

## Policy and Procedure

Name:	Issuing Qualifications and Statement of Attainments
Approved by:	Director, Customer Success
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Approved by:	Head of Compliance VET
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## **SECTION 1 – INTRODUCTION**

### **CONTEXT**

This *Issuing Qualifications and Statement of Attainments Policy and Procedure* applies when students successfully complete units of competency or complete all the requirements of their chosen course with the Australian Institute of Management Education and Training (AIMET).

### **PURPOSE**

This *Issuing Qualifications and Statement of Attainments Policy and Procedure* ensures students are aware of how and when they will receive official documentation regarding their completed units of study.

### **SCOPE**

This policy and procedure applies to all students and staff of AIMET.

## SECTION 2 – POLICY

### LEGISLATION

The follow policy and procedure is written in accordance to the following Australian Government legislation:

- Student Identifiers Act 2014

### POLICY

It is a requirement of the Standards for Registered Training Organisations for AIMET to meet the following:

- Clause 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. This means that the learner has been assessed in accordance with the standards and if being issued a qualification has achieved the required units of competency as specified in the training package.
- Clause 3.2. All AQF certification documentation issued by an RTO meets the requirements of Schedule 5. This means that any certificate issued by AIMET is produced in the required format as specified in Schedule 5 and includes integrity mechanisms to prevent its fraudulent production.
- Clause 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.
- Clause 3.4. Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners. This means that AIMET must maintain an accurate register of all AQF outcomes it has issued and that current and past learners can access their records including obtaining a record of results or a re-issued certificate if this is requested by a learner.

### DEFINITIONS

In order to provide clarity throughout this policy and procedure, there are three types of AQF certificates that AIMET can issue. These are described below:

- **Statement of Attainment.** A statement of attainment recognises that one or more accredited units has been achieved. A statement of attainment is generally issued when the learner has achieved one or more units of competency as a result of completing a course which included units of competency only or where the learner achieved one or more units of competency as part of an enrolment in a qualification based course but the learner did not achieve all of the units of competency to receive the full qualification.
- **Qualification.** An AQF qualification is the result of a learner achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a learner has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual. In Australia a testamur may also be referred to as an 'award', 'parchment', 'laureate' or 'certificate'. Within this policy, it is referred to as a qualification or an AQF qualification.

- **Record of Results.** A record of results is a record of all achieved units of competency leading to an AQF qualification. In Australia this may also be referred to as a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'. A record of results is also issued with a testamur or AQF qualification to specify the units of competency that were issued to the learner as part of the achievement of the qualification.

## RECORD RETENTION AND REPORTING

AIMET is required to maintain a register of AQF qualifications and statements of attainment it has issued. This is maintained within WISENET and can be produced as a report in the Learner Management Reporting section. AIMET is also required to retain records of AQF certification documentation issued for a period of 30 years and must provide reports of qualifications and statements of attainment it has issued to ASQA on request.

### Format for a Qualification

All qualifications issued by AIMET will include the following elements:

- Legal name, RTO Code and ABN
- Logo of AIMET
- Name of person receiving the qualification
- Code and title of the awarded AQF (e.g. CHC30113 Certificate III in Early Childhood Education and Care)
- Date issued
- Name, title and authorising signatory (of the Chief Executive Officer)
- Contact details for enquiries relating to issued certificates
- The words, 'The qualification is recognised within the Australian Qualifications Framework' or the AQF logo
- The Nationally Recognised Training logo.
- All qualification certificates will be issued accompanied by a Record of Results (or otherwise known as a Transcript). This document identifies the units of competency issued within the qualification.

### Format for a Statement of Attainment

A Statements of Attainment issued by AIMET will include the following elements:

- The words "Statement of Attainment"
- Name and code of AIMET
- Logo of AIMET
- Name of the person who achieved the competencies
- Date issued
- A list of including the national code for each unit of competency or modules where no units of competency exist) showing their full title and the national code for each unit of competency
- Name, title and authorising signatory (of the Chief Executive Officer)
- Contact details for enquiries relating to the Statement of Attainment
- The Nationally Recognised Training logo
- The words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'

- Where applicable, the words 'These competencies form part of (code and title of qualification / course)'
- Where applicable, include the words, 'These competencies were attained in completion of (code and title of qualification / course)'

### SKILLS SETS

When a skill set has been achieved by a learner a Statements of Attainments is issued to recognise achievement of a skill set. The statement of attainment is to contain the name of the skill set and a statement using the wording given in the Training Package to indicate whether the skill set meets a licensing or regulatory requirement or an identified industry need.

