{{company\_logo}}

**ASSESSMENT PLAN**

**For**

**{{Course\_Title}}**

**TGS Ref No: {{TGS\_Ref\_No}}**

**Conducted by**

**{{Name\_of\_Organisation}}**

**UEN: {{UEN}}**

**Version 1.0**

Table of Contents

[1. Version Control Record 3](#_Toc177082279)

[2. Overview of Assessment 4](#_Toc177082280)

[3. Context of Assessment 4](#_Toc177082281)

[3.1. Skills Framework and TSC 4](#_Toc177082282)

[3.2. Candidate’s Description 4](#_Toc177082283)

[4. Instructions to Assessor 5](#_Toc177082284)

[4.1. Assessment Venue 5](#_Toc177082285)

[4.2. Assessment Methods 5](#_Toc177082286)

[4.3. Assessment Duration and Assessor to Candidate Ratio 5](#_Toc177082287)

[4.4. Assessment Summary 7](#_Toc177082288)

[4.5. Evidence Collection and Submission 7](#_Toc177082289)

[4.5.1. Written Assessment (Short Answer Questions) 7](#_Toc177082290)

[4.5.2. Practical Performance 8](#_Toc177082291)

[4.5.3. Case Study Assessment 8](#_Toc177082292)

[4.5.4. Oral Questioning 8](#_Toc177082293)

[4.6. Appeal Procedures 8](#_Toc177082294)

[5. Cross Reference Matrix of Assessment Methods 9](#_Toc177082295)

[5.1. Knowledge Assessment Matrix 9](#_Toc177082296)

[5.2. Abilities Assessment Matrix 9](#_Toc177082297)

[5.3. Assessment Specifications 11](#_Toc177082298)

[5.3.1. Assessment Specification for Written Assessment (SAQ) 11](#_Toc177082299)

[5.3.2. Assessment Specification for Practical Performance 13](#_Toc177082300)

[5.3.3. Assessment Specification for Case Study 16](#_Toc177082301)

[5.3.4. Assessment Specification for Oral Questioning (OQ) 18](#_Toc177082302)

[6. Assessment Records 22](#_Toc177082303)

[6.1. Assessment Record for Written Assessment (SAQ) 22](#_Toc177082304)

[6.2. Assessment Record for Practical Performance 23](#_Toc177082305)

[6.3. Assessment Record for Case Study (CS) 24](#_Toc177082306)

[6.4. Assessment Record for Oral Questioning (OQ) 25](#_Toc177082307)

[6.5. Assessment Summary Record 26](#_Toc177082308)

[7. Annexes 28](#_Toc177082309)

[7.1. Annex A: Code of Practice for Assessors 28](#_Toc177082310)

[7.2. Annex B: Checklist for Assessors 29](#_Toc177082311)

[7.3. Annex C: Pre-Assessment Information for Candidate 30](#_Toc177082312)

[7.4. Annex D: Assessment Questions and Answers 30](#_Toc177082313)

[7.4.1. Assessment Questions and Answers for WA(SAQ) 30](#_Toc177082314)

[7.4.2. Assessment Questions and Practical Performance 30](#_Toc177082315)

[7.4.3. Assessment Questions and Case Study 30](#_Toc177082316)

[7.4.4. Assessment Questions and Oral Questioning (OQ) 30](#_Toc177082317)

# Version Control Record

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Effective Date** | **Changes** | **Who** |
| 1.0 | {{Date}} | First version | {{Name\_of\_Organisation}} |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Overview of Assessment

The purpose of this assessment is to evaluate the candidate’s performance for {{Course\_Title}} against the following technical skills and competencies (TSC)

**Skills Framework:** {{TSC\_Sector}}

**TSC Title:** {{TSC\_Title}}

**TSC Code:** {{TSC\_Code}}

### Assessment Methods

|  |  |
| --- | --- |
| **Learning Unit** | **Assessment Method(s)** |
| {%- for unit in Learning\_Units %} | |
| {{unit.LU\_Title}} | {{unit.Assessment\_Methods | join(', ')}} |
| {%- endfor %} | |

