SC1 - AQF Qualifications and Statement of Attainment Policy and Procedures

1. Policy

This Policy and Procedures has been designed to ensure that Australian Institute of Entrepreneurship (AIE) issues Qualifications and Statements of Attainment in accordance with the Standard 3 of the Standards for Registered Training Organisations 2015 (Cth), the Australian Qualifications Framework (AQF) and National Code of Practice for Providers of Education and Training to Overseas Students 2018, maintaining the required standards and protocols in place. AIE will only issue AQF certification documentation 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.

The following procedure ensures that the required information and format is applied to all the qualifications and Statements of Attainment issued by AIE.

The purpose of this policy is to ensure that
- All students receive appropriate testamurs for the successful completion of any nationally recognised training to which they are entitled to.
- AQF qualifications are correctly identified in certification documentation
- AQF qualifications are protected against fraudulent issuance and appropriate records are maintained
- Graduates and others are confident that the qualifications they have been awarded are part of Australia's national qualifications framework – the AQF.

2. Scope

This policy applies to all staff members of AIE.

3. Responsibility

Chief Executive Officer (CEO) is the ultimate authority responsible for this policy, Administration Manager will be responsible for the implementation of this policy. Administration Manager will ensure that students receive the qualifications and the statements of attainment in accordance with Standard 3 of the Standards for Registered Training Organisations (RTOs) 2015, the Australian Qualifications Framework (AQF) and National Code of Practice for Providers of Education and Training to Overseas Students 2018 maintaining the required standards and protocols in place.

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4. Definitions:

4.1 Testamur: An official certification document that confirms that a qualification has been awarded to an individual, also referred to as an Award or a Certificate.

4.2 Statement of Attainment: A statement issued showing units of competency from a registered training packaged that have been deemed competent.

4.3 Certificate: A formal certificate showing that a learner has competently completed all the units of competency needed to gain a full qualification.

4.4. Unique Student Identifier (USI): A ten-digit identifier produced by the USI department of the Department of Education that a student holds for life; it identifies all the accredited training that a person has undergone in Australia. This identifier allows a person to check what qualifications or part qualifications they have completed. This information remains available to a person even if the issuing authority (Registered Training Organisation) has ceased to exist.

4.5. National Code of Practice for Providers of Education and Training to Overseas Students 2018: Also known as the National Code 2018 is a legislative instrument made under the Education Services for Overseas Students Act 2000 (Cth) and it sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

5. **Procedure**

Information to be included on Qualifications and Statements of Attainment

All Qualifications and Statements of Attainments issued by AIE will comply with the requirements of the AQF (Australian Qualifications Framework), the Standards for Registered Training Organisations (RTOs) 2015 (Schedule 5), the National Code of Practice for Providers of Education and Training to Overseas Students 2018, current at the date of the issuing of the Qualification or Statement of Attainment.

CEO will be responsible for ensuring that Australian Institute of Entrepreneurship maintains the most current version of the following documents to ensure that all testamurs contain the appropriate wording and information:
- AQF Implementation Handbook
- Standards for Registered Training Organisations (RTOs) 2015 – Schedule 5

For information on the AQF Implementation Handbook see the Australian Qualifications Framework: Australian Qualifications Framework, Australian Government (aqf.edu.au).

For information on the Standards for Registered Training Organisations (RTOs) 2015: https://www.legislation.gov.au/Series/F2014L01377

For more information on ASQA requirements of Issuing Qualifications and Statements of Attainment see ASQA website: Qualifications and statements of attainment | Australian Skills Quality Authority (ASQA)

All testamurs will also use the NRT and AQF logo/wording correctly as per the Standards for RTOs 2015. All testamurs will include the RTO Code, CRICOS code, National code and the CRICOS course code.

For information on the NRT logo, see the: Nationally Recognised Training Logo specifications guide: NRT_logo_specifications_NEW.pdf (asqa.gov.au)

For information on the AQF logo/wording, see the: Conditions of use of the Australian Qualifications Framework Logo guide: Qualifications and statements of attainment | Australian Skills Quality Authority (ASQA)or NRT_logo_specifications_NEW.pdf (asqa.gov.au)

These templates have been incorporated into the Student Management System (SMS) to allow testamurs to be printed directly from SMS.

Issuing of Qualifications and Statements of Attainment

Qualifications:

- Qualifications will be issued to the students when they have been assessed as competent in the units of competency specified as being required for completion of a qualification.
- The qualification will be accompanied by a 'Record of Results' that will identify the units completed as part of the qualification.
- AQF certification documentation will be issued to the 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 that learner owes to the RTO have been paid.
- All qualifications will include the RTO and CRICOS Code, Course code, Course Title (as listed on training.gov) and the CRICOS course code.

