

Issuing Certificates and Outcome

1. Purpose

The purpose of 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 the AQF.

2. Definitions

- AQF means – Australian Qualifications Framework and is the framework for regulated qualifications in the Australian education and training system,
- AQF qualification means - an Australian Qualifications Framework 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.

3. Legislation

It is a requirement of the Standards for Registered Training Organisations for ISH24 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 ISH24 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 ISH24 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.

4. Policy

1. The Chief Executive Officer is responsible for this policy.
2. The RTO/Education Manager is responsible for the implementation of this policy.
3. Only the CEO has the authority to sign AQF qualifications and Statements of Attainment.
4. Schedule 5 of the Standards for RTOs 2015 and the AQF implementation handbook constitute part of this policy and must be referred to when verifying the format of a Qualification and Statement of Attainment.
5. 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.
6. 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.
7. Providing all agreed fees and charges have been paid and the USI has been verified and all paper work has entered the bounce back system and been approved:
 - a. a Certificate of Qualification and Transcript 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, or
 - c. 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.
8. Before the distribution of AQF Certificates of Qualifications and Statements of Attainment, the RTO/Education Manager will ensure that these are formatted in accordance with schedule 5 of the Standards for RTOs 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 4 of the Standards for RTOs 2015.
10. A Transcript of Results will be issued and forms part of a Certificate of Qualification only. The format of the Transcript of Results will be formatted in accordance with Schedule 5 of the Standards for RTOs 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 learner.
12. 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.
13. Statements of Attainment and Qualification Certificates are issued in digital form only.
14. Review of Certificate, Statement of Attainment and Transcript of Results Templates 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 Standards for RTOs 2015 and the AQF Implementation Handbook.

15. A register of all Certificates of Qualification and Statements of Attainment will be retained in the Student Management System and maintained for a period of 30 years and in accordance with ISH24's Records Management Policy.
 - a. The register will include at least the following:
 - 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 competency document is a Certificate of Qualification or Statement of Attainment
 - vi. The date of issue
 - vii. The certificate number
16. 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.
17. Regular basis is advised through notifications provided by the VET regulator and other regulative authorities and the RTO/Education Manager who manages compliance is responsible for ensuring these timeframes are known and met.
18. All reviews and updates to Certificates, Statements of Attainment and Transcript of Results are logged in the continuous improvement register.

5. Procedure

Issue Qualification

- a. Learner file is audited as part of the bounce back system ensuring:
 - i. all units are marked as Competent on the Learner Assessment Record
 - ii. all units successfully completed match the signed enrolment and attendance register (all forms, dates and signatures are presents)
 - 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
- c. The learner does not owe any money to the RTO
- d. Generate the Qualification and Transcript of Results
- e. A saved digital copy of completed qualification and Transcript of Results is made, retained in aXcelerate and copy saved on the ISH24 OneDrive.

Issue Statements of Attainment

- a. Learner file is audited as part of the bounce back system ensuring:
 - i. all units are marked as Competent on the Learner Assessment Record
 - ii. all units successfully completed match the signed enrolment and attendance register (all forms, dates and signatures are presents)
 - 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
- c. The learner does not owe any money to the RTO
- d. Generate the Statement of Attainment
- f. A saved digital copy of completed of the Statement of Attainment is retained in aXcelerate and copy saved on the ISH24 OneDrive.

Issue Statement of Attainment for Accredited Course/Unit Outcome/Skill Set

- a. Learner file is audited as part of the bounce back system ensuring:
 - i. all units are marked as Competent on the Learner Assessment Record
 - ii. all units successfully completed match the signed enrolment and attendance register (all forms, dates and signatures are presents)
 - 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
- c. The learner does not owe any money to the RTO
- d. Generate the Statement of Attainment
- g. A saved digital copy of completed Statement of Attainment is retained in aXcelerate and copy saved on the ISH24 OneDrive.

6. Related Policies

- Bounce Back Policy
- Enrolment Policy
- Records Management Policy
- Schedule of Fees and Charges Policy

VERSION CONTROL

Date	Version	Changes Made		Changed by
		Grammar and Spelling	Formatting	
13/09/2022	2.0		Update to new style. Add version control page Review for content accuracy and minor procedural amendments	Su White Jana Gumovsky