Legend: **WA-SAQ:** Written Assessment (Short Answer Questions), **PP:** Practical Performance,

**CS:** Case Study, **OQ:** Oral Questioning, **RP:** Role Play

## Assessment Duration (per candidate)

|  |  |  |
| --- | --- | --- |
| **Assessment Method(s)** | **Assessor to Candidate Ratio** | **Duration** |
| {%- for mtd in Assessment\_Methods\_Details %} | | |
| {{mtd.Method\_Abbreviation}} | {% for ratio in mtd.Assessor\_to\_Candidate\_Ratio %}  {{ratio}}  {%- endfor %} | {{mtd.Total\_Delivery\_Hours}} |
| {%- endfor %} | | |
| **Total time** | | {{Total\_Assessment\_Hours}} |

## Assessment Venue

|  |  |
| --- | --- |
| **Assessment Method(s)** | **Venue** |
| {%- for mtd in Assessment\_Methods\_Details %} | |
| {{mtd.Method\_Abbreviation}} | **{{Name\_of\_Organisation}} or Client’s Premise** |
| {%- endfor %} | |

# Matrix of Assessment Methods and Evidence Gathering Plan

## Knowledge Assessment Matrix

{% set all\_k\_statements = [] -%}

{%- for unit in Learning\_Units -%}{%- for k in unit.K\_numbering\_description -%}{{ all\_k\_statements.append((k, unit)) or '' }}{%- endfor -%}{%- endfor %}

| **Knowledge** | {%- for mtd in Assessment\_Methods\_Details %} | **{{ mtd.Method\_Abbreviation }}** | {%- endfor -%} |
| --- | --- | --- | --- |
| {%- for k, unit in all\_k\_statements|sort(attribute='0.K\_number') %} | | | |
| {{k.K\_number}}: {{k.Description}} | {%- for mtd in Assessment\_Methods\_Details %} | {% if mtd.Method\_Abbreviation in unit.Assessment\_Methods %}{%- if mtd.Method\_Abbreviation in ['WA-SAQ', 'OQ'] %}√{% else %}-{% endif %}{% endif %} | {%- endfor -%} |
| {%- endfor %} | | | |

## Abilities Assessment Matrix

{% set all\_a\_statements = [] -%}

{%- for unit in Learning\_Units -%}{%- for a in unit.A\_numbering\_description -%}{{ all\_a\_statements.append((a, unit)) or '' }}{%- endfor -%}{%-endfor %}

| **Ability** | {%- for mtd in Assessment\_Methods\_Details %} | **{{ mtd.Method\_Abbreviation }}** | {%- endfor -%} |
| --- | --- | --- | --- |
| {%- for a, unit in all\_a\_statements|sort(attribute='0.A\_number') %} | | | |
| {{a.A\_number}}: {{a.Description}} | {%- for mtd in Assessment\_Methods\_Details %} | {% if mtd.Method\_Abbreviation in unit.Assessment\_Methods %}{%- if mtd.Method\_Abbreviation in ['PP', 'CS',’RP’] %}√{% else %}-{% endif %}{% endif %} | {%- endfor %} |
| {%- endfor %} | | | |

