

RESULTS AND GRADE POINT ASSESSMENT SYSTEM GUIDE

Both assessment and grading within all subjects at ICHM have taken on a new look since 15th July 2002, and minor changes were made in December of 2002 and again in July of 2003. These changes to our assessment and grading systems were necessary for ICHM to fulfill its recognition requirements with both the **Australian Quality Training Framework (AQTF) and the Swiss Hotels Association (SHA)**. The combined recognition requirement of both these authorities is the assurance you have as a student that the qualifications you earn at ICHM are equally recognized both internationally and within Australia.

The issues of assessment style and grading need to be seen as two separate issues. The AQTF and industry today require **COMPETENCY BASED ASSESSMENTS (CBA)**, and the SHA require end of semester grading to be reported using a 6-point grade system called a **GRADE POINT AVERAGE (GPA)**. These issues are not entirely new in either industry or education, but may be very new to you. This paper will help you to understand each of these two issues.

CBA is only a method of obtaining information and being able to measure performance against the ability to perform a task or a job. In fact, measuring competency is exactly what industry does every day in the workplace. It is the best possible indicator that someone can do the job for which they have been employed and that is the only measure you will use when you, too, are making hiring and promoting decisions. Someone who is only good at answering exam questions or reciting textbook material from memory is useless to industry unless they can demonstrate they can apply that learning to the workplace.

The GPA scale is the single most widely used grading system in the world for tertiary studies and has long ago surpassed the use of percentages. Further, it is an important measure required by the SHA, as it is the most familiar measure of academic performance referred to by industry.

"Competency Achieved" (CA) is the best that most other students in Australia can strive for. The Swiss Hotels Association (SHA) and ICHM, however, to reflect the real world demands of the international hotel industry, have incorporated additional assessment criteria in the SHA program that are well "above and beyond" the national training package requirements.

There is no benefit in striving to be like everyone else. The world already has enough average and mediocre people and, at a centre of excellence such as ICHM, the minimum standard expected by industry in Australia is just not good enough.

Each subject undertaken at ICHM now contains Australian required UNITS of COMPETENCY as well as subject content exclusive to ICHM. It is this combination of learning material, plus the changed assessment system, that allows your qualifications and results (Points & Grades) to be recognized by both AQTF and SHA.

To summarise, the two major changes are:

1. Assessments are **Competency Based** rather than knowledge based (AQTF requirement), and at the same time offer you the opportunity to perform at a **range of achievement levels** above competent towards excellence. In each assessment, that you undertake at ICHM you will be required to show that you are **COMPETENT** first before a grade can be awarded.
2. A **six (6) points grading system** is used to report results, rather than percentages (SHA requirement). This is the most widely used grade reporting system today, and all major universities in the world either use this system as their entrance criteria, or have their own conversion formula, based upon this system.

Some new assessment terms you should learn.

Competency Based Assessment ... is defined as a person demonstrating whether they have the skills, knowledge and experience required to perform specific tasks/functions in the workplace. The assessment process includes collecting evidence of a student's achievement of specified competencies, measured against performance criteria. This will usually involve a combination of assessment activities (*class tests, projects or assignments, skill demonstrations, presentations, oral questioning, examinations, case studies, role-plays etc.*).

A unit of Competency ... *Describes what is expected of you in the workplace.*

Broadly describes a person's role in the workplace. E.g. manage physical assets; plan and manage meetings; control and order stock etc. Expressed in terms of the outcomes required, other people usually involved, main functions and tasks involved, and the applied knowledge and understanding required for the job. Includes *elements of competency and performance criteria*.

Elements of Competency ... *These are the functions and tasks that you must be able to do at the time of assessment.* These are the basic building blocks of the unit. They describe, in terms of outcome, the significant functions, and tasks that a person in a particular area of work must be able to perform to complete the unit of competency described above.

