{{company\_logo}}

**ASSESSMENT PLAN**

**For**

**{{Course\_Title}}**

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

**Conducted by**

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

**UEN: {{UEN}}**

**Version 1.0**

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# Version Control Record

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Effective Date** | **Changes** | **Developer** |
| 1.0 | {{Date}} | First version | Tertiary Infotech |

# Overview of Assessment

This assessment plan provides the essential guidelines for conducting the full assessment process for {{Course\_Title}}.

This assessment plan outlines the process of collecting evidence and making judgements on whethercompetency has been achieved. The technical principles of validity, reliability, flexibility and fairness are thus addressed in the conduct of the assessment, the development of the assessment tools and in the design, establishment and management of the assessment system

# Context of Assessment

## Skills Framework and TSC

The purpose of this assessment is to evaluate the candidate’s performance against the following technical skills and competencies (TSC)

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

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

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

During the assessment, the candidate needs to show sufficient evidence through the stated assessment methods that he has the necessary knowledge and skills to perform all the abilities listed in the skills standard.

At the end of the assessment, the candidate’s performance will be recorded in the assessment records. He will also be given feedback on his performance. Upon successful completion of his assessment, the candidate will be awarded a Statement of Attainment (SOA) for the competency

## Candidate’s Description

**Demographics**

* Typical age between 25 to 50 years, consisting of Singaporeans, Permanent Residence, Foreigners
* Varied Learners as some would have prior experience in IT industry while others are looking to gain knowledge to go into IT industry

**Knowledge and Skills**

* Able to operate using computer functions
* Minimum 3 GCE ‘O’ Levels Passes including English or WPL Level 5 (Average of Reading, Listening, Speaking & Writing Scores)

**Attitude**

* Positive Learning Attitude
* Enthusiastic Learner

**Experience**

* Minimum of 1 year of working experience.

# Instructions to Assessor

## Assessment Venue

The assessment is conducted in the classroom or training room

## Assessment Methods

|  |  |
| --- | --- |
| **Learning Outcomes** | **Assessment Methods** |
| {%- for unit in Learning\_Units %} | |
| {{unit.LO}}  {% for k in unit.K\_numbering\_description %}  {{k.K\_number}}: {{k.Description}}  {%- endfor %}  {%- for a in unit.A\_numbering\_description %}  {{a.A\_number}}: {{a.Description}}  {%- endfor %} | {% for method in unit.Assessment\_Methods %}  {%- if "SAQ" in method or "OQ" in method %}  {%- set ks = [] %}  {%- for k in unit.K\_numbering\_description %}  {%- if k.K\_number not in ks %}  {%- set ks = ks.append(k.K\_number) %}  {%- endif %}  {%- endfor %}  {%- for full\_method in Assessment\_Methods\_Details %}  {%- if method in full\_method.Assessment\_Method %}  {{ full\_method.Assessment\_Method }} – {{ ks | join(', ') }}  {%- endif %}  {%- endfor %}  {%- endif %}  {%- endfor %}  {%- for method in unit.Assessment\_Methods %}  {%- if "PP" in method or "CS" in method%}  {%- set as = [] %}  {%- for a in unit.A\_numbering\_description %}  {%- if a.A\_number not in as %}  {%- set ks = as.append(a.A\_number) %}  {%- endif %}  {%- endfor %}  {%- for full\_method in Assessment\_Methods\_Details %}  {%- if method in full\_method.Assessment\_Method %}  {{ full\_method.Assessment\_Method }} – {{ as | join(', ') }}  {%- endif %}  {%- endfor %}  {%- endif %}  {%- endfor %}  {% if not loop.last %}  {% endif %} |
| {%- endfor %} | |

## Assessment Duration and Assessor to Candidate Ratio

|  |  |  |
| --- | --- | --- |
| **Assessment Methods** | **Assessor to Candidate Ratio** | **Duration** |
| {%- for mtd in Assessment\_Methods\_Details %} | | |
| {{mtd.Assessment\_Method}} | {% for ratio in mtd.Assessor\_to\_Candidate\_Ratio -%}  {{ratio}}  {% endfor %} | {{mtd.Total\_Delivery\_Hours}} |
| {%- endfor %} | | |

