



## Australian Computer Society

### Policies and Procedures:

## Qualification issuance

### Relevant Standards: Standards for Registered Training Organisations (RTOs) 2015: 1.26 - 1.27 Manage transition of from suspended training products

#### Definitions:

- **AQF qualification** means - an AQF qualification type endorsed in a training package or accredited in a VET accredited course.
- **Statement of attainment** means - a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.
- **Certificate of qualification** means – Certificate issued to a person confirming they have satisfied all requirements set out in the AQF to confirm a qualification and includes a Record of Results
- **AQF** means – Australian Qualifications Framework. The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.
- **UOC** means – Unit of Competency means – The specification of the standards of performance required in the workplace as defined in a training package

#### Purpose and Scope

This policy applies to all qualifications on the scope of registration for ACS and applies to all ACS Partners and staff.

This policy is to ensure all Certificates and Statements of Attainment are issued and effectively managed to ensure their accuracy, reliability and validity in accordance with AQF and NVR Standards 2015.

Under Standards 3.1 – 3.3, issues AQF certification, ACS is required to ensure that:

- 3.1. The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.**
- 3.2. All AQF certification documentation issued by an RTO meets the requirements of Schedule 5.**
- 3.3. AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.**



## Responsibility

- The **Director of Education** is responsible for this policy.
- The **Education Program Manager** is responsible for the implementation of this policy.
- The **Education Program Manager** is responsible for the day to day management of this policy.
- The **Education Compliance Manager** is responsible for the maintenance of this policy

## Policy

1. The CEO or Director of Education has the authority to sign AQF Certificates of Qualification and Statements of Attainment.
2. In the event the CEO and Director of Education are away on business or on leave and are not able to sign, the Acting CEO has the authority to sign AQF qualifications and Statements of Attainment.
3. Schedule 5 of the NVR standards 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.
4. 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.
5. A Certificate of Qualification will only be issued to students 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.
6. Providing all agreed fees and charges have been paid and the USI has been verified:
  - a. a Certificate of Qualification and Record of Results will be issued within 30 days of successful completion of the qualification or .
  - b. 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.
7. Providing all agreed fees and charges have been paid and in accordance with the direction on the USI website; <http://www.usi.gov.au/Training-Organisations/Pages/international-overseas-and-offshore-students.aspx> :
  - a. when an international student studying offshore who does not have an Australian passport, Australian entry visa or other Australian proof of ID, successfully completes a Nationally Recognised Qualification or Unit of Competency and is entitled to a Qualification Certificate or Statement of Attainment, the Certificate or Statement of Attainment will be issued without a USI and
  - b. will be issued 30 days of completion or cancellation.



8. Before signing AQF Certificates of Qualifications and Statements of Attainment the Education Program Manager shall ensure that these are formatted in accordance with schedule 5 of the NVR standards 2015 and the Australian Qualifications Framework Implementation Handbook.
9. Qualifications and Statements of Attainment will include the NRT logo and its use will be within the NRT Logo guidelines as published in Schedule 5 of the NVR standards 2015.
10. 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 Schedule 5 of the NVR Standards 2015 and the AQF Implementation Handbook.
11. 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 student.
12. If the student requires replacement of a Certificate of Qualification or Statement of Attainment, a replacement fee will be charged, as advised in the Fees and Refunds Policy.
  - a. The reissued parchment will clearly state 'reissue' and the date of the reissue.
13. Where a Certificate or Statement of Attainment is inadvertently issued with an error, such as an incorrectly spelt name the student will:
  - a. Advise the ACS Education Program Manager, or partner organisation of the exact nature of the error
  - b. Return the incorrect qualification the ACS Education Program Manager, or partner via registered mail. Or hand delivered where appropriate
  - c. If necessary, provide proof of the correct details, such as a certified copy of a birth certificate extract or Marriage Certificate
  - d. The Education Program Manager will arrange for a replacement qualification to be issued within two weeks from the date the incorrect qualification is received by the ACS or the partner organisation.
14. The RTO will take steps to ensure opportunity for fraud will be reduced
  - a. To negate opportunities for fraud and to maintain authenticity of Certificates of Qualification and Statements of Attainment, all Certificates and Statements of Attainment will contain a digital signature of the authorised signatory
  - b. Will contain the seal 'ACS Certificate of Education'.
  - c. Blank parchment paper, will be stored securely and only used for its intended purpose.
  - d. The parchment is on anti-fraud secure paper so that any copies of the original document will automatically be identified as a copy.
15. 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 Schedule 5 of the NVR Standards 2015 and the AQF Implementation Handbook.



