CERTIFICATE ISSUANCE POLICY

# POLICY

The Chief Executive Officer (CEO) and Commercial Director have the authority to sign AQF qualifications and Statements of Attainment.

Schedule 5 of the Standards for RTOs 2015 and the AQF implementation hand book constitute part of this policy and must be referred to when verifying the format of a Qualification and Statement of Attainment.

Qualifications issued will be those that are currently on scope of registration and certify the achievement of the relevant AQF qualification and/or units of competency/accredited courses/skills set.

A Certificate of Qualification will only be issued to learners who have been assessed as Competent in all the units which make up the requirements of the qualification as specified in the relevant training package.

Providing all agreed fees and charges have been paid and the USI has been verified:

* A Certificate of Qualification and Record of Results will be issued within 30 days of successful completion of the qualification or,
* A Statement of Attainment will be issued within 30 days of notification of cancellation / withdrawal for any units successfully completed in partial completion of the qualification or,
* A Statement of Attainment will be issued within 30 days of successful completion of a short course in the form of Nationally Accredited Course, Skill set or unit of competency

Before signing AQF Certificates of Qualifications and Statements of Attainment the Commercial Director shall ensure that these are formatted in accordance with Standards for Registered Training Organisations 2015 and Appendix 2- Schedule 4 and 5.

Qualifications and Statements of Attainment will include the NRT logo and its use will be within the NRT Logo guidelines as published in Standards for Registered Training Organisations 2015 and Appendix 2- Schedule 4 and 5

A Record of Results will be issued and forms part of a Certificate of Qualification only. The format of the record of Results will be formatted in accordance with Standards for Registered Training Organisations 2015 and Appendix 2- Schedule 4 and 5

The initial Certificate of Qualification and Statement of Attainment will be issued without cost and forms part of the standard outcomes of the course or qualification undertaken by the learner.

If the learner requires replacement of a Certificate of Qualification or Statement of Attainment, a replacement fee will be charged, as advised in the Fees and Charges Policy.

Blank parchment paper, will be stored securely and only used for its intended purpose.

Review of Certificate, Statement of Attainment and Record of Results will be undertaken annually, unless changes to the training product warrant earlier review. Review includes format, Qualification and unit of competency code and title and must be in accordance with Standards for Registered Training Organisations 2015 and Appendix 2- Schedule 4 and 5.

A register of all Certificates of Qualification and Statements of Attainment generated within the Student management System (VETtrak) will be retained and maintained for a period of 30 years and in accordance with the Records Management Policy.

The register will include at least:

* Issuing organisation
* Full name of the Learner
* The Qualification Code and Title
* The Units of Competency successfully completed
* Whether the issued parchment is a Certificate of Qualification or Statement of Attainment
* The date of issue
* The certificate number.

As required by the VET regulator and other contractual obligations, reports will be provided to the authority on a regular basis, as determined by the regulator and other relevant authorities, and in the approved and requested format.

Regular basis is advised through notifications provided by the VET regulator and other regulative authorities and the Commercial Manager is responsible for ensuring these timeframes are known and met.

All reviews and updates to Certificates, Statements of Attainment and Records of Results are logged in the continuous improvement register.

# PROCEDURE

1. **Issue Qualification**
2. Learner file is audited using the completion checklist ensuring:
   1. all units are marked as Competent
   2. all units successfully completed match the signed training plan or program outline
   3. all units completed meet the requirements of the Training Package
3. all units completed meet the requirements of the Training and Assessment Strategy
4. The USI is verified
5. The learner does not owe any money to the RTO
6. Generate the Qualification and Record of Results within the Student Management System (VETtrak)
7. Copy is made of completed qualification and Record of Results and retained on learner file
8. **Issue Qualification for Apprentices**

Training contracts must be completed before the due to complete date and within eight (8) weeks of the date deemed competent.

1. Learner file is audited using the completion checklist ensuring:
2. all units are marked as Competent
3. all units successfully completed match the signed training plan or program outline
4. all units completed meet the requirements of the Training Package
5. all units completed meet the requirements of the Training and Assessment Strategy
6. The USI is verified
7. The learner does not owe any money to the RTO
8. Generate the Qualification ensuring the template with the wording *“Achieved through Australian Apprenticeship Arrangement” is used* and Record of Results
9. Copy is made of completed qualification and Record of Results and retained on learner file
10. Complete the student’s training contract in AVETARS:

I. enter the date deemed competent and qualification issuance date;

II. submit the AVETMISS file indicating the Apprentice completion; and

III. select the ‘process payments’ button

Ensure the student is aware they will receive a survey from Skills Canberra. The completion payment to an eligible AA will be paid when the student has submitted their survey response.

1. **Issue Statement of Attainment** 
   1. Learner file is audited using the cancellation checklist ensuring:
   2. Learner has withdrawn or been cancelled from the relevant qualification.
   3. All units successfully completed match the signed training plan or program outline
   4. Units successfully completed meet the requirements of the Training Package
   5. Units successfully completed meet the requirements of the Training and Assessment Strategy.
2. The USI is verified
3. The learner does not owe any money to the RTO
4. Generate the Statement of Attainment within the Student management System (VETtrak)
5. Copy is made of completed Statement of Attainment and retained on learner file

**4. Issue Statement of Attainment for Accredited Course/UOC/Skill Set**

a. Learner file is audited using the completion checklist ensuring:

* + 1. All units are marked as Competent.
    2. Successfully completed units are marked as Competent
    3. Units successfully completed match the signed training plan or program outline
    4. Units successfully completed meet the requirements of the Training Package or accredited Course
    5. Units successfully completed meet the requirements of the Training and Assessment Strategy.

b. The USI is verified

c. The learner does not owe any money to the RTO

d. Generate the Statement of Attainment within the Student management System (VETtrak)

e. Copy is made of completed Statement of Attainment and retained on learner file

## RELATED DOCUMENTS AND FORMS

• POL003 - Complaints Policy

• COM001 - Records Management Policy

• POL004 - Fees, Charges and Refund Policy

• TRA001 - Student Hand Book

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| **Relevant Standard: 3.1 – 3.4 (Standards for RTOs 2015) 2.11 (ACT Standards)**  **Responsibility:** Chief Executive Officer, Commercial Director, Administration Staff  **Approved**: Oct 2020    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­\_\_\_\_\_\_  **Liz Nair** Commercial Director |