counseled on different learning options.