16. A register of all Certificates of Qualification and Statements of Attainment will be retained and maintained for a period of 30 years and in accordance with the *Records Management Policy* document.
  - a. The register will include at least:
    - i. Issuing organisation
    - ii. Full name of the Learner
    - iii. The Qualification Code and Title
    - iv. The Units of Competency successfully completed
    - v. Whether the issued parchment is a Certificate of Qualification or Statement of Attainment
    - vi. The date of issue
    - vii. The certificate number.
  - b. The register will be maintained in the SMS – VETtrak
17. 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.
18. Regular basis is advised through notifications provided by the VET regulator and other regulative authorities and the Education Program Manager is responsible for ensuring these timeframes are known and met.
19. All reviews and updates to Certificates, Statements of Attainment and Records of Results are logged in the Continuous Improvement Register.

## Procedures

### 1. Issue Qualification

- a. Student file is audited ensuring:
  - i. all units are marked as Competent
  - ii. all units successfully completed match the signed training plan or program outline
  - iii. all units completed meet the requirements of the Training Package
  - iv. all units completed meet the requirements of the Training and Assessment Strategy
- b. The USI is verified, if applicable
- c. The student does not owe any money to ACS
- d. Generate the Qualification and Record of Results
- e. Signature applied via Vettrak
- f. Printed certificate and record of results sent to the delivery partner
- g. Copy is made of the completed qualification and Record of Results and retained on student file.