### UNIQUE STUDENT IDENTIFIER

In July 2014 the Student Identifiers Act 2014 was approved and came into effect from the 1st January 2015. All learners studying nationally recognised training in Australia from 1st January 2015, will be required to have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters. The USI will allow learners online access to their training records and results (transcript) through their online USI account. In respect of certificates relating to nationally recognised training being issued by AIMET, the following rules apply:

- AIMET must not include the Learner's USI on either the qualification or statement of attainment. This requirement is specified within the Student Identifiers Act 2014.
- All Learners who are not in receipt of a verified USI must not be issued a certificate relating to nationally recognised training, unless an exemption applies under the Student Identifiers Act 2014. To find out what exemptions apply to USI click [here](#)
- Where an exemption applies to the above requirement, AIMET must inform the learner prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

## SECTION 3 – PROCEDURE

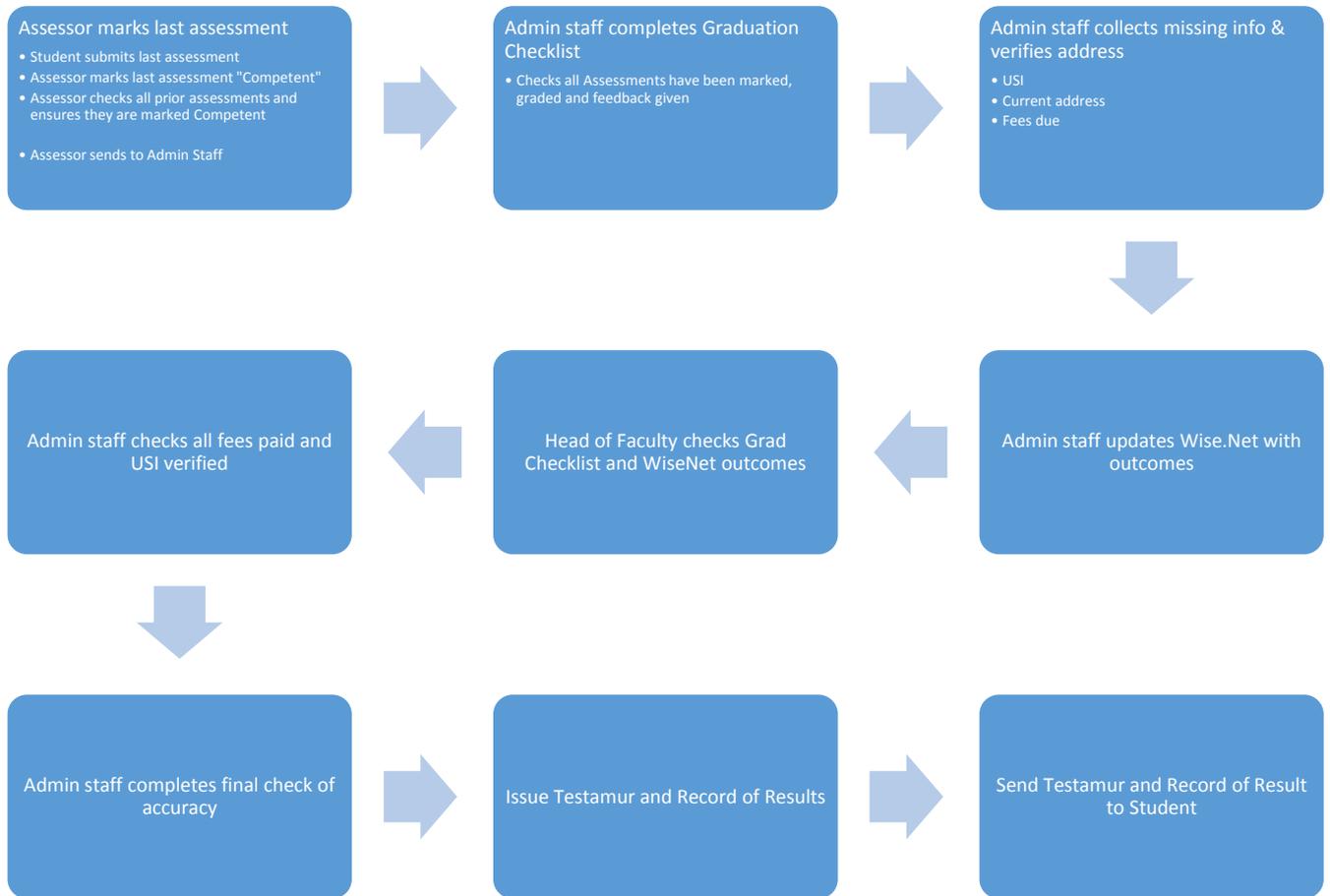
### ISSUING AQF CERTIFICATES PROCEDURE

The following section identifies the specific steps to be followed by administrative staff to publish, gain authorisation and issue AQF certificates:

1. Assessor marks the last assessment “Competent”, checks that all assessments for the qualification have been marked “Competent” and notifies the Administrative staff.
2. Administrative staff completes the Graduation Checklist (checking if each unit is completed, all assessments received and marked and feedback provided for each assessment submission).
3. Administrative staff calls the student to ensure current address and collects USI if missing and information on employment status.
4. Administrative staff updates the Elements of each completed unit of competency within WISE.NET and then enter assessment outcomes into the learner’s Unit Enrolments ensuring that the correct Outcome Identifier National is selected and the date assessed corresponds with the date the learner was assessed by the assessor. In order to comply with the requirement under the Standards for Registered Training Organisations to issue learner’s their certificates within 30 days of the learner being assessed as meeting the requirements of the training product, all assessment results must be entered into WISE.NET within 14 days from the date the assessment was completed.
5. Assessment team or delegate Assessor sends the Graduation Checklist to the Head of Faculty who double checks it.
6. The Graduation Checklist is then sent to Administrative staff for issuing the Testamur. Administrative staff checks the Graduation Checklist against WISE.NET to ensure all outcomes are entered accurately. Note: Before a certificate can be issued, administrative staff are to confirm that the learner has paid all outstanding fees owed to AIMET and that the Unique Student Identifier for the learner recorded within WISE.NET has been verified. If either of these items are identified as not being outstanding, administrative staff are to contact the learner via phone immediately (and send an email to confirm the discussion or message) and seek their assistance to resolve the issue as a matter of urgency. Detailed notes are to be recorded within the Student notes section of WISE.NET of attempts to contact the learner and to resolve these issues.
7. Once all fee payment is confirmed and the learner’s USI is verified, go to the Credential Register within WISE.NET and click Issue to commence the process for issuing the certificate or statement of attainment. The COR date issued should be updated to the issue date and the “Qual Issued” Flag should be changed to ‘yes’.
8. At this point the certificate or statement of attainment will appear which should be checked to ensure all details are correct. Note. Refer to the following video for the procedure to produce a certificate or statement of attainment in WISE.NET: [Click Here](#).
9. Load the parchment paper into the printer and select print. Check the quality of the certificate or statement of attainment printing. A record of results and congratulations letter is also produced from WISE.NET if relevant to the learner’s enrolment.
10. The certificate or statement of attainment, together with a record of results and congratulations letter are dispatched to the student. Administrative staff are to make a note in the Contact Notes section of Salesforce that the certificate was dispatched and the address it was dispatched to.

Note: At no time is the certificate or statement of attainment to be handed to any third party unless this has been pre-approved by both the learner and their employer. In such instances, these details are to be recorded within the Course Offer Unit Training Detail section of WISE.NET. At no time are certificates to be issued electronically. There are no exceptions to this requirement.

AIMET Issuing Qualification Process:



## RE-ISSUE OF CERTIFICATES

AIMET acknowledges the requirement to provide past and present learners with re-issued qualifications and statements of attainment when required. The following principles are to be applied to reissuing Qualifications and Statements of Attainments:

- Re-issues will only be produced for the individual to whom the certificate or statement of attainment was originally issued. The individual must make a written request to AIMET for a re-issue by completing the Application to Re-issue AIM Certificate form found at <http://aim.com.au/training/student-information#>. They must also verify their identity by providing a license, birth certificate, passport or other formal identity document in support of the request.
- All reissues are to be authorised by the Compliance Team or Head of Faculty. No other staff member of AIMET is authorised to re-issue certificate or statement of attainment under any circumstances.
- AIMET charges a fee for reissue of certificates or statement of attainments. For a full list of current fees and charges please refer to the Reissuing Certificates fees located at <http://aim.com.au/training/student-information#>.
- All re-issues issued by AIMET will be replicas of the original document, including the 'learner name' and 'learner number'. The only detail which is to be changed is the 'issued' date, which will be the date of re-issue and specified as 're-issued'.
- The re-issue will be published using our learner management system WISE.NET or manually if achieved through a historical RTO of AIMET. Compliance staff will cross check the information for the relevant certificate with the photocopy or scan of the original which has been retained in the learner file.
- Re-issues are required to comply with the AQF requirements; identify the RTO by its national provider number from Training.gov.au; include the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use. These requirements are consistent with those for the original issue of a certificate or statement of attainment.
- Once authorised, the re-issue is to be issued to the learner. A photocopy or scanned copy is to be retained on the learner's file in WISE.NET. The written request from the learner for re-issue will also be retained as a note in Salesforce.

**SECTION 4 – REFERENCE AND SUPPORTING INFORMATION****DEFINITIONS**

<b>Word/Term</b>	<b>Definition</b>
AQF	Australian Quality Framework
RTO	Registered Training Organisation

**SUPPORTING DOCUMENTATION**

<b>Document name</b>	<b>Document type</b>	<b>Location</b>

**SECTION 5 – GOVERNANCE****CHANGE HISTORY**

Version	Approval date	Approved by	Approved by	Change
1.0	22/06/2016	Director Customer Success	Head of Compliance VET	Updated policy into new template Updated references to Scentia Organisational Structure
2.0	20/10/2016	Director Customer Success	Head of Compliance VET	Fixed up some typos on p. 5 and added marking assessments “competent”

Please note:

- Printing this document may make it obsolete
- For the latest version of this policy always check the Policy site located here <http://www.aim.com.au/training/student-information>