## Evidence Gathering Plan

|  |  |
| --- | --- |
| **Assessment Methods** | **Evidence Gathering Plan** |
| {%- for mtd in Assessment\_Methods\_Details %} | |
| {{mtd.Assessment\_Method}}  {%- if “SAQ” in mtd.Method\_Abbreviation or ”PP” in mtd.Method\_Abbreviation or ”CS” in mtd. Method\_Abbreviation %}  Individual, Summative, Open book  {%- endif %}  {%- if “OQ” in mtd. Method\_Abbreviation %}  Individual, Summative  {%- endif %} | {% if "SAQ" in mtd.Method\_Abbreviation %}  **Type of Evidence:** Written responses to short-answer questions. **Manner of Submission:** Candidates will generate answers to the questions and submit the hardcopy to the assessor. **Marking Process:** Assessors will evaluate the written responses on the accuracy and comprehensiveness of the answers. **Retention Period:** 3 years.  {% elif "CS" in mtd.Method\_Abbreviation or "PP" in mtd.Method\_Abbreviation or "RP" in mtd.Method\_Abbreviation %}  **Type of Evidence:** {% if "RP" in mtd.Method\_Abbreviation %}Role play  **Manner of Submission:** Assessor will evaluate the candidate using an observation checklist for the role play.  {%- else -%}  {%- for item in mtd.Evidence %}   * {{ item.LO }}: {{item.Evidence}}   {%- endfor %}  **Manner of Submission:**  {%- for submission in mtd.Submission %}   * {{ submission }}   {%- endfor %}  {%- endif %}  **Marking Process:**  {%- for mark\_item in mtd.Marking\_Process %}   * {{ mark\_item }}   {%- endfor %}  **Retention Period:** {{ mtd.Retention\_Period }}  {% if "RP" in mtd.Method\_Abbreviation %}  **No. of Role Play Scripts:** {{ mtd.No\_of\_Scripts }}  {%- endif %}  {%- else %}  N/A  {%- endif %} |
| {%- endfor %} | |

# Assessment Method Specifications

## Assessment Specifications

{% for mtd in Assessment\_Methods\_Details %}

### Assessment Specification for {{mtd.Assessment\_Method}}

|  |  |
| --- | --- |
| **Specifications** | **{{mtd.Assessment\_Method}}** |
| **Abilities and Knowledge** | {% if "SAQ" in mtd.Method\_Abbreviation or "OQ" in mtd.Method\_Abbreviation -%}  {%- set ks = [] %}  {%- for unit in Learning\_Units %}  {%- for unit\_mtd in unit.Assessment\_Methods %}  {%- if unit\_mtd in mtd.Method\_Abbreviation %}  {%- for k in unit.K\_numbering\_description %}  {%- if k.K\_number not in ks %}  {%- set ks = ks.append(k.K\_number) %}  {%- endif %}  {%- endfor %}  {%- endif %}  {%- endfor %}  {%- endfor %}  {{ ks | join(', ') }}  {%- endif -%}  {% if "PP" in mtd.Method\_Abbreviation or "CS" in mtd.Method\_Abbreviation -%}  {%- set as = [] %}  {%- for unit in Learning\_Units %}  {%- for unit\_mtd in unit.Assessment\_Methods %}  {%- if unit\_mtd in mtd.Method\_Abbreviation %}  {%- for a in unit.A\_numbering\_description %}  {%- if a.A\_number not in as %}  {%- set as = as.append(a.A\_number) %}  {%- endif %}  {%- endfor %}  {%- endif %}  {%- endfor %}  {%- endfor %}  {{ as | join(', ') }}  {%- endif %} |
| **Duration** | {{mtd.Total\_Delivery\_Hours}} |
| **Venue** | Training room / designated assessment area |
| **Set up** | **Physical Assessment (Main)**  Candidates are required to sit in a manner whereby there is sufficient separation so that they will not be able to interact during the assessment.  **Virtual Assessment**  LMS   * Questions to be pre-loaded into LMS and opened only to the candidates and during the assessment time. * Alternatively, assessor will send the questions electronically to candidates only during the assessment time.   Virtual Environment   * Learners to ensure the camera is on all the time and showing their full face. * Learners to share their whole screen throughout the assessment period * Assessors to ensure the recording is started before the candidates and remained recordings for every breakout room throughout all the duration of the Assessment. |
| **Pre-assessment instructions for assessors** | * Put the candidate at ease * Explain clearly the purpose and context of the assessment: * Purpose of the assessment * Assessment duration * Assessment methods and tools * Explain the methods to be used, the standards and criteria for the assessment and the duration of the assessment. * Explain the procedures of the assessment: * Check whether candidate has any special requirements e.g. language, special needs, etc. * Ensure that the following documents are made available * Assessment Summary Record * Candidate’s Appeal Form * Brief candidate on his/her rights and process of appeal * Identify any allowable adjustments that candidates may require should they have a special need   In addition to the usual pre-assessment instructions, Include instructions on use of:   * Assessment Code of Practice |
| **Pre-assessment instructions for candidates** | * Be punctual * Observe dress code: smart casual * Request for assessor to repeat questions if question is not clear or if candidate has difficulty understanding assessor's accent * To specify special needs, if any |
| **Process of conducting assessment** | * Verification of candidate’s identity * Ensure candidates are seated properly so that they will not interact with each other * Encourage the candidate to seek clarification if any * Keep in mind the time limit for the assessment |
| **Managing limitations of evidence** | * Use of Oral Clarification |
| **Recording Assessment Results** | * Record the results in the Assessment Summary Record * Check that all record forms, timing, dates, names, NRIC, signatures are completed. * Check that all Assessment Criteria are ticked competent (C) or not yet competent (NYC) in the specific questions. As long as there is a NYC, the candidate is considered not successful in the entire assessment. The candidate is required to re-take the entire assessment. * Record observation of Competence where applicable in the ‘Evidence of C and NYC must be recorded column * Record reasons of Not Yet Competence where applicable in the ‘Evidence of C and NYC must be recorded column * An ‘NYC’ in any K or A will results in an ‘NYC’ in the unit.A candidate is only deemed competent when they achieved a ‘C’ for all the A and K in the unit. |
| **Feedback** | * Give clear and constructive feedback to candidate using appropriate language * Seek clarification and agreement with the candidate on the outcome * Provide guidance on overcoming gaps in competency * Ask the candidates to sign the assessment record * Record the feedback on the assessment record * Sign off the assessment record * Assessor should reiterate the appeal process (if the candidate is assessed as not yet competent) |