Performance Criteria ... *Describes how well you are expected to perform each element.*

A description of the level of performance required for each element of competency. Specifying all the relevant tasks, roles, skills, and applied knowledge & understanding that would demonstrate competent performance to competently carry out the task/function.

INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT

How will my assessment results be reported to me?

*The grade points system is designed so that both yourself and the lecturer can monitor your progress throughout a subject by **assessing and reporting progress** against specific performance criteria **to competency achieved and beyond towards excellence.***

All assessment results are reported to you with **both Points (rounded to 3 decimal places) and a Grade**. As always you have the right to review all assessment results individually with the lecturer by making an individual appointment.

The grade points system is comprised of three parts;

1. Awarding **4.0 grade points** for nominated performance graded assessments that achieve competency, **and then awarding 0.25 of a grade point** for achieving each specified criterion **above the level of competent**.
2. At the completion of the subject, determining a **Subject Point Average (SPA)** using only those assessments nominated as performance graded.
3. When all subjects are completed for a particular year, determining a **Grade Point Average (GPA)** that includes all subjects from that year. (1st, 2nd & 3rd year).

0.000 to 2.999 *re-enrollment in the subject required*

3.000 to 3.999 *one re-assessment within 14 days*

4.000 to 4.749 **grade points**

4.750 to 5.499 **grade points**

5.500 to 6.000 **grade points**

Competency Not Achieved (CNA)

Not Yet Competent (NYC)

Competency Achieved (CA)

Competency with Merit (CM)

Competency with Distinction (CD)

While the grading system might look new, it is in fact very similar in structure to the grading system ICHM previously employed. A percentage score was used to determine the Grade but each Grade covered a range of percentages. In the same way, Grade Points determine the Grade and each Grade includes a range of Grade Points.

*Each point that you earn in an assessment will count towards both your Subject Point Average (SPA) and towards your Grade Point Average (GPA). You should **strive for each available point or fraction of a point** just as you previously did for percentages, only now you will know exactly what you are expected to do to achieve them.*

What does it mean to be competent?

Competency ... comprises specified knowledge and skills relevant to an industry, and the application of that knowledge and skills to the standard of performance required in the workplace. ANTA's definition of competency encompasses several features:

"The concept of competency focuses on what is expected of an employee in the workplace, and embodies the ability to transfer and apply skills and knowledge to new situations and environments".

Competence as defined in a unit of competency is ... the demonstrated performance of knowledge and skills to the standards required by industry.

So being competent means that you can *demonstrate* to the required standard: -

- That you know how to do particular tasks or functions.
- An understanding of why they should be done that way.
- The ability to do different tasks/functions at the same time.
- That you are able to deal with everyday problems that may occur in the workplace.
- An understanding of workplace policies and procedures.
- That you can fit in with others in the workplace.

How will I know what the lecturer expects me to do?

Student assessment guides ... will be prepared by the lecturers and issued to you in the first week of each subject. Your lecturer will explain the content of the guide to you to make clear, what is expected to be done; the **various levels of performance expected**; and when the assessments will take place. It is your responsibility to read the information and clarify any concerns you have regarding the information presented about each assessment.

Student assessment guides will usually include the following information: -

- The purpose, methods and procedures for each assessment to be conducted.
- Any critical aspects of the assessments that absolutely must be included.
- The elements of competency that are being addressed within each assessment.
- Performance criteria that will be used to determine levels below competency.
- Performance criteria that will be used to determine competency itself.
- Additional performance criteria used to grade levels of performance above competency.
- A self-assessment checklist for you to use before the assessments to check your preparation.
- Specific rules or conditions that may be related to each particular assessment.

Prior to the assessment, you will usually be given the opportunity to: -

- Examine an example of the completed assessment or finished article.
- Practice the assessment in the form of case studies and class exercises.
- Complete topic review tests, and check your answers, either in class or on your own.
- Review your work against the lecturer's assessment criteria in the form of a checklist.
- Review (draft) your work as it is developed with the lecturer before it is submitted.

INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT

How will I know what to do for a result higher than competent 4.000?

The marking system adopted by ICHM and the SHA ensures that students who put in extra effort, beyond the minimum that is required, will be rewarded with a GPA that reflects their efforts. By the same token, those that are satisfied with a mediocre effort will receive a mediocre GPA.

Each point that you earn in an assessment will count towards both your Subject Point Average (SPA) and towards your Grade Point Average (GPA). You should strive for each available point or fraction of a point just as you previously did for percentages, only now you will know exactly what you are expected to do to achieve them.

To determine your competency the lecturer may set a combination of both graded and non-graded assessments. Most subjects will be graded and these will include **at least two performance graded assessment pieces**. To truly reflect your level of performance they will be **holistic in nature** i.e. *include multiple elements of competency from within the subject*.

For an assessment piece to be graded the lecturer will **write 8 additional performance criteria** above, or extending, those that would be expected to be met for competency. These will be used to test how well you are able to perform above those levels expected for competency.

The graded assessments for each subject will specify

1. The performance criteria that you need to achieve to be awarded a supplementary assessment OR re-submission. **(Minimum 3.000 required)**.
2. The performance criteria that need to be achieved by yourself for competence (CA)
3. An additional 3 performance criteria each of which, if achieved by yourself, will score **grade points leading towards** competence with merit (CM)
4. A further 5 additional performance criteria each of which, if achieved by yourself, will score **grade points leading towards** competence with distinction (CD) and above.

*This information will be found in your subject assessment guide, and will be explained in detail in the first week of the subject and at various other times prior to the assessment. **You have a duty to read this document and ask your lecturer questions to ensure your understanding.***

Every mark received for an assessment, *other than for those ungraded assessments used only to determine Competency*, counts towards a final Subject Grade and Grade Point Average (GPA). These scores are recorded and a Subject Point Average for each subject will appear on all Academic Statements and will contribute to the GPA for the year.

Which candidate would any employer want to employ if they are able to select between someone with a CA, CM or CD? Further, if given the choice, which do you suppose they would select if presented with two CA candidates, one of who had a GPA of 4.000 and another with a GPA of 4.749 on a 6-point scale? ... and I suspect you would do exactly the same thing when you start making those selection choices in the future.

INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT

I need more information about the assessment grades.

Your assessment grades are an important part of the learning process; they are your way of checking your progress throughout a subject and it is important that you understand them.

Competency Not Achieved. (CNA) 0 000 to 2.999 Grade points or SPA. (*Student required to re-enroll in the subject*).

There are a number of instances when a result of CNA will be recorded.

- Work submitted does not reach the lecturer stated standard to be awarded **3.000**.
- **OR** Requirements for **competence not met after re-assessment**.
- **OR** Work for re-assessment is presented **later than the negotiated time**.
- **OR** Work is presented for assessment **more than 3 working days late**.

Not Yet Competent. (NYC) 3.000 to 3.999 Grade points or SPA. Applied to **any assessment piece** that fails to achieve the requirements for competence on the **FIRST SUBMISSION ONLY. Re-assessment required.** (*Type of evidence determined by the lecturer's professional judgement*). Time for re-assessment usually **not less than 48 hours, but not more than 14 days.** (**However there are occasions that this will vary, according to rule 15.5**).

Competency Achieved. (CA) 4.000 to 4.749 Grade points or SPA. Work achieves all criteria for competence, **may also include 1 or 2 additional merit criteria achieved.**

Competency with Merit. (CM) 4.750 to 5.499 Grade points or SPA. Work achieves all criteria for both competence and merit. **May also include 1 or 2 additional distinction criteria achieved.**

Competency with Distinction. (CD) 5.500 to 6.000 Grade points or SPA. Work achieves criteria for competence, merit, & 3 distinction criteria. **May also include 1 or both extra criteria achieved.**

What happens if I hand up my assessment late?