## Assessment Summary

|  |  |
| --- | --- |
| **Assessment Methods** | **Rationale** |
| {%- for mtd in Assessment\_Methods\_Details %} | |
| {{mtd.Assessment\_Method}}  {%- if “SAQ” or ”PP” or ”CS” in mtd.Assessment\_Method%}  Individual, Summative, Open book  {%- endif %}  {%- if “OQ” in mtd.Assessment\_Method%}  Individual, Summative  {%- endif %} | {% if “SAQ” in mtd.Assessment\_Method -%}  Written Assessment - Short-Answer Questions (WA-SAQ) assessment will provide direct evidence of whether the candidates have acquired the underlying knowledge through written questions and answers.  Written Assessment - Short-Answer Questions (WA-SAQ) assessment consists of open-ended questions that require candidates to create an answer to each question. It is effective for assessing the knowledge of a topic.  {%- endif -%}  {% if “PP” in mtd.Assessment\_Method -%}  A practical Performance (PP) assessment will provide direct evidence of whether candidates have acquired the competency for the ability statements by solving a scenario-based problem.  Practical Performance (PP) assessment is an experience-based form of evaluation that captures the performance in the context of a meaningful task, emphasizing how well a candidate knows the content and outcomes rather than just whether they can complete a given checklist or set of requirements.  {%- endif -%}  {% if “CS” in mtd.Assessment\_Method -%}  Case study (Written Assessment) consists of scenarios that assess the candidate’s mastery of knowledge and abilities. It will enable consistent interpretation of evidence and reliable assessment outcomes. The assessor can collect ability and knowledge-based evidence to evaluate the candidate’s competencies against the learning outcomes.  {%- endif -%}  {% if “OQ” in mtd.Assessment\_Method -%}  This is a direct assessment method that will produce the product and knowledge-based evidence  Oral questioning also provides another direct evidence that learners have acquired the underlying knowledge of Design Thinking Course for Businesses.  Assessors will ask direct questions to learners face to face.  {%- endif -%}  {% if “RP” in mtd.Assessment\_Method -%}  Role play assessment is a type of performance evaluation that involves simulating real-life scenarios in which an individual must play a specific role or set of roles. During a role play assessment, the assessor typically provides the learner with a scenario and specific instructions on playing their role. The learner is then given 5 minutes to prepare for the role-play. After the preparation period, the learner must enter into a simulated interaction with the assessor playing the role of the customer or client.  {%- endif -%} |
| {%- endfor %} | |
| **Remarks:** Oral Clarification will be conducted in a setting where the assessor-to-candidate ratio is 1:1 on a need basis to close minor performance gaps in the {% set mtds = [] %}{% for mtd in Assessment\_Methods\_Details %}{% if mtd.Method\_Abbreviation not in mtds %}{% set mtds = mtds.append(mtd.Method\_Abbreviation) %}{% endif %}{% endfor %}{{ mtds | join(', ') }}. Duration of up to 5 mins is allocated, which is not included in the assessment duration | |

## Evidence Collection and Submission

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

{%- if "SAQ" in mtd.Assessment\_Method %}

### Written Assessment (Short Answer Questions)

**File Submission:** A hardcopy document should be submitted to the assessor. If necessary, a digital copy of the document can be submitted electronically via email or designated learning management system (LMS).

{% endif %}

{%- if "PP" in mtd.Assessment\_Method %}

### Practical Performance

**Recording Evidence:** Candidates are required to document their practical tasks. This can include screenshots, screen recordings, or photographs of their work, depending on the nature of the task.

**Submission Format**: All evidence should be compiled into a single document or a digital portfolio. This document should include:

* A brief description of each task performed.
* The steps taken to complete the task.
* The final output or result of the task.
* Any challenges encountered and how they were addressed.

**File Submission:** The compiled document or digital portfolio should be submitted via hardcopy or electronically through the email or designated learning management system (LMS) to the assessor. If necessary, a physical submission of printed evidence can be arranged.

{%- endif %}

{%- if "CS" in mtd.Assessment\_Method %}

### Case Study Assessment

**File Submission:** A hardcopy document should be submitted to the assessor. If necessary, a digital copy of the document can be submitted electronically via email or designated learning management system (LMS).

{%- endif %}

{%- if "OQ" in mtd.Assessment\_Method %}

### Oral Questioning

**File Submission:** Assessors will ask direct questions to learners face to face.

{%- endif %}

{%- endfor %}

## 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 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 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.