{% endfor %}

# Assessment Code of Practice

5.1 This code of practice provides:

* Assessors with direction on the standard of practice.
* Candidates with assurance of the standards of practice expected of assessors.
* Employers with assurance of the standards maintained by {{Name\_of\_Organisation}} in the conduct of assessment.

5.2 The following code of practice is based on the international code of ethics and practice (The National Council for Measurement in Education [NCME]).

* 1. The differing needs and requirements of the person(s) being assessed, the local enterprise(s) and/or industry are identified and handled with sensitivity.
  2. Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary.
  3. All forms of harassment are avoided throughout the planning, conducting, reviewing and reporting of the assessment outcomes.
  4. The rights of the candidate(s) are protected during and after the assessment.
  5. Personal or interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes.
  6. The candidate is made aware of rights and processes of appeal.
  7. Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency.
  8. Assessment decisions are based on available evidence that can be produced and verified by another assessor.
  9. Assessments are conducted within the boundaries of the assessment system policies and procedures.
  10. Formal agreement is obtained from both the candidate(s) and the assessor that the assessment was carried out in accordance with agreed procedures.
  11. Assessment tools, systems, and procedures are consistent with equal opportunity legislation.
  12. The candidate is informed of all assessment reporting processes prior to the Assessment.
  13. The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment.
  14. Confidentiality is maintained regarding assessment results.
  15. Results are only released with the written permission of the candidate(s).
  16. The assessment results are used consistently with the purposes explained to the candidate.
  17. Self-assessments are periodically conducted to compare current competencies against the required competencies.
  18. Professional development opportunities are identified and sought.
  19. Opportunities for networking amongst assessors are created and maintained.
  20. Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.

# Assessment Management Organisation

**Assessment Appeal Panel**

|  |
| --- |
| Assessment  Appeal Panel |
| I |
| Assessment Manager |
| I |
| Assessors |

## Assessment Appeal Panel

* The Assessment Appeal Panel is responsible for reviewing and giving a decision on appeals against a Not-Yet-Competent award
* The panel is comprised of a Management Representative, the Assessment Manager and one Assessor who is independent of the case in question.

