

SC1: AQF Certification Policy & Procedure

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Purpose

The purpose of this policy and procedure is to outline Hunter Education Group's approach to ensuring it only issues qualifications, statements of attainment and records of results to students who have completed all requirements of the program they are enrolled in.

It outlines the systems in place to ensure certification is issued correctly and only after students have fully demonstrated competence against the required units or modules.

This complies with many of the components of Standard 3 of the Standards as well as Schedules 4 & 5.

Definitions

AQF means Australian Qualifications Framework which can be accessed at <http://www.aqf.edu.au/>

AQF Qualifications Issuance Policy means the national policy outlined in the AQF and available at https://www.aqf.edu.au/sites/aqf/files/aqf_issuance_jan2013.pdf

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

Certification document means a Testamur, Statement of Attainment or Record of Results.

Course means any nationally recognised qualification, unit of competency, skill set or short course in which a student is enrolled with the RTO.

Record of Results is a record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment. Students who complete part of the requirements of an AQF qualification are entitled to receive a record of results.

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

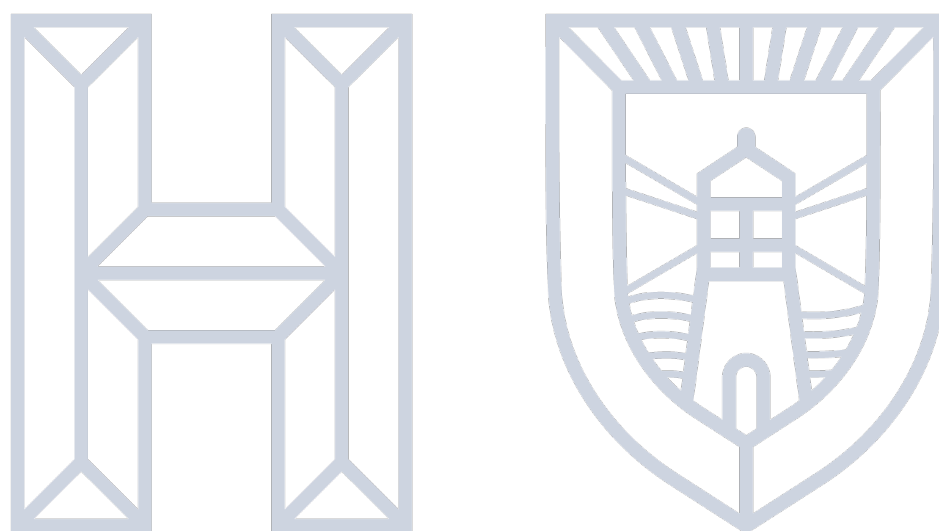
Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Statement of Attainment confirms that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course.

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Testamur is an official certification document that confirms that an AQF qualification has been awarded to an individual. This may be called an 'award', 'qualification' 'parchment', or 'certificate'.

Unique Student Identifier means a unique number assigned to an individual by the Registrar, in accordance with the Student Identifiers Act 2014.



The world awaits

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Policy

1. Certification issuance

In accordance with the Standards, Hunter Education Group issues AQF certification documentation to students who have been assessed as meeting the requirements of a unit, module, qualification or course as specified in the relevant Training Package or VET Accredited Course.

All AQF certification documents issued by Hunter Education Group will meet the requirements of Schedule 5 of the Standards, as well as the requirements of the National AQF Qualifications Issuance Policy.

Certification documents will be issued within 30 days of the student being assessed as meeting the requirements of the Course, providing that all tuition fees have been paid.

2. Authenticity

To ensure authenticity of our certification documents and to ensure they cannot be fraudulently reproduced, our certification documents:

- Include an individual certificate number on them that can be authenticated against our database.
- Include our branded sticker seal and watermark which is difficult to re-produce.
- All important information including date, student name and title of qualification/course is printed on a coloured background, so they are difficult to tamper with.

Members of the public are welcome to contact our office to confirm the details of any qualification, statement of attainment or record of results issued by Hunter Education Group. The person making the enquiry must provide the details of the document including student name, qualification or unit details, issue date and document number.

