

Code of conduct for ESV LEI assessments

Purpose

Any licence assessment conducted by Energy Safe Victoria (ESV) is designed to ensure the candidate has a broad knowledge of the subject matter being assessed, to determine that they are able to carry out complex tasks safely and the work carried out complies with regulations and is safe.

This code is designed to ensure that assessment candidates are treated in a consistent and fair manner and to minimise accusations of favouritism or bias. This code applies to both the assessor and the candidate.

GENERAL ASSESSMENT PROCESSES

This section informs the basic assessment processes applicable to all assessments.

Candidate identification

The assessor or authorised representative of ESV shall check the candidates' photo identification (ID), and record the candidate's attendance.

Suitable photo ID shall include:

- Current drivers licence
- Boat licence
- Passport
- Student ID card
- Employment ID card
- Proof of age card
- Any Australian government issued ID that includes a photo of the candidate
- Any other formal ID with the candidate's photo and full name

Candidates presenting without suitable photo ID shall be dealt with at the assessor's discretion. The assessor has the right to refuse the candidate access to the assessment. If the assessor deems extenuating circumstances and allows the candidate to sit the assessment, the candidates' paper shall not be marked, or the result released, until such time as suitable photo ID is presented to ESV by the candidate.

Equipment and reference material

ESV shall provide each candidate with a printed copy of all Standards, Regulations, and defect listings required in the assessments, for use during the assessment. The Standards, Regulations and defect listings shall not contain any highlighting, tabs, or handwritten notes, or printed notes not in the original published versions and shall be checked prior to being supplied to the candidate. The candidate shall not write in or otherwise mark the ESV supplied Standards, Regulations and defect listing, and shall return all copies to the assessor at the completion of their assessment.

Candidate shall not be permitted to supply their own Standards, Regulations or defect listings for use during the assessment.

No printed or handwritten materials, other than those permitted as printed on the assessment paper and supplied by ESV, are to be in the possession of a candidate during an assessment. Any handwritten notes made by the candidate during the assessment must be made on the assessment paper, or on spare paper supplied by ESV if requested, and these must be retained by ESV and cannot be removed from the room by the candidate at the completion of the assessment.

Candidates are permitted to use a silent, battery operated, non-programmable scientific calculator, which may be provided by the candidate or by the assessment body.

The assessor may check any calculator taken into the assessment room.

Candidates shall not be permitted to supply electronic equipment for use during their assessment. This shall include, but is not limited to, mobile phones, iPads, tablets, laptops, ebook readers, smart watches, or other smart devices.

Candidates shall not be permitted to have or use any recording device (picture, video or sound) in the assessment room. This shall include, but is not limited to, sound or picture recording pens, glasses, watches, or other personal devices. No internet enabled/connected devices shall be permitted.

Foreign dictionaries are permitted, however they must be bound copies, not downloaded versions, and with no notes added. Electronic dictionaries are not permitted.

Mobile phones shall be switched off and stored away from the candidate's desk. Candidate's bags and other personal items must be stored in a designated area away from the candidate's desk.

Candidates must supply their own Insulation Resistance and Continuity tester, which shall be:

- Analogue
- No indication for PASS/FAIL
- Minimum of 250V/500V scale
- Minimum 2 x continuity scales
- True moving coil meter

The tester must be checked that it is within tolerance, and both the assessor and candidate must initial that this has been checked, and the requirements have been met.

If the assessment requires the use of insulating gloves, candidates must supply insulating gloves rated to 650V, and flame resistant outers that also provide mechanical protection. Inners are preferred for hygiene, but are optional if the candidate is supplying their own gloves. Insulating gloves shall be marked with the relevant Australian Standard AS2225 or IEC equivalent.

If the candidate provides the insulation resistance and continuity tester, and/or gloves in good faith, and the equipment fails to meet the above requirements, ESV may provide replacement equipment for the candidates use. ESV provides all other required testing instruments and tools that are required for the practical assessments.

Preparation of assessment venue

The assessment room shall be prepared and configured to reduce distractions and ensure privacy. Any relevant charts, diagrams etc. shall be removed from walls, and whiteboards cleaned. Tables/desks/work stations shall be arranged to provide maximum privacy and adequate space. Practical equipment shall be in working order and easily accessible to the candidate. No other activities shall occur in the assessment room during the assessment.

A working clock shall be provided in clear sight of all candidates and this clock shall be used for start and finish times. Candidates should be advised of the time remaining (normally approx. 10 min)

Advice to candidates

Candidates may only leave the assessment room temporarily after the commencement of the assessment due to illness or for a toilet break. Any candidate who leaves the assessment room for any other reason will not be readmitted.

Candidates shall be advised of toilet locations. Candidates who require specific prayer times or similar must advise ESV at the time of booking if the prayer time will clash with their assessment time. They may then negotiate with ESV to adjust start and finish times accordingly, to avoid the need to leave the assessment room during the assessment.

Candidates shall be advised of the time allocation of the assessment.

Candidates shall be advised that if they complete their assessment ahead of the scheduled finish time they are permitted to leave the assessment room, but must do so quietly so as to not disturb others, and they shall not be permitted to return to the assessment room.

Candidate behaviour

Candidates shall follow the directions of the assessor at all times.

Candidates shall be considerate to other candidates.

