



# Assessment Policy and Procedure

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# Assessment Policy

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# Assessment Policy

## 1.0 Administration

### 1.1 Change Control

Version	Author of Change	Date	Details of Change
2019.01	Gerhard van der Berg	July 2019	Creation of Assessment policy.

### 1.2 Record of Approvals

Level*	Committee Name	Date
1	Ravin Rughoonandan (Content Design Manager)	July 2019
2	Pragasen Moodley (Director, Learning Services AME)	July 2019
3	Candice Govender (Legal Director, AME)	July 2019

\* Level of approval

# Assessment Policy

## 2.1 Scope

The scope of this document defines the policies and procedures to be followed for:

- Assessments (online, portfolio of evidence and practical),
- Recognition of Prior Learner achievements, and
- Appeals process.

## 2.2 Philosophy

Sage's philosophy is to recognise performance and encourage life-long learning. Therefore, Sage's policies and procedures are outlined in accordance.

## 2.3 Introduction

This policy document is designed to assist Assessors and Moderators in the process of guiding and supporting all learners through the Assessment and Moderation process and will be broken up into the following:

- Assessment
- Appeals process
- Recognition of Prior Learning / Achievements

All of the abovementioned processes will be conducted in a fair, reliable, valid and practical manner in accordance with the SAQA Act of 58.

All the assessments will be conducted, assessed and moderated by registered and accredited assessors and moderators as per SAQA requirements.

## 2.4 Policy Statement

Assessments are a very important aspect of the learning process, therefore, at Sage, we will conduct, assess and moderate assessments according to the principles, namely being fair, reliable, valid and practical.

Sage develops and conducts the following types of assessments as part of their Learning Methodology:

- Formative Assessments (including Pre-Assessments), which will be conducted during the courses for preparatory purposes.
- Summative Assessments, which will be conducted after the courses and serves as the final certification assessment, which will depict the learners' performance against the criteria. Summative Assessments are conducted via a mandatory computer-based assessment (online) and supplemented by a PoE or practical paper based or combination of said assessments, whichever applies to the course.
- Integrated Assessments, which will be conducted in specialised circumstances. An approval process will apply to this form of assessment.
- Recognition of Prior Learning (RPL) assessments will facilitate access and redress past education paths and opportunities. An approval process will apply to this form of assessment.

Sage Learning Services makes use of different assessment design and delivery methodologies due to the fact that Sage believes in the experiential learning approach to learning. Sage also nominates the same pass marks (75%) to different courses based on the diverse audience the courses are directed at.

The online assessment process should be conducted in the following manner:

Description	Responsible Person	Frequency
Learners are informed well in advance regarding the summative assessment requirements, arrangements and processes stipulated in the Preface of each training manual provided.	Sage Facilitator	During Training
The learners are required to create a profile for themselves on the Sage Training Zone and register their allocated serial numbers during or after the course within the stipulated 6-month timeline.	Sage Facilitator / Sage Authorized Learning Partner (SALP)	Once
Or		
The learners are required to create a profile for themselves on Sage University and register for their assessment.	Learner	Situational
Once the learner registers the allotted summative assessment, Sage undertakes that the learner is ready to write the assessment.	System Generated	Situational
The learner is entitled to a set preparatory time before conducting the summative assessment. This preparatory time will be different for each course. The learner must write the summative assessment within 6 months. The learner will receive system-generated reminders to write their summative assessment 15 days before expiry, 10 days before expiry, 5 days before expiry and every day thereafter. When the summative assessment expires, the learner will have to purchase a new serial number / assessment.	Sage Learning Services	Always
Only one summative assessment is allocated to a learner. The learner is limited to one summative assessment attempt.	Sage Facilitator / SALP	Situational

