Qualification Issuance Policy and Procedure

1. Purpose

Australian Learning Group Pty Limited (ALG) is committed to protecting the integrity and national recognition of training products of the VET sector by ensuring that Australian Qualifications Framework (AQF) certification documentation is issued in a timely and consistent manner to students assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course. The purpose of this policy and procedure is to establish arrangements to ensure that AQF certification documentation is produced, issued and retained by ALG in accordance with the AQF Qualification Issuance Policy and Standard 3 and Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015.

2. Scope

This policy and procedure applies to students and ALG staff involved in the production, issuance, retention and authentication of AQF certification documentation including AQF qualifications and statements of attainment.

3. Policy

Issuing Certification Documentation

3.1.   ALG issues AQF certification documentation only to a student assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

3.2.   A student who has completed all the required units of competency is entitled to receive both a testamur and a record of results.

3.3.   A student who has completed at least one of the required units of competency is entitled to receive a statement of attainment upon exit from a training program. A statement of attainment is not issued as an interim progress statement to a student who is continuing the same course.

3.4.   AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes ALG have been paid. The time taken to determine a student meets all requirements of their training program includes ALG processes for finalising assessment and verifying the student is eligible to be issued with AQF certification documentation.

3.5.   All AQF testamurs issued by an RTO meet the requirements of Schedule 5 of the Standards for RTOs 2015 and include:

   a)   ALG's name, RTO code and logo;
   b)   the code and title of the awarded AQF qualification;

c)   the NRT logo in accordance with the current conditions of use contained in Schedule 4 of the Standards for RTOs 2015;

d)   the occupational or functional stream, in brackets;

e)   where relevant, the words, 'these units have been delivered and assessed in English followed by a listing of the relevant units'; and

f)   the date issued.

3.6.   All Statements of Attainment issued by an RTO meet the requirements of Schedule 5 of the Standards for RTOs 2015 and include:

a)   ALG's name, RTO code and logo;

b)   a list of units of competency showing their full title and the national code for each unit of competency;

c)   the authorised signatory;

d)   the NRT Logo;

e)   the issuing organisation's seal, corporate identifier or unique watermark;

f)   the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units';

g)   the words 'These competencies form part of [code and title of qualification(s)/course(s)]';

h)   the words, 'These competencies were attained in completion of [code] course in [full title]';

i)   where relevant, the words, 'these units have been delivered and assessed in English followed by a listing of the relevant units'; and

j)   the date issued.

3.7.   ALG issues certification documentation to the student directly. A copy of a student's qualification or statement of attainment is only provided to another party, such as an employer, if the student has given written approval to do so.

3.8.   For security, all certification documentation issued includes a sequential identification number that is registered in the Student Management System.

Letter of Completion

3.9.   Students who have successfully completed the requirements of their course and have received a testamur and record of results, are eligible to receive a Letter of Completion upon request. A Letter of Completion is issued automatically to students who have completed a course that includes work placement.

Unique Student Identifier (USI)

3.10.   ALG only issues certification documentation to a student after the student has provided ALG with a verified USI or after ALG has applied for and verified a USI on the student's behalf.

3.11.   ALG does not include a student's USI on any certification documentation.

Issuance Registers

3.12.   ALG maintains a registers of:

a) AQF qualifications ALG is authorised to issue and of all AQF qualifications issued;
b) all Statements of Attainment it issues.

Re-issuing Certification Documentation

3.13.   Where certification documentation is lost or damaged, students can request a replacement to be issued. To be issued the replacement certification documentation, students must pay a fee as outlined in the Additional Fees Schedule.

Revoking Certification Documentation

3.14.   ALG reserves the right to revoke certification documentation issued to a student in circumstances including but not limited to where:

a) an administrative error has occurred in the issuance of certification documentation that a student is not eligible to be issued;
b) a penalty has been issued to the student for a breach of the Student Code of Conduct; or
c) ALG or the VET Regulator have determined that the assessment supporting the issuance of the certification document did not fulfil the requirements of the training package or VET accredited course.