Inappropriate behaviour towards the assessor, ESV staff, or other candidates will not be tolerated. Inappropriate behaviour (including, but not limited to yelling, swearing, threatening or intimidating behaviour, and physical violence) may result in the candidate being removed from the assessment.

Once the assessment has commenced, candidates are not permitted to communicate with other candidates or copy work from any other candidates.

If the assessor suspects a candidate of breaching any rule or instruction during the assessment session, the candidate will be informed immediately by the assessor but will be permitted to finish the assessment. If the assessor needs to interview the candidate to gather information about the alleged breach, this must be conducted when the assessment session has been completed. All actions related to alleged breaches must be recorded including date, time, allegations and responses.

Assessor behaviour

Assessors should adopt a manner of common courtesy when dealing with candidates. No other activities are to be undertaken by the assessor during assessments, including making or taking phone calls

The assessor may assist candidates with questions relating to the assessment processes and procedures only. Providing information to candidates that may assist the candidate to successfully complete the assessment is strictly forbidden.

If a candidate asks a question after entering the assessment room, the candidate should raise their hand and wait for the assessor to attend the candidate. The question should be dealt with as follows:

If the question concerns details of procedure, e.g. "Where do I enter the answers?", or "where can I find extra pieces of paper"; the question should be answered directly.

If the question is about the assessment paper, assessors must tell the candidate to 'do what you think is required' or 'answer as best you can'

Assessors are not permitted to redefine words or concepts for candidates.

The assessor shall collect the exam papers and supplied documents and is responsible for ensuring all papers are collected and secured.

Independence of Assessors

Assessors shall be independent from the delivery and training of the candidates. Independence is defined as having never taught a unit of competence to the candidates, or tutored the candidate formally or informally for an ESV assessment.

Assessors who have a personal relationship with the candidate outside the training or assessment organisation must declare this relationship and are not permitted to assess in these cases. Examples of personal relationships may include but are not limited to, relatives, friends, sports coaches and the like.

Assessors are not permitted to assess colleagues from within their own organisation.

If an assessment is required to be held, and the above conditions of independence cannot be met by the assessor, in the first instance another independent assessor should be sought. If this is not reasonably practicable, the assessor may still be permitted to carry out the assessment on the condition that a second person who is independent of the candidate shall be in attendance at the assessment at all times throughout the assessment. The person providing the independence must hold as a minimum the units of competence TAEASS401 Plan assessment activities and processes and TAEASS402 Assess competence.

Dress Code

In accordance with the Standard AS/NZS 4836, candidates attending any practical assessment are required to dress appropriately. Long sleeve shirts, long pants and covered in shoes are required. Candidates shall also provide their own Personal Protective Equipment (PPE) as required.

Candidates who are unable to meet these requirements shall not be permitted to commence their assessment.

Assessors of any practical assessment are required to wear long sleeve shirts, long pants, and covered in shoes.

Security

The assessor will maintain strict confidentiality regarding all aspects of the assessment process.

Assessors shall not participate in tutorials.

Information on the assessments shall not be given to tutorial or other teaching staff in any format.

Gifts, Benefits and Hospitality

Assessors shall not accept any offer of a gift, benefit or hospitality from a candidate or any person associated with a candidate, including work colleagues, family members, or tutors. This shall include both token items and items or offers of more significant value.

Token Offers

A token offer is an offer of a gift, benefit or hospitality that is of inconsequential or trivial value to both the person making the offer and the prospective recipient. It may include a modest box of chocolates, a small bunch of flowers, promotional items such as pens and note pads, and modest hospitality that would be considered a basic courtesy, such as light refreshments. Token offers cannot be worth more than \$50.

Token offers shall be respectfully declined by the assessor. Token offers shall be noted on the assessment documentation, and notified to the assessors' immediate manager. The offer shall be documented, but no further action is required unless the same person or organisation makes multiple offers.

Token offers made when the assessor has no opportunity to decline (e.g. flowers delivered by courier) shall be handled in accordance with the ESV Gifts Benefits and Hospitality Policy.

Items of Significant Value

Items of significant value may include, but are not limited to, offers of:

- money, or items used in a similar way to money, or something easily converted to money;
- benefits include preferential treatment, privileged access, favours or other advantage offered to an individual. They may include invitations to sporting, cultural or social events, access to discounts and loyalty programs or promises of a new job
- gifts of free or discounted items or services which are valued at over \$50 (e.g. artwork, jewellery, or expensive pens), services (e.g. painting and repair)
- hospitality such as expensive restaurant meals and sponsored travel and accommodation.

Offers of significant value are made with the intention, or may be perceived as being made with the intention, of influencing the assessor in the course of their duties. These offers could raise an actual, potential or perceived conflict of interest which could bring the assessor, ESV or the public sector into disrepute.

Offers of significant value may be considered to be a bribe or inducement when the offer is made by, or on behalf of, a person about whom the assessor will likely make or influence a decision. The bribe or inducement may be for the assessor to make a decision or to act in a particular way. The bribe or inducement may be made in secret or in public.

If the assessor considers they have been offered a bribe or inducement, the offer shall be declined, and must be reported to their relevant ESV Executive Board member (who should report any criminal or corrupt conduct to Victoria Police or the Independent Broad-based Anti-corruption Commission).