Completing work within a specified time is a major requirement in the workplace, and as such, it is a critical factor in assessments. You are **encouraged to review your work** with your lecturer as you develop an assignment or project, this should give you ample opportunity to check your progress towards completion on time. You are further **encouraged to submit your work** by the last date due for hand up, **even if it is not completed, as the penalties for lateness are high.**

If you choose to submit work after the last due date for hand up, the following will occur: -

- If the work is **more than 3 working days late** it will be returned to you unmarked, a grade of **Competency Not Achieved (CNA)** will be recorded and you will be required to **re-enroll** in that subject during a subsequent semester of study.
- If the work is **three days late or less**, you will need to successfully **complete one additional performance criterion** for each late working day, for your work to be graded as competent.
- **4.000 C A is the maximum grade** given to any **work submitted late**.

Rules regarding extensions of time, acceptable reasons for lateness, and the appeals process are detailed in the ICHM Rules and Conditions (July 2006).

INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT

My assessment was judged as not meeting competency, what now?

If the assessment piece is presented on or before the last date set for hand-up, but **fails to achieve the specified standard** for competency, **and/or fails to achieve the additional criteria** if it is **3 days late or less**, then the assessment will be graded as either **Competency Not Achieved (CNA) or Not Yet Competent (NYC)**. Do not fear you **MAY have ONE MORE** opportunity to be assessed as competent.

If you submit work that **does not reach the lecturer's stated standard required for 3.000**, a grade of **Competency Not Achieved (CNA)** will be recorded and you will be required to **re-enrol in that subject** during a subsequent semester of study.

A Supplementary Assessment, or permission to re-submit a piece of work, will be offered to you by the lecturer **if in their judgment you have achieved the standard stated to be awarded 3.000** but failed to achieve 4.000.

When you are offered this opportunity you should meet with the lecturer and;

1. Identify where you have failed to achieve the requirements for Competence.
2. Discuss what now needs to be achieved before you **present again for re-assessment** (*the nature of this re-assessment will be determined by the lecturer, based on their professional judgement*).
3. The lecturer will set a time for this re-assessment, **(usually not less than 48 hours or more than 14 days SEE RULE 16.6)**. *Late submission of this re-assessment will require you to re-enroll in the subject.*

If your re-assessment meets the required standard then a grade of Competency Achieved is recorded and 4.0 grade points. **This would be reported to you as 4.000 CA**. If your re-assessment **fails to meet the specified standard** for competency at the first re-assessment, or is presented **later than the negotiated time**, then a grade of **Competency Not Achieved (CNA)** will be recorded and you will be required to **re-enroll in that subject** during a subsequent semester of study.

Rules regarding the appeals process and notification of supplementary assessments are detailed in the ICHM Rules and Conditions (July 2006).

INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT

What is a Subject Point Average (SPA) and why is it important?

While grade points for each graded assessment show your development throughout a subject, the **Subject Point Average (SPA)** shows your overall subject result. Your SPA will be used to determine which students win a number of ICHM awards that recognize academic excellence.

Subject Point Averages would also be used in industry, as they show your particular strengths and weaknesses, or particular areas of our industry that you are most interested in, or areas you are likely to excel in. As mentioned previously, striving for each available point or part of a point in all assessments is an important part of the Grade Point System.

Only assessments that were nominated as *Performance Graded Assessments* will be included when determining the Subject Point Average. SPA is determined by **adding together the achieved grade points** from each assessment nominated as *Performance Graded* for the subject, and **dividing the total achieved by the number of performance graded assessments** to determine an average. (*Expressed as a subject point average rounded to three decimal places*).

EG assessment 1 Performance Graded **4.500 CA**
assessment 2 Not performance graded **CA.**
assessment 3 Performance Graded **5.000 CM**

4.500 + 5.000 = 9.500 divided by 2 graded assessments = SPA of 4.750 (Grade CM).

