

## 1. POLICY AND PROCEDURE DETAILS

Document Reviewer	Executive General Manager, Policy and Programs
Date Initiated	31 March 2018
Date Reviewed	May 2019
Next Review Date	May 2022
Associated Forms	Application to Issue
Relevant Policies and Procedures	N/A
Relevant Legislation (RTO Standards)	3.1 - 3.6, 4.1

## 2. AIM

The aim of this policy is to ensure that the Institute has appropriate systems and controls in place to ensure that qualifications, statements of attainment and records of results are not issued unless each learner has completed all requirements and has fully demonstrated competence. The Institute will also ensure that robust evidence is maintained to demonstrate that in each case, the issuing of certification is warranted and in accordance with the RTO Standards.

## 3. ISSUING QUALIFICATIONS – CRITICAL PRINCIPLES

The Institute will only issue AQF certification documentation when a learner has completed their program of training and assessment. 'Interim' documentation will not be issued at any time.

The Institute will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual (but this Student Identifier must NOT be included on a testamur or statement of attainment).

AQF certification documentation must be issued within 30 calendar days of the learner's final assessment being completed or their exiting their course, providing all fees have been paid, and must be issued directly to the learner only.

The RTO Coordinator is responsible for ensuring that the time limit is strictly observed, and that learners receive all documents they are entitled to, including records of results where applicable.

Evidence of this compliance is stored in our electronic Student Management System.

To prevent any fraudulent reproductions of certification documentation, the Institute provides embossed testamurs.

## 4. RECORDS MANAGEMENT

The Institute will retain records of all qualifications and statements of attainment issued for 30 years.

The Institute will maintain registers of AQF qualifications they are authorised to issue, and of all AQF qualifications and statements of attainments issued (credentials register within the electronic Student Management System).

These records are all stored in our electronic Student Management System.

The Institute's Student Handbook contains information concerning how learners can access records of past certifications that have been issued to them by the Institute.

All AQF qualifications and statements of attainment will be jointly signed by the Relationships Australia South Australia CEO and the Institute Manager. Only persons holding these positions have the authority to sign these documents.

## 5. ISSUING AQF QUALIFICATIONS

The Institute will include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:

- the Institute's full name, National RTO code and logo
- the code and title of the awarded AQF qualification, and
- the NRT Logo (in accordance with the current conditions of use - see RTO Policy 1.12).

The following elements will be included on the testamur as applicable:

- the State Training Authority logo (only where use of the logo is directed by State Training Authorities, e.g. within User Choice contracts)
- the industry descriptor, e.g. Engineering
- the occupational or functional stream, in brackets
- where relevant, the words, 'achieved through Australian Apprenticeship arrangements'.

## 6. ISSUING STATEMENTS OF ATTAINMENT

A statement of attainment will be issued to a learner who has completed one or more units/modules (but not a full qualification) and has finished their training with the Institute.

The following information must be included on a statement of attainment:

- the Institute's full name, National RTO Code and logo
- a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency
- the authorised signatory
- the NRT Logo
- the Institute's seal, corporate identifier or unique watermark
- the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'

The following elements are to be included on the statement of attainment as applicable:

- the State Training Authority logo (only where use of the logo is directed by State 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]'.