## Assessment Manager

The Assessment Manager is responsible:

* For the administration and conduct of assessment
* Monitoring and continuous improvement of the assessment process and tools
* For the continuous professional development of the pool of assessors
* Managing the process and outcome of the appeal cases.

## Assessor

#### The Assessor is responsible for conducting the assessment according to the Assessment Plan.

## Appeal Procedures

The candidate has the right to challenge the assessment decision made by the Assessor. When giving feedback to the candidate about the assessment, the Assessor must ask the candidate if they agree with the outcome.

If the candidate agrees with the outcome, the Assessor and the candidate must sign the Assessment Outcome record. If the candidate does not agree with the outcome, the candidate should not sign the Assessment Outcome record.

If the candidate intends to appeal against the decision made, he/she should discuss the matter with the Assessor. If he/she is still not satisfied with the decision, the candidate must notify the Assessor of the intention to appeal. The Assessor will enter the intention in the Feedback section of the Assessment Outcome record.

The Assessor will notify the training provider of the candidate’s intention to lodge an appeal.

The Assessment Manager will collect information from the Assessor. A separate session will be arranged for the candidate and an independent Assessor appointed by the training provider. An outcome agreed by all will conclude the appeal procedure.

A record of the appeal and any subsequent actions and findings will be submitted to SSG for record purposes.

# Instructions to Assessor

|  |  |  |
| --- | --- | --- |
| **A. Prior to the Assessment, I...** | **Tick** | **Remarks** |
| 1. ensured that the candidate is informed regarding the venue and schedule of assessment |  |  |
| 2. reviewed the current copies of the performance statement to be assessed, the assessment and evidence gathering plan, the assessment checklist and the organisations standard operating procedures (SOP) |  |  |
| 3. reviewed the performance statement and evidence plan to ensure that I clearly understood the instructions and the requirements of the assessment process. |  |  |
| 4. identified and accommodated any special needs candidate |  |  |
| 5. checked the logistics set up and resources for the assessment. |  |  |
| **B. During the Assessment, I:** | | |
| 1. introduced myself and confirmed the identities of the candidates. |  |  |
| 2. put the candidates at ease by being friendly and helpful. |  |  |
| 3. explained to the candidates the purpose, context and benefits of the assessment. |  |  |
| 4. ensured the candidates understood the process of the assessment. |  |  |
| 5. gave the candidates an overview of performance statement to be assessed. |  |  |
| 6. explained the appeal procedure and the results reporting procedure. |  |  |
| 7. encouraged candidates to seek clarifications if in doubt. |  |  |
| 8. asked candidates for feedback on the assessment. |  |  |
| 9. explained appropriate legal, safety and ethical issues |  |  |
| **C. After the Assessment, I:** | | |
| 1. ensured that the candidate was given constructive feedback. |  |  |
| 2. completed and signed the Individual Assessment Summary Record and the Assessment Record – Class Summary |  |  |
| 3. thanked the candidate for participating in the assessment. |  |  |

# Instructions to Candidate

## Pre-Assessment Information for Candidate

Assessors are required to provide candidates with relevant pre-assessment information which includes, but is not limited

1. This assessment of a range of assessment methods, including Written Assignment (Q&A), Written Assignment (Case Study) and Oral Questioning. The conduct of the assessment may be one-on-one, and, in a group, context as outlined in the Assessment Specifications.
2. For these competency elements and the required performance criteria (including range and context) will be assessed. Refer to the Assessment Specifications and ‘Instructions for Candidates’ for a detailed coverage of the assessment requirements.
3. You have a right of appeal to assessment decisions in accordance with {{Name\_of\_Organisation}} appeal procedures
4. The conditions for granting a deferred assessment are:

* Medical grounds – a medical report or certificate from registered medical practitioners
* Unexpected and exceptional circumstances which may include (but are not limited to):
* accidents (sporting, motor vehicle, etc.) where an injury is sustained bereavement

Unexpected and exceptional circumstances ***do not*** include cases where candidates have mistaken the day, time or venue of assessment.

