

### **Purpose**

This policy document outlines what constitutes poor performance or non-performance and provides the framework for how situations of a learner 'at risk' of poor performance may be dealt with.

The policy also provides an overview of assignment submission requirements, theory exam protocol and workplace assessment procedures, including fee arrangements for exam resit and for reassessment.

### **Related policies and procedures**

IPI–Access, equity and conduct policy

IPI–Assessment policy

IPI–Cheating and plagiarism policy and procedure

### **Related documents**

IPI–Learner induction information

IPI–Learner induction checklist

IPI–Learner performance report

### **Scope**

This policy statement applies to all IPI Learning learners.

### **Responsible parties**

The General Manager and the Training Coordinator are responsible for the implementation and conduct of this policy.

**Definitions**

At risk learner	A learner may be deemed 'at risk' of poor performance or of non-performance if they: <ul style="list-style-type: none"><li>• fail to submit an assignment by the due date or extended due date</li><li>• exhibit a pattern of absences or non-attendances for training</li><li>• are absent for a scheduled theory exam</li><li>• fail to achieve the 80% theory exam pass mark on first and second attempts</li><li>• are uncooperative in class or interrupt the learning of others (refer to the IPI-Access, equity and conduct policy)</li><li>• for whatever reason, display poor performance or poor attendance</li></ul>
Pre-requisite entry requirements	Courses, training programs or modules may have pre-requisite entry requirements to be met by an agreed date and/or before a learner engages in training or assessment.

### Policy

IPI recognises that some learners may face performance issues for different reasons. The learner performance policy provides an approach to addressing instances of poor performance or non-performance in a fair and transparent way.

### Achieving training program/module pre-requisites

A course, training program and training modules ('course of training') often have stated pre-requisites that assist a learner achieve the course outcomes.

All learners must achieve the stated pre-requisite(s) at the time of entry to the course of training, or be enrolled in the pre-requisite and achieve it within an agreed timeframe.

A learner who enters a course of training without the necessary pre-requisite(s) or who, through non-performance, does not meet pre-requisite entry requirements may be disadvantaged as training progresses.

#### *Learners note:*

- entry into training in a module for which there are pre-requisite requirements may be denied if those pre-requisites are not met
- 'pre-requisites' can include submission and satisfactory completion of theory work

Learners who do not meet the stated module or program pre-requisite(s) within the agreed timeframe will be reported to the employer with a recommendation that they be withdrawn from the program until pre-requisite requirements are met.

### Learner performance

Learner performance is reviewed following the submission of the written assignment and the theory exam. A learner may be deemed 'at risk' if they are unable to meet the conditions for assignment submission and/or achieve a satisfactory theory exam result.

#### *Learners note:*

- all assignment and theory exam results are made available to your employer
- non-submission of written assignments will be reported to your employer and a course of action determined in consultation with the employer.

Learner performance will also be judged against the:

- IPI Access, equity and conduct policy

Non-conformances may be reported to the employer.

### 'At risk' learners

IPI will identify learners who, because of repeated poor or low performance or because of poor attendance for 1 or more day/s of training, may be deemed at risk.

At risk learners will initially be advised verbally of their "at risk" status and counselled by the responsible trainer as to an appropriate course of action (e.g. additional study / deferral to another training course).

If no response is received the learner and their employer will be advised in writing of the situation they are in, and the action required to help the learner address the problem(s). It is expected that the learner will acknowledge their situation and respond accordingly.

An appropriate response to an at risk learner's poor performance will be developed in conjunction with the learner and the learner's employer.

Responses may include:

- additional self-study
- deferral to a future course date

- in the case of repeated failure to achieve the minimum theory exam pass mark, a requirement to repeat training
- additional support from IPI and from the learner's supervisor to help overcome knowledge gaps in relation to the assignment or theory exam
- a response negotiated with the employer
- disciplinary action as determined by the employer.

A learner who cannot achieve a pass result on the third exam attempt for any one or more training modules may be viewed as not suitable for completing the program. A course of action will be discussed with the employer.

IPI may make recommendation to the employer that the learner is not suitable for continuing in the program and request that the learner be withdrawn. The learner may enrol again at a later stage if agreement is reached between the employer and IPI Learning.

### Written assignment

Written assignments are an essential part of the learning process. Submission and successful completion of the assignment is a requirement for receiving a certificate of completion for training.

Written assignments allow for:

- the application and revision of classroom learning
- workplace practical research and application of theory
- mentoring and support from the learner's supervisor and colleagues
- hands-on maintenance activities

Assignments must be submitted by the due date.

Refer to Assignment and theory exam marking below for an explanation of marking procedure.

#### *Learners note:*

- If you are unable to submit/complete an assignment by the due date, you must contact your trainer-assessor to discuss your circumstances or you may be deemed at risk of non-performance.

### Theory exams

Written theory exams are critical in determining learner comprehension of training materials. They are a requirement for receiving a certificate of completion for training.

- Theory tests are a timed, multiple choice and open book assessment that must be completed without conferring with others; electronic devices, including mobile phones, may not be accessed during the exam.
- Learners may ask for clarification of the intent exam questions
- No partial credit is given for incorrect answers.
- Exams are typically taken on the final day of training where applicable.
- Learners who are absent on exam day or who are asked to re-sit an exam may be offered one of two options:
  - a) learners who are required to re-sit an exam may be asked to do so at the end of the next open enrolment class.
  - b) learners who miss the exam through illness or other acceptable reason may be invited to attend the IPI office at a mutually convenient time to sit their exam.

#### *Learners note:*

If you are required to re-sit an exam you will be given reasonable time to study and seek support.

### Assignment and theory exam marking

It's expected that learners will provide a correct response to all assignment and theory exam questions.

Learners will be asked to meet with an assessor to discuss, clarify and/or correct their responses to questions where:

- answers are incorrect or only partially correct
- answers contain extensive unnecessary information or evidence that doesn't correspond with the question
- wrong or insufficient evidence is submitted
- answers don't provide an appropriate understanding of the materials

Learners must be able to 100% correctly answer any safety-critical questions.

A response (with or without assessor support) to every assignment and exam question is required; otherwise, a result will not be recorded. Learners must be able to show that they have the minimum understanding of the knowledge area covered by any question.

A person who repeatedly requires assistance to clarify or provide detail to answers or a person who is unable to demonstrate knowledge of safety-critical requirements may be deemed at risk and reported to their employer.

### Results

The pass mark for exams is 80% and above. A result of 79% or below is considered not satisfactory and requires a re-sit.

- Students may re-sit incorrect questions immediately after the initial assessment, provided that it is still within the allotted exam time.
- If the second attempt result is lower than 80%, the candidate should complete additional training or self-study before attempting another exam.

A person who displays a history of needing second or third attempts may be deemed at risk of poor performance.

### Fees

Fees for marking assignments and first and second attempt theory exams are included in the course fees.

Subsequent attempts and additional training may attract additional charges for printing, assessment, and for administration, recording and reporting. Employers may, at their discretion, pass these costs on to the learner.