# Cross Reference Matrix of Assessment Methods

## 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 %} | | | |

## 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.Assessment\_Method or "OQ" in mtd.Assessment\_Method -%}  {%- set ks = [] %}  {%- for unit in Learning\_Units %}  {%- for unit\_mtd in unit.Assessment\_Methods %}  {%- if unit\_mtd in mtd.Assessment\_Method %}  {%- 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.Assessment\_Method or "CS" in mtd.Assessment\_Method -%}  {%- set as = [] %}  {%- for unit in Learning\_Units %}  {%- for unit\_mtd in unit.Assessment\_Methods %}  {%- if unit\_mtd in mtd.Assessment\_Method %}  {%- 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:   * Code of Practice for Assessors (Annex A) |
| **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 Records

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

{% if "SAQ" in mtd.Assessment\_Method or "OQ" in mtd.Assessment\_Method %}

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Learning Outcomes** | **TSC Abilities and Knowledge** | **Tick** | | **Evidence of “C” and “NYC” must be recorded** |
| **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.Assessment\_Method or "CS" in mtd.Assessment\_Method %}

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Enabling Learning Outcomes** | **TSC Abilities and Knowledge** | **Tick** | | **Evidence of “C” and “NYC” must be recorded** |
| **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** | Abilities and Knowledge | {%- for mtd in Assessment\_Methods\_Details %} | **{{ mtd.Method\_Abbreviation }}** | {%- endfor %} | Overall Result **Indicate**  **C or NYC** |
| --- | --- | --- | --- | --- | --- |
| {%- for unit in Learning\_Units %} | | | | | |
| {{unit.LO}} | {% for k in unit.K\_numbering\_description -%}  {{k.K\_number}}: {{k.Description}}  {% endfor %}  {%- for a in unit.A\_numbering\_description -%}  {{a.A\_number}}: {{a.Description}}  {% endfor %} | {%- for mtd in Assessment\_Methods\_Details %} | {% if mtd.Method\_Abbreviation in unit.Assessment\_Methods %}√{% else %}-{% endif %} | {%- endfor %} |  |
| {%- endfor %} | | | | | |

DE: Direct Evidence - Observation of performance and authentic work products; {% for mtd in Assessment\_Methods\_Details%}{% if “WA” in mtd.Method\_Abbreviation %}WA: Written Assessment;{% endif %} {% if “PP” in mtd.Method\_Abbreviation %}PP: Practical Performance;{% endif %}{% if “CS” in mtd.Method\_Abbreviation %}CS: Case Study;{% endif %}{% if “OQ” in mtd.Method\_Abbreviation %}OQ: Oral Questioning;{% endif %}{% if “OQ” in mtd.Method\_Abbreviation %}OQ: Oral Questioning;{% endif %}{% if “OQ” in mtd.Method\_Abbreviation %}RP: Role Play;{% endif %}{% endfor %}

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}*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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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*** | |

# Annexes

## Annex A: Code of Practice for Assessors

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, conduct, 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(s) 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 is carried out in accordance with agreed procedures.
11. Assessment tools, systems, and procedures are consistent with equal opportunity legislation.
12. The candidate(s) is informed of all assessment reporting processes prior to the assessment.
13. The candidate(s) 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 ensure current competencies against the assessment and Workplace Training Competency Standards.
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.

## Annex B: Checklist for Assessors

|  |  |  |
| --- | --- | --- |
| S/No. | Items | Tick (√) |
| 1. | Verify candidate’s identity |  |
| 2. | Explain the purpose, process and duration of assessment |  |
| 3. | Explain the appeal process |  |
| 4. | Check with candidate for any special needs |  |
| 5. | Ask candidate to clarify doubts |  |
| 6. | Check if candidate is ready to proceed with assessment |  |
| 7. | Record the start and end time of assessment |  |
| 8. | Record all evidence and comments/feedback in the Assessment Record |  |
| 9. | Provide feedback to candidate at the end of assessment |  |
| 10. | Record results and feedback in Summary Assessment Record  *(A candidate is deemed competent when she/he achieved a “C” for all abilities and knowledge.)* |  |
| 11. | Sign appropriate pages |  |
| 12. | Ensure candidate signs on Summary Assessment Record |  |
| 13. | Submit all completed forms to the Person in Charge |  |

## Annex C: 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 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 Tertiary Infotech Pte Ltd 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 ***does not*** include cases where candidates have mistaken the day, time or venue of assessment.

## Annex D: Assessment Questions and Answers

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

### Assessment Questions and Answers for {{mtd.Assessment\_Method}}

Refer to the document

* {{mtd.Assessment\_Method}}
* Answers to {{mtd.Assessment\_Method}}

{% endfor %}