Description	Responsible Person	Frequency
The learner can complete the summative assessment in his/her own time as an additional preparatory measurement.	Learner	Situational
When the learner is ready to write the summative assessment, the learner is required to log into the Sage Training Zone / Sage University using their user name and password specified during the creation of his/her profile.	Learner Administration Policy and Procedures	Situational
The registered assessments will be listed on his/her profile. The learner will select the relevant summative assessment from the list.	LMS	Always
The learner will complete the summative assessment.	Learner	Situational
The system will automatically communicate the learner's result and send a Sage certified e-certificate to the registered email address or the learner can download the certificate from the LMS.	System generated/LMS	Always
The learner can print their Sage certificate.	Learner	Situational
If the learner failed his/her summative assessment, the learner is required to purchase a new summative assessment to re-write. If, on the second attempt the result is failed, the learner will be advised to re-attend the training course.	Sage Learning Services	Situational
Normal Moderation procedures will be followed, as per the section on Moderation in this policy document.	Moderators	Monthly
The appeals criteria and process will be communicated as per the section on the Appeals Process in this policy document.	Sage Learning Services	Situational

The **portfolio of evidence** or **practical** assessment process should be conducted in the following manner:

Description	Responsible Person	Frequency
Learners are informed well in advance regarding the assessment requirements, arrangements and processes. The course outline will specify whether the course requires an online, Portfolio of Evidence (PoE) and/or practical assessment, or both or combination of said summative assessments.	Sage Learning Services	During Training

Description	Responsible Person	Frequency
The learners are required to complete the Portfolio of Evidence (PoE) for certain courses within the specified time period outlined in the Preface of the manual. Usually within 1 week or 5 working days after attending the course. The trainers will be responsible for distributing the learner assessment.	Sage Facilitator	Course Specific
The learners are required to complete the practical assessment during the course. Practical assessments are always conducted within an invigilated environment. Marking of these assessments will be done within 4-6 weeks after attending the course and handing in their question and answer sheets. The trainers / subject matter experts will be responsible for distributing the learner summative assessment and marking of the practical summative assessments.	Sage Facilitator / Subject Matter Experts	Course Specific
The preparatory time will be conducted during the facilitated course by means of simulations, formative assessments and debriefing sessions with a trainer/subject matter expert. This preparatory time will be different for each course containing a practical summative assessment element.	Sage Facilitator	Situational
When the learner is ready to write the practical summative assessment, the learner is required to complete the summative assessment and send the necessary data files, question papers and answer sheets for marking.	Sage Facilitator	Situational
The practical or PoE summative assessments will take 4 - 6 weeks to be marked.	Assessors/SME	4 – 6 weeks
The outcome of the assessment results will be manually uploaded to the learner's profile by the assessors or administrators. The learner will receive a system generated notification once these results is available.	Assessors	4 – 6 weeks
A system generated certificate will be available on the LMS. The learner can print their certificate.	Learner	4 – 6 weeks
If the learner failed his/her PoE or practical summative assessment, the learner is required to purchase a summative assessment re-write session. If, on the second attempt the result is failed, the learner will be advised to re-attend the training course.	Sage Learning Services	Situational

Description	Responsible Person	Frequency
Internal Moderation procedures will be followed, as per the section on Moderation in this policy document.	Moderators	Monthly
The SETA moderation and verification process will be conducted within 60 – 90 days after the learner have completed their online assessments, whereby an accredited statement of results, where applicable, will be issued and provided to the learner by the relevant SETA.	External Moderation / SETA Verification	60 – 90 days
The appeals criteria and process will be communicated as per the section on the Appeals Process in this policy document.	Sage Learning Services	Situational

## Integrated Assessments

The **integrated** assessment process should be conducted in the following manner:

Description	Responsible Person	Frequency
Integrated assessments will be done on a case by case basis using the normal summative assessment practices outlined in this policy document.	Assessor/Learner	Situational

## 2.5 Appeals policy and procedures

### Policy Statement:

Each learner has the right to appeal against an unfair, unreliable, invalid or not practical assessment.

Any learner / candidate can / may appeal against the assessment outcome based on the following:

- Appeal against the judgement/result if it is / was unfair, invalid, unreliable or not practical.
- Appeal against the judgement/result if the assessor has inadequate expertise.
- Unethical practices by the assessor.