## 2. Issue Statement of Attainment

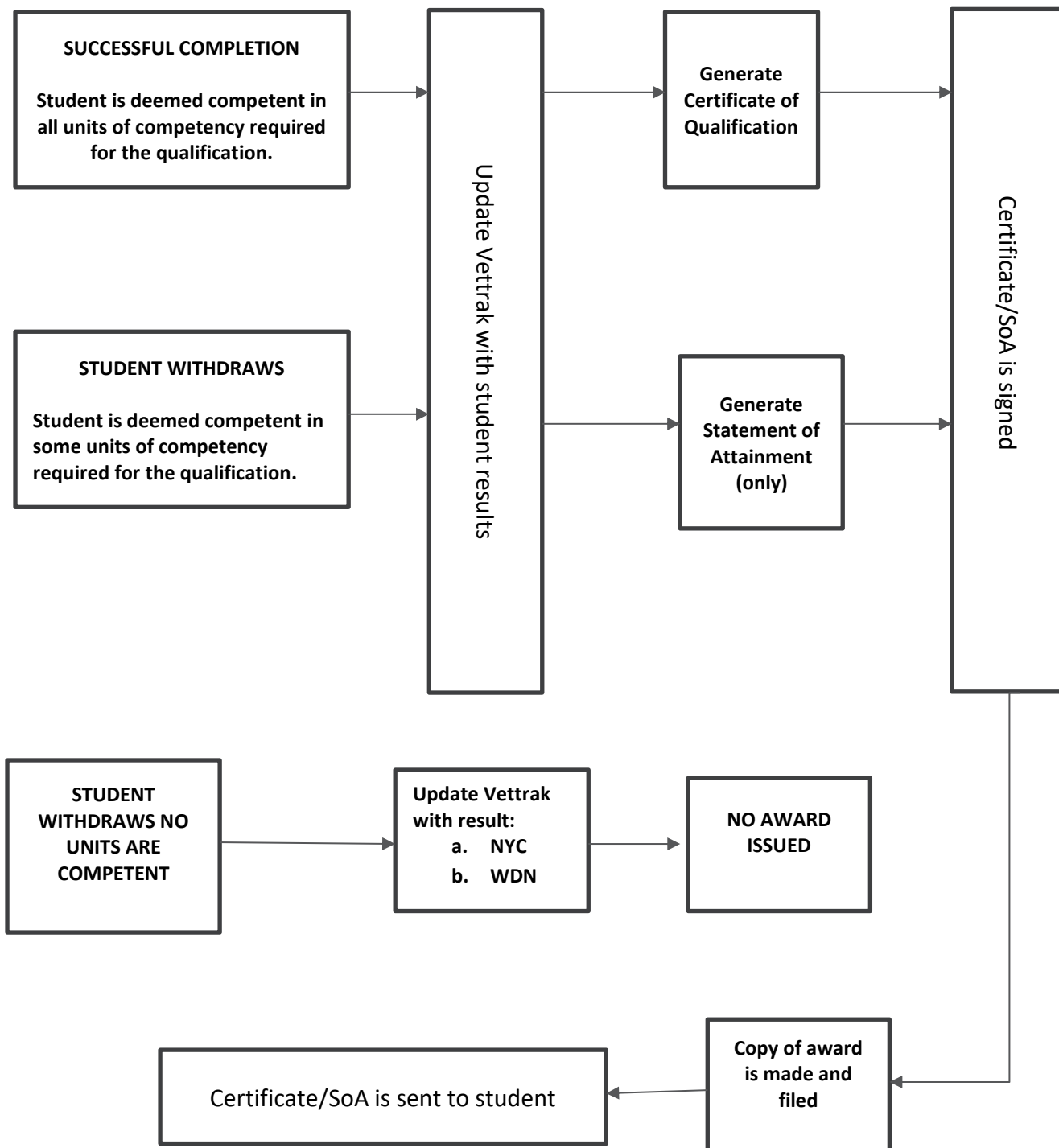
- a. Student file is audited ensuring:
  - i. Student has withdrawn or been cancelled from the relevant qualification.
  - i. All units successfully completed match the signed training plan or program outline
  - ii. Units successfully completed match the signed training plan or program outline
  - iii. Units successfully completed meet the requirements of the Training Package
  - iv. Units successfully completed meet the requirements of the Training and Assessment Strategy.
- b. The USI is verified, if applicable
- c. The student does not owe any money to the RTO
- d. Generate the Statement of Attainment
- e. Hardcopy supplied to student on request
- f. Copy is made of completed Statement of Attainment and retained on student file.

### Related Documents

- Records Management Policy
- AQF Framework
- Schedule 5 of the Standards for RTOs 2015
- NRT logo specifications
- ACS USI Policy



**Business Process**





## END OF DOCUMENT

### Qualification issuance

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#### Version History

Date	Version	Revision History	Author /Reviser
July 2015	1	Original draft	Tania Giovanoglou
July 2015	2-2.1	Additional material added relevant to Standard	Tania Giovanoglou
July 2015	2.2	Authorised version, edited by Education team	Education team
August 2015	2.3	Minor corrections in terminology and language /final edit	DS
December 2017	2.4	Updates made to indicate Standard title change. Clear indication of what AQF and UOC refer to, as per ASQA glossary. Various updates in the policy and procedures section of this document to reflect current practice. Update custodian to reflect current Dir of Edu.	Glancyce Attard

#### Approvals

This document requires the following approvals.

Date of issue and version details must be entered upon approval.

Name	Title	Date of Issue	Version
PEG Board	Professional Education Governance Board	Awaiting approval	1
Simon Taylor	Director, Education		2.3
Allyn Radford	Director, Education	December 2017	2.4

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This document has been distributed to:

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