Early Completion

3.15.   Where students have achieved competency across all units of competency and have met the requirements of the training product as specified in the relevant training package or VET accredited course prior to the proposed end date of the course, an Early Completion of Course Request Form can be submitted via the ALG website. If approved, a testamur and record of results will be issued, and the course end date will be updated in the Student Management System and PRISMS where applicable.

Transition of Training Products

3.16.   Where a training product on ALG's scope of registration is superseded, deleted or no longer current, ALG ensures that all eligible students who complete the requirements of the training product, are issued AQF certification documentation within the required timeframe.

Reporting

3.17.   ALG provides reports of its records of all certification documentation issued to students to the VET Regulator on a regular basis as determined by the VET Regulator.

Authentication

3.18.   ALG authenticates AQF certification documentation it has issued upon request from other registered providers, institutions or persons. Where the requesting body provides a copy of the documents, ALG authenticates the documents. Where a copy of the

documents has not been provided, ALG requires signed or written consent from the student to proceed with the authentication.

Posthumous Issuance

3.19.   ALG may posthumously issue the relevant certification documentation in the event of the death of a student who has completed one or more units of competency.

Record Retention

3.20.   Records of learner AQF certification documentation are maintained in accordance with the requirements of Schedule 5 for a period of 30 years and are made accessible to current and past learners.

Governance

3.21.   The Student Administration Team provides a monthly report to the Management Meeting.

Quality Assurance

3.22.   The Compliance Team conducts periodic quality assurance checks of the assessment quality control system in accordance with the Calendar of Compliance.

4.   Responsibilities

Assessors

4.1.   Assessors are responsible for ensuring that assessments are accurately conducted and that completed assessment records and outcomes are recorded in the Learning Management System in the required timeframe.

Student Administration Team

4.2.   The Student Administrative Team is responsible for the production, issuance, retention and reporting of certification documentation in accordance with this policy and procedure.

Compliance Team

4.3.   The Compliance Team is responsible for conducting quality assurance checks in accordance with the Calendar of Compliance.

5.   Procedure(s)

Issuing Certification Documentation

5.1.   The following procedure is followed when issuing AQF certification documentation:

1) The student's assessments are marked by an ALG assessor who records outcomes in the Learning Management System. These results are automatically transferred from the Learning Management System to the Student Management System.

2) At the end of a student's course, and following the completion of all marking by assessors, the Student Administration Team conducts a quality check of the assessments and verifies that the student is eligible to be issued with AQF certification documentation.

3) Where no issues with the assessment records are identified by the Student Administration Team, and it is confirmed that the student has no outstanding fees, and has a verified USI on record, the relevant AQF certification documentation is generated using a template in the Student Management System

4) The Student Administration Team electronically issues AQF certification documentation to students via email within 30 calendar days of the student being assessed as meeting the requirements of the training product.

5) The Student Administration Team maintains the relevant register and retains a record of the certification documentation issued.

6. Definitions

The definitions of key terms relevant to this document are contained in the ALG Glossary.

7. Related Documents

This policy should be read in conjunction with the following:

- Additional Fees Schedule
- Assessment Quality Control Checking Process
- Validation Policy and Procedure
- Moderation Policy and Procedure
- Record Retention Policy and Procedure
- Calendar of Compliance.

8. Document Information and Review

Document Information	
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Document Owner	Quality Assurance Manager

Key Stakeholder(s)	General Manager Operations, Head of Student Administration and Campus Operations, Student Administration Manager, General Manager Academic and Governance, Academic Director
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Version History		
Version	**Date**	**Amendment(s)**
1.0	TBD	- alignment with practice - clarification of the 30-day issuance period - inclusion of transitions of training products - inclusion of posthumous issuance - updates to positions and responsibilities - editorial updates