After receiving the assessment report, the following steps to appeal must be followed:

Description	Responsible Person	Frequency
The appeals process and form is available on request.	Sage Learning Services	



Description	Responsible Person	Frequency
The Assessment Appeals Form must be completed and submitted to Sage / SALP within five (5) working days of completing the assessment.		
The SALP will forward this appeal form to Sage Learning Services within 2 working days, if applicable.	SALP	
Sage will forward the form to the internal moderator within a day and the moderator will evaluate the appeal and issue a moderation report specifying the outcome of the appeal.	Moderator	
Recommendation / feedback will be given to the candidate / learner within five (5) working days via Sage.	Sage Learning Services / Assessor	
Should a re-assessment date be scheduled, feedback on the re-assessment (if applicable) must be given to the candidate / learner as per the normal assessment procedure.		

## 2.6 Recognition of prior learning (RPL) / Achievements policy and procedures

### Policy Statement:

RPL within Sage will be conducted in accordance with the NQF and ETQA objectives. RPL is a fundamental of the NQF and ensures to access and redress past learning that took place, whether it is formal, informal, self-study, work experience or in-house education and training. Sage will make this assessment method available to learners in order to give them the opportunity to be recognised for past education and training.

The RPL **pre-process** is done in the following manner:

Description	Responsible Person	Frequency
The candidate can either personally apply or be nominated by a manager or peer.	Sage Learning Services / Assessor	
The candidate need to complete the RPL request form, attached to this policy document (Appendix B).	Learner	
The RPL process must be discussed and explained to the candidate with specific reference that they only get one chance to pass, otherwise they must attend the applicable training.	Sage Learning Services / Assessor	

Description	Responsible Person	Frequency
The candidate must motivate their RPL request by submitting all possible evidence regarding their past learning that is applicable to their request.	Learner	
The evidence will be evaluated by assessors and moderators of Sage Learning Services.	Sage Learning Services / Assessor / Moderator	
If the assessors and/or moderators find enough evidence, they will notify the learners to book for the assessments.	Sage Learning Services	

The RPL **assessment** process is done in the following manner:

Description	Responsible Person	Frequency
The candidate will book the relevant assessment through Sage / SALP.	Learner / Sage Learning Services	
The candidate will write the assessment.	Learner	
If the candidate is found competent in the specific field, they will receive the relevant certification.	Sage Learning Services	
If the candidate is not found competent, the candidate may book another assessment through the normal procedure and rewrite the assessment if the assessment is for an End User course.	Learner	
If the assessment is for a Technical course, it is required that the candidate attend the appropriate course.	Learner	

The RPL **post-process** is done in the following manner:

Description	Responsible Person	Frequency
If the learner passed the assessment, he/she will be awarded with the relevant credits, certificate or qualification.	Sage Learning Services	
If the learner did not pass or were found incompetent, he/she will be requested to attend the relevant/applicable training events/courses.	Sage Learning Services	

## 2.7 Appendix A – Sage Assessment Appeal Form



### Assessment Appeal Form

To be completed and submitted within five [5] working days after receipt of Assessment Report		
Learner Name		
Surname		
Identity number		
Contact Number		
Email address		
Date of assessment		
SALP where assessment was taken		
Name of Assessment taken		
Reason for appeal		
Please attach a copy of the Assessment Report		
Candidate	<hr/>	<hr/>
	Signature	Date

## 2.8 Appendix A – Sage RPL Application Form



### RPL Application Form

To be completed and submitted within five [5] working days after receipt of Assessment Report		
<b>Learner name</b>		
<b>Surname</b>		
<b>Identity number</b>		
<b>Contact number</b>		
<b>Email address</b>		
<b>Date of assessment</b>		
<b>Name of assessment</b>		
<b>Motivation for application</b>		
<b>Please attach copies of your highest qualifications as well as specific evidence regarding the request.</b>		
<b>Candidate</b>	<hr/> Signature	<hr/> Date
<b>Sage Learning Services</b>	<hr/> Signature	<hr/> Date

## 2.9 Contacts

Should you have any questions about the content of this policy please contact the training department via email: [Training.Za@sage.com](mailto:Training.Za@sage.com).