# Assessment Records

{%- for mtd in Assessment\_Methods\_Details %}

{% if "SAQ" in mtd.Method\_Abbreviation or "OQ" in mtd.Method\_Abbreviation %}

## Assessment Record for {{mtd.Assessment\_Method}}

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Learning Outcomes** | **TSC Abilities and Knowledge** | **Please Tick** | | **Remarks** |
| **C** | **NYC** |
| {% for unit in Learning\_Units %} | | | | |
| {{{unit.LO}} | {% for k in unit.K\_numbering\_description -%}  {{k.K\_number}}: {{k.Description}}  {% endfor %} |  |  |  |
| {%- endfor %} | | | | |

**C: Competent; NYC: Not Yet Competent**

{%- endif %}

{%- endfor %}

{%- for mtd in Assessment\_Methods\_Details %}

{% if "PP" in mtd.Method\_Abbreviation or "CS" in mtd.Method\_Abbreviation %}

## Assessment Record for {{mtd.Assessment\_Method}}

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Enabling Learning Outcomes** | **TSC Abilities and Knowledge** | **Please Tick** | | **Remarks** |
| **C** | **NYC** |
| {% for unit in Learning\_Units %} | | | | |
| {{unit.LO}} | {% for a in unit.A\_numbering\_description -%}  {{a.A\_number}}: {{a.Description}}  {% endfor %} |  |  |  |
| {%- endfor %} | | | | |

**C: Competent; NYC: Not Yet Competent**

{%- endif %}

{%- endfor %}

## Assessment Summary Record

| **Learning Outcomes** | {%- for mtd in Assessment\_Methods\_Details %} | **{{ mtd.Method\_Abbreviation }}** | {%- endfor %} | **Competence** (Please Tick)  **C or NYC** |
| --- | --- | --- | --- | --- |
| {% for unit in Learning\_Units %} | | | |
| {{unit.LO}} | {%- for mtd in Assessment\_Methods\_Details %} | {% if mtd.Method\_Abbreviation in unit.Assessment\_Methods %}√{% else %}-{% endif %} | {%- endfor %} |  |
| {%- endfor %} | | | | |

Legend: **WA-SAQ:** Written Assessment (Short Answer Questions), **PP:** Practical Performance, **CS:** Case Study, **OQ:** Oral Questioning, **RP:** Role Play,

**NA:** Not Applicable, **C:** Competent, **NYC:** Not Yet Competent

This candidate has been assessed as

**COMPETENT**

**NOT YET COMPETENT**

|  |  |  |  |
| --- | --- | --- | --- |
| Candidate Name (As in NRIC) |  | Assessor Name |  |
| NRIC (Last 3 digits & alphabet) |  | NRIC (Last 3 digits & alphabet) |  |
| Candidate Signature |  | Assessor Signature |  |
| Date: |  | Date: |  |
| ***By signing, the candidate is agreeing to accept the assessment outcome*** | | ***By signing, the assessor is agreeing to have duly assessed the performance criteria and underpinning knowledge as required in the competence units*** | |

Feedback on outcome by Assessor/ Feedback by candidate:

|  |
| --- |
| *{Feedback on the overall performance or in the case of NYC; any area of skills gap and improvement needed}* |

# Annexes

## Assessment Questions and Answers

{% set annex\_counter = 0 %}

{%- for mtd in Assessment\_Methods\_Details %}

### Annex {{ ('ABCDEFGHIJKLMNOPQRSTUVWXYZ')[(loop.index0 \* 2)] }}: Assessment Questions for {{ mtd.Method\_Abbreviation }}

### Annex {{ ('ABCDEFGHIJKLMNOPQRSTUVWXYZ')[(loop.index0 \* 2) + 1] }}: Suggested Answer to Assessment Questions for {{mtd.Method\_Abbreviation}}

{%- endfor %}