EG assessment 1 **4.250 CA**
assessment 2 **5.000 CM**
assessment 3 **5.500 CD**

4.250+5.000+5.500 = 14.750 divided by 3 graded assessments = SPA of 4.917 (Grade CM).

How is my Grade Point Average calculated?

When all subjects that are required to complete any particular year have been assessed as 4.000 CA or better, it is simply a matter of adding together the SPA achieved for each subject and then dividing the total by the number of subjects.

EG Subject 1 SPA **4.750 CM**
Subject 2 SPA **4.917 CM**
Subject 3 SPA **5.356 CM**
Subject 4 SPA **5.613 CD**
Subject 5 SPA **4.638 CA**
Subject 6 SPA **4.713 CA**
Subject 7 SPA **5.674 CD**
Subject 8 SPA **5.512 CD**
Subject 9 SPA **5.294 CM**

TOTAL 46.467 divided by 9 subjects = GPA of 5.163 (Grade CM)

INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT

How does the lecturer apply grade points to an assessment?

The process that lecturers use to apply grade points is the same, no matter what type of assessment is used. All assessment performance criteria used by the lecturer are stated in your subject assessment guide. The steps shown below **assume your work is presented on time and is graded as CA on the first submission.**

Step 1.

If your assessment piece is presented on or before the last date set for hand-up, the lecturer will assess it against the specified performance criteria for Competency Achieved. If your work meets these criteria then you will be awarded **a grade point of 4.000.**

Now the lecturer will look to see how much further you have chosen to develop this work.

Step 2.

The lecturer will then review your assessment piece against each of the 3 additional performance criteria that must be achieved by your work to determine Competence with Merit.

A further **0.25 is to be added for each performance criteria you have achieved.**

- If none of the 3 additional criteria have been achieved, then the grade point of 4.000 is recorded and **reported to you as a Grade of 4.000 CA.**
- If your work has achieved 1 or 2 of these only, then a grade point of 4.250 or 4.500 would be recorded, and **reported to you as a Grade of 4.250 CA or 4.500 CA.**
- If your work has achieved all 3 additional performance criteria set to evidence Competence with Merit then you will be awarded **a grade point of 4.750 instead of the 4.000 at step 1.**

Now the lecturer will look to see how much further you have chosen to develop this work.

NOTE: No re-assessment will be allowed to gain extra points or to achieve CM.

Step 3.

The lecturer will then review your assessment piece against each of the 5 additional performance criteria required for Competency with Distinction and above towards excellence.

A further **0.25 is to be added for each performance criteria achieved.**

- If none of the 5 additional criteria have been achieved, then the grade point of 4.75 is recorded and **reported to you as a Grade of 4.750 CM.**
- If your work has achieved 1 or 2 of these only, then a grade point of 5.0 or 5.25 would be recorded, and **reported to you as a Grade of 5.000 CM or 5.250 CM.**
- If your work has achieved 3, 4 or 5 of these then the grade point of 5.5 or 5.75 or 6.0 is recorded and **reported to you as a Grade of 5.500 CD or 5.750 CD or 6.000 CD.**

NOTE: No re-assessment will be allowed to gain extra points or to achieve CD.

INTERNATIONAL COLLEGE OF HOTEL MANAGEMENT

*There may be occasions when you have presented an assessment that is potentially a CM or CD piece of work, but you have failed to either correctly or completely address all of the CA criteria. If the **additional information found in the CM or CD criteria** provides the lecturer with **sufficient evidence** that your work is indeed competent, they **may use this evidence to grade competency**.*

*However, evidence used in this way **WILL NOT** then be used again, to earn points at a higher grade. The lecturer may also use this option if you have just missed a CM grade but evidence can be found in the CD section of the assessment. This is covered in **ICHM Rules and Conditions 16.4 & 16.5**, and **YOU ARE URGED TO READ AND UNDERSTAND THESE AS USUAL**.*