Statement of Attainment:

- Statements of Attainment (SOA) will be issued to students who have completed any unit(s) of competency but have not attained a full qualification.
- A Statement of Attainment will generally be issued when a student withdraws or cancels their enrolment in a qualification and have successfully been assessed in one or more units of the competency, or if they enrol and undertake a single unit of competency.
- The Statement of Attainment will be issued within 30 days of AIE becoming aware of the student's withdrawal or cancellation, or of the student completing the single unit of competency.
- A Statement of Attainment will normally consist of a single page; however, it may run on to further page (the back of the document) where there is a longer list of competencies.
- Students must retain the statement of attainment once it has been issued.
- AIE is responsible for authentication and verification of student's statement of attainment.
- SOA will include the RTO Code, CRICOS code, Course code, course title (as listed on training.gov) and the CRICOS course code.

Fraud Protection

AIE has a number of measures in place to prevent fraudulent copying or production of Qualifications / Statements of Attainment. All the qualifications and statements of attainment will include:
- Designated Certificate/Statement number for each student
- Authorising Signature
- Designated Certificate / Statement paper includes a watermark and or seal.

Quality Control and Record Keeping

Prior to printing a Qualification or Statement of Attainment, following steps will be completed by the Student Administration staff.

Step 1

Student's file will be checked to ensure all the required paperwork is contained within the student's file and the Student Management System is up to date. Student's file will be checked by Training Manager to ensure if it contains all the evidence of assessment, USI (Unique Student Identifier) and the student has successfully completed all the units of competency that are included in the Qualification or Statement of Attainment.

Reconfirm student's USI and verify with the registrar, if necessary, before issuing the Award or Statement of Attainment. However, the USI will not be included on the Testamur, Statement of Attainment or Record of Results.

Step 2

The Qualification or Statement of Attainment will issue a number, and the details will be recorded in the student database.

Step 3

Administration Manager is responsible for issuing certificate and will issue a copy of the Qualification or Statement of Attainment by using the record maintained in the student management system and student file to print the Testamurs and use the specific qualification or Statement of Attainment paper.

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All AQF testamurs or qualifications will only be issued by Australian Institute of Entrepreneurship. No other parties will be authorised to issue any qualification on behalf of AIE.

Step 4

Once CEO has authorised and signed the Qualification/Statement of Attainment, Administration Officer or delegated person from the staff will ensure Student management system (SMS) maintains the copy of the certificate. Certificate will be distributed to the student by post, or by email or by directly handing it over to the student on campus face to face.

Please Note: CEO may authorise delegated officer to issue and sign the qualification issuance documents in his absence.

Records of qualification and SOA (Statement of Attainment)

All student records, such as personal details and records of participation and progress (this includes data collected on the Application form and the assessment results that are collected), will be securely kept (electronically). An electronic record of each student's enrolment, participation and issued qualification / SOA (Statement of Attainment) will be kept on the Student Management System for a period of 30 years, this record will only be accessible by authorised employees of AIE.

All students have the right to access their records of participation and progress within a timely manner. In order for a student to access their records, they are required to forward a request in writing to Australian Institute of Entrepreneurship.

If student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

AIE will process student's request within 30 working days of receiving the written request.

AIE will maintain a qualification register of all the issued AQF Testamur in accordance with the requirement of AQF Qualifications Register Policy (clause 2.4). At the minimum, the qualification register will contain the following information:

- Certificate number
- Student ID
- Holder of the qualification
- AQF qualification by its full title, and
- Date of issue/award/Conferral

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6. Unique Student Identifier

6.1. All students must supply AIE with their Unique Student Identifier (USI) before any testamur can be issued. It is a government requirement that all students undergoing VET training in Australia apply for and hold a USI.

6.2. The USI is an identifier known only to the issuing RTO, the student and the Department. It does not appear on any certificates, statements of attainment or other public documents issued by AIE. It is in the student's best interest to keep this identifier in a safe place. If student forgets their USI, it is possible to retrieve the information from the Department's web site https://www.usi.gov.au/

6.3. In accordance with clause 3.6 of the Standards for Registered Training Organisations 2015 (Cth), AIE will:

- Verify student's USI provided to the institute by the student with the USI registrar before using that student identifier for any purpose.
- Ensure that AIE will not issue AQF certification documentation to an individual without receiving a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014.
- Ensure that where an exemption applies under the Student's Identifiers Act 2014, AIE will inform the student prior to either the completion of the enrolment or commencement of the 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 USI Registrar.
- Ensure the security of USI and all the related documentation under its control, including information stored in its student management systems.

Issuing duplicate Qualifications and Statements of Attainment

- A student wanting to request a duplicate Qualification or Statement of Attainment should complete an application in writing to the Student Administration.
- The cost for re-issuing the Qualification/Statement of Attainment is $50.
- Prior to re-issue, all duplicate Qualifications or Statements of Attainment will be approved by the CEO.
- All duplicate testamurs will be issued within 5 working days from the receipt of payment.
- The written request and copy of duplicate Qualification or Statement of Attainment will be filed with the original student record.

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