

## Frequently asked questions: Assessment

### Assessment Attempts

**Q:** In some cases, the students take time to master the practical skills. For example, for Brazilian skills assessment, the students often need more than three attempts for us to be confident they are competent.

**A:** the student only needs to repeat the task of the assessment which they fail and the Special Consideration process could be followed in this case.

**Q:** will assessment attempts be different for high-level programmes as it has been agreed on the number of attempts to be reduced for higher-level programmes is this reflected in the P&P

**A:** Yes, it is clear that programme regulations override YooBee College regulations if they are different as part of programme approval.

**Q:** What happens if it is not possible for the student to resubmit the original assessment for example as it was a group assignment?

**A:** If it is not feasible then we have to give a different type of assessment to the student but still evidence that they have achieved the LOs, for example, if the students are assessed in groups and one student fails, a different type of assessment could be used for the resubmission.

**Q:** When a student passes two assessments and fails the third on a course, on SELMA it continues to show a failed result, is this corrected now?

**A:** We are moving away from averaging the mark of e.g. three assessments within the course, as this approach may not ensure all LOs are achieved.

**Q:** In some cases, the student needs to resubmit a simple task in a comprehensive assessment. Is it justifiable to cap the whole assessment result to 50%. Some of the Technology assessments, for example, state a 50% limit for the resubmitted tasks only.

**A:** Good point. If for example one of the three elements in an assessment have been failed, then the resubmitted element is held at a pass, and this will be combined with the successful elements to determine the overall grade.

*\* information to clarify this has been added to the assessment procedure.*

**Q:** Is the approach of a multiple assessment grade average now invalid?

**A:** All LOs should be met for the assessment and the course. It is suggested tht averaging is revisited because it is not aligned with the way NZQA look at the assessment and students' achievement to ensure that all LOs and GPOs are met..

**Q:** In a course, we may have 2 assessments, if a student did not pass all the assessments and consumed all their attempts, do they fail the course?

**A:** The BoS will make a decision either to retake the course or give an exemption of one more attempt

### **Missed deadline/no attempt**

**Q:** If a student is sick on the assessment day, is this counted as 1<sup>st</sup> attempt?

**A:** The student should provide evidence of being sick on that day, this will come under special consideration. In this case this will not count as the first attempt and the next assessment would be the first attempt. If however a student just misses a deadline with no explanation then the lack of submission will be counted as the first attempt. There are instances when reasons given for non-submission will not be accepted for special consideration e.g. a student's excuse is their computer crashed the day before or on the submission date.

**Q:** If the student is absent because they are unwell is this counted as failing one attempt?

**A:** This applies only to students without justification

**Q:** if a student completed all the practical parts of an assessment, they need to submit images on the LMS by a certain date, but they didn't submit until the following day, is that a fail?

**A:** yes, all elements required for an assessment should be submitted by the due date; it is about being world ready and work-ready

**Q:** is it stated in the P&P somewhere, that a reason such as a technical computer crash before the assessment due date is an invalid reason.

**A:** This is correct students should be backing up their work to account for such instances

**Q:** Request that there is an extension process diagram, and query if the extension is approved this will not be considered a failed attempt.

**A:** We will seek to produce a diagram and yes if an extension is granted this will not be a failed attempt.

**Q:** If assessment is not submitted or submitted late is that considered an attempt

**A:** Yes

### **Special consideration**

**Q:** In some cases, the students can't afford to go to the doctor to get a medical certificate, so their parents get involved, can we approve the application for special consideration without a doctor's certificate?

**A:** This is a valid point; however, we will need to have a record/certificate if the issue is re-occurring, in terms of submission. The student will need to provide some evidence of illness that has affected submission.

**Q:** Is it correct that a doctor's medical certificate is required, however if the student has a cold or minor illness that is accepted as a reason for delay in submission, the doctor's certificate if available won't normally describe the reason in the certificate.

**A:** The medical certificate when it is provided will be acceptable and we will agree that there is a reason for a delay in submission.

**Q:** For students taking practical assessments that involve work with clients we would not want a student to undertake the assessment if they had a cold or cold symptoms

**A:** The assessments can be rescheduled and the rescheduled time will be the first attempt.

**Q:** What could be a suitable duration be given for a second attempt submission due

**A:** Within two weeks will be the normal maximum, however students could undertake any resubmission in a shorter timescale of e.g. three days if they are only resubmitting a specific task(s)  
The procedure gives guidance with some room for judgment based on the programme and the faculty.

**Q:** The SC is a proactive approach to attempt, are the three attempts sufficient for lower level, is this a failure of course

**A:** Three attempts should be sufficient at all levels but the Board of Studies in considering results has the discretion to grant a fourth attempt when considering the case, or alternatively recommending a retake of the course. may have a look at the case.

**Q:** If the request for a fourth attempt is being considered by the BoS it will be important to know the background including for example how many cases of SC/extension were given to the students for a course or across a number of courses.

**A:** There is information in the procedure document under 'Assessment attempts exhausted' regarding students appealing to the BoS.

*\* information to clarify this has been added to the assessment procedure.*

**Q:** How does it go the BoS, the BoS uses shared email and who will be monitoring the shared box

**A:** It is suggested that each BoS should have its own email box.

*\* this is currently being looked into*

**Q:** Will the student apply for a 4<sup>th</sup> attempt request

**A:** It is expected tht the tutor will submit the case on behalf of the student

**Q:** Mental health is reasonably presented in our student body; we have two cases of unfairly disadvantaged

**A:** LSP is in place to support the students to get through these cases

**Q:** Level 2 students are unique in terms of their background, is it reasonable to continue doing what we have been doing as we are getting a good outcome and ensuring our students are treated with care, and we are achieving the organisation's standard expectation

**A:** This is a good point and something that the Quality team will need to look into further

## **Reconsideration**

**Q:** Is there a specific email address for reconsideration?

**A:** Reconsiderations normally go to the campus manager but if it is an appeal against a reconsideration then this will need to go to the Board of Studies

**Q:** Is a CM the right person to look at the reconsideration or does it need an academic view and also involve the FL

**A:** The CM will drive the process and may not be the one who makes the decision, they may, for example, consult with the FL to support the CM in their decision making. It will be important to ensure that there is appropriate academic involvement in the decision-making process as appropriate.

### **Academic Appeal**

**Q:** the appeal has in the past been a term consistent with special consideration - this is now changed

**A:** There has been a tightening up of the extension process and the appeal process has been introduced to ensure we have comprehensive processes to consider student issues before students potentially go to an external party. It is important for the staff to understand the difference between before and now.

**Q:** The extensions summary reports only go to the BoS, and if a student consumes all their rights to extensions the request can go to the BoS

**A:** Yes that is correct

### **General**

**Q:** Are we going with these Policies and procedures now

**A:** Yes, all approved P&P are to be actioned, we will refine them based on your feedback, but all are approved for use.

**Q:** Can we please remove the old P&P from SharePoint

**A:** These are removed as policies and procedures are aligned. Please let us know if there are any that we have missed.

**Q:** The online assessment programme information states that the student will get a 50% pass for the second attempt

**A:** Yes, it applies unless if a special consideration is granted. It should be noted that any specific rules in the programme regulation override Yoobee Colleges processes.

**Q:** Does the P&P apply to the Rollover classes or only to the new intakes

**A:** Yes they apply to both current and new students

**Q:** Are there any new things that we need to get back to the staff about for training, just to make sure we work efficiently, so we can give them all the updates at once?

**A:** Yes, some further assessment-related material and training will come in the following two weeks, it might be better to have more than one session with your teams to discuss changes, to avoid staff getting overwhelmed with many changes.