This information is published in the Student Handbook and Hunter Education Group's website to ensure members of the public have the information they need to authenticate our certification documents.

3. Record keeping

Hunter Education Group:

- Retains a register of AQF qualifications it is authorised to issue and of all AQF qualifications issued, in the Learning Management System.
- Retains records of AQF certification documentation issued for a period of 30 years, on the Learning Management System.
- Reports the AQF Qualifications issued to ASQA on a regular basis as required by ASQA.

4. Unique Student Identifiers (USIs)

Hunter Education Group:

- Will not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014.
- Unique Student identifiers will not be included on a Statement of Attainment or a Testamur.

5. Reissuing

Current and past students can request a copy of their certification documents at any time. There may be an additional cost for re-issuance, as detailed in the *Fees and Refunds Policy & Procedures*.

Procedures

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1. Setting up certification document templates

Procedure	Responsibility
A. Testamur - The following information <u>must</u> be included on a Testamur: - The student's full name - The code and title of the awarded AQF qualification - The units and/or modules achieved by their full title and national code - The name, National RTO Code and logo of Hunter Education Group - Either the words 'This qualification is recognised within the Australian Qualifications Framework' or inclusion of the AQF logo authorised by the AQF council. - Date of issue or award - The authorised signatory of the RTO and their name - The NRT logo in accordance with its conditions of use outlined in Schedule 4 of the Standards - The RTO's seal, corporate identifier or unique watermark - Certificate number and printing date. - The following information <u>must</u> be included as applicable: - The State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities. e.g. User Choice contracts) - The industry descriptor, eg. Engineering - The occupational or functional stream, in brackets. Eg (Fabrication) - Where relevant, the words 'achieved through Australian Apprenticeship arrangements', and - Where relevant (e.g languages other than English) the words 'these units/modules have been delivered and assessed in (insert language)', followed by a listing of the relevant units/modules. - The student's Unique Student Identifier (USI) must not be included on the testamur.	Registrar
B. Statement of Attainment - The following information <u>must</u> be included on a Statement of Attainment: - The student's full name - The units and/or modules achieved by their full title and national code - The name, National RTO Code and logo of Hunter Education Group - The date the statement is issued - The words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units' - The authorised signatory of the RTO - The NRT logo in accordance with its conditions of use outlined in Schedule 4 of the Standards - The RTO's seal, corporate identifier or unique watermark	Registrar

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– Printing date The following information must be included as applicable: – The State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities) – The words 'These competencies form part of [code and title of qualification(s)/course(s)]' – the words, 'These competencies were attained in completion of [code] course in [full title]' – Where the units have been delivered and/or assessed in a language other than English, the words 'these units/modules have been delivered and assessed in (insert language)', followed by a listing of the relevant units/modules. • The student's Unique Student Identifier (USI) <u>must not</u> be included on the Statement of Attainment.	
C. Record of results • The following information should be included on a Record of Results: – The student's full name – The units and/or modules achieved by their full title, national code and the relevant results – The name, National RTO Code and logo of Hunter Education Group – The date the record of results is printed – The RTO's seal, corporate identifier or unique watermark to ensure the document is able to be authenticated and to reduce fraudulent use • The following information <u>should not</u> be included on a Record of Results: – The student's Unique Student Identifier (USI) – The AQF logo or reference to the AQF – The NRT logo	Registrar

2. Issuing Testamurs and Records of Results

Procedure	Responsibility
A. Check eligibility • Once a student has completed all the units or modules in a qualification they are eligible to have their qualification issued. Students who have completed a qualification and have paid all fees must have their qualification issued within 30 calendar days of completing the requirements of the qualification. • Use the <i>Qualification and Statement Issuing Checklist</i> to check a student's eligibility for a qualification to be issued. • Ensure Hunter Education Group has either: – a verified student identifier for the student, or – a notice of exemption for the individual, issued by the Student Identifiers Registrar.	Administration team

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Procedure	Responsibility
- Where a student has completed the requirements of a qualification but have not paid all their fees, they are to be followed up about fee payment in order that their qualification can be issued. In this case, the qualification should be issued within 30 calendar days of receiving the final payment. - A Testamur will be accompanied by a record of results. - Use the <i>Qualification and Statement Issuing Checklist</i> to double check all items relating to students eligibility for completion, and make the final determination as to whether student is eligible for completion.	
B. Award the qualification - If eligible for completion - record the award of the qualification on the Learning Management System. - The date of award should be the date on which the award is generated/issued.	Administration team
C. Print testamur and record of results - Use the approved template to print the testamur. This is available on the Learning Management system which will automatically include the required details on the testamur. - Use the approved template to print the Record of Results. This is available on the Learning Management System which will automatically include the required details on the record. - Ensure the details printed on the Testamur and Record of Results are accurate and record this on the <i>Qualification and Statement Issuing Checklist</i>.	Administration team
D. Issuance of Testamurs - Supply printed Testamur and Record of results to authorised signatory along with the completed checklist. - Approve and sign printed Testamurs if all correct. - Keep a copy of the testamur and record of results on the student's file. - Dispatch via registered post or hand directly to student.	Administration Team Registrar

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3. Issuing Statements of Attainment

Procedure	Responsibility
A. Check eligibility - A student who has partially completed a qualification, or has completed a single unit, skill set or some VET Accredited Courses that commence with the words 'Course in...', are to be issued with a Statement of Attainment. This includes a student who withdraws from a Course and has completed some units or modules. - A Statement of Attainment should only be issued if all fees due have been paid. - Use the <i>Qualification and Statement Issuing Checklist</i> to check a student's eligibility for a qualification to be issued. - Ensure Hunter Education Group has either: - a verified student identifier for the student, or - a notice of exemption for the individual, issued by the Student Identifiers Registrar. - Where a student is eligible for a Statement of Attainment but has not paid all fees due, they are to be followed up about fee payment in order that their Statement of Attainment can be issued. In this case, the Statement of Attainment should be issued within 30 calendar days of receiving the final payment. - A Statement of Attainment does not need to be accompanied by a Record of Results unless specifically requested. - Use the <i>Qualification and Statement Issuing Checklist</i> to double check all items relating to students eligibility for completion, and make the final determination as to whether student is eligible to receive their Statement of Attainment.	Administration team Registrar
B. Record the Statement of Attainment - Record the issuing of the Statement of Attainment on the Learning Management System - The date of award should be the date on which the award is generated/issued. - This will automatically add the qualification to the Award Register Report	Administration team
C. Print Statement of Attainment - Use the approved template to print the Statement of Attainment. This is available on the Learning Management System which will automatically include the required details on the Statement. - If applicable, use the approved template to print the Record of Results. This is available on the Learning Management System which will automatically include the required details on the record.	Administration team

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Ensure the details printed on the Statement of Attainment are accurate and record this on the <i>Qualification and Statement Issuing Checklist</i>.	
D. Issuance of Statement of Attainment - Supply printed statement to the authorised signatory along with checklist. - Approve and sign if all details are correct. - Keep a copy of the Statement on the student's file. - Dispatch via registered post or hand directly to student.	Administration Team and Managing Director

4. Reissuing certification documents

Procedure	Responsibility
A. Check and re-print document - Upon request for re-issuing of a qualification testamur, record of results or statement of attainment, find the details of the original document issued. - A fee for re-issuing may be applicable – refer to current Fees & Refunds Policy & Procedure. - Ensure the document is printed with the same details as the original document. If a printing date is included, this is the only detail that may be different.	Administration team
B. Re-issuance - Supply to authorised signatory along with details/copy of original document for cross referencing. - Approve and sign if all details are correct - Keep a copy of the re-issued document on the student's file. - Dispatch via registered post and record the item reference on the <i>Qualification and Statement Issuing Checklist</i>.	Registrar Administration Team

Document Control

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