



## Certificate Issuance Policy and Procedure

### Purpose

The purpose of this policy is to outline United Colleges of Australia's strategies in ensuring that certification is issued in compliance with the requirements outlined in Standard 3 of RTO Standards 2015 & only is issued to learners who have met all requirements as specified in training products.

The practices followed will be in compliance with clauses 3.1-3.4 of RTO Standards 2015.

### Scope

This policy applies to all staff responsible for certificate issuance.

### Definitions

College	United Colleges of Australia
Training Products	An Australian Qualifications Framework (AQF) qualification, skill set, unit of competency, accredited short course or module.
VET Regulator	The Australian Skills Quality Authority (ASQA)
AQF Qualification	Full Qualification
National Register	Training.Gov (TGA)
Student Management System	Axcelerate

### Policy

- 1) The college will only issue an Australian Qualifications Framework (AQF) certification to learners who have been assessed as meeting the requirements of the training product as specified in the National Register.
- 2) Issuing AQF Qualification
  - a. The college issues AQF certification in consistent with the requirements of Schedule 5, which are to include the following in the testamur:
    - The name, RTO code and logo of the issuing organisation
    - The code and title of the awarded AQF qualification (e.g. BSB50420 Diploma of Leadership and Management)
    - The NRT Logo is used in accordance with the requirements of Schedule 4, which encompass the following:
      - NRT Logo can only be used to promote training products within the college's scope of registration.
      - NRT Logo cannot be used for accredited training outside the college's scope of registration.
      - NRT Logo cannot be used for non-accredited training
      - When accredited and non-accredited courses are promoted, a clear



distinction must be made these two (e.g. *this emotional intelligence course is not accredited and does not lead to AQF qualification*).

- NRT Logo can only be used when there is a direct relationship to an AQF qualification and/or unit of competency as specified within training packages or VET accredited courses.
- NRT Logo cannot be used for corporate stationery, business cards, building signage, mouse pads, pens, satchels, packaging around products nor learning resources supporting training.
- NRT Logo must be depicted on all AQF certification documentation issued by the college for qualification and/or unit of competency within the college's scope of registration. It must not be depicted on other testamurs or transcripts of results.

b. The following elements are to be included on testamur only if applicable:

- The State/Territory Training Authority Logo (only where the use of logo is directed by State/Territory Training Authorities (e.g. within User Choice contracts))
- The industry descriptor (e.g. engineering)
- The occupational or functional stream, in brackets (e.g. fabrication)
- Where relevant, the words "achieved through Australian Apprenticeship arrangements", and
- Where relevant the words "these units/modules have been delivered and assessed in <insert language> followed by a listing of the relevant units/modules.

c. It will not include the learner's Student Identifier on the testamur, in line with the requirements of the Student Identifier Act 2014

d. It will retain a register of all AQF qualifications the college is authorised to issue within a period of 30 years

e. It will provide reports of Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator.

### 3) Issuing Statements of Attainments

a. The college will include the following items in the Statement of Attainment:

- The name, RTO Code and logo of the issuing organisation
- A list of units of competency (or modules where no units of competency exist) showing the national code and full title of each unit of competency
- The authorised signatory
- The NRT Logo
- The college'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"

b. The following elements are to be included on the Statement of Attainment as applicable:

- The State/Territory Training Authority Logo (only where use of the logo is directed



- by State/Territory Training Authorities)
- The words “these competencies for part of {code and title of qualification(s)/course(s)”
  - Where relevant, the words “these units/modules have been delivered and assessed in <Insert Language> followed by a listing of the relevant units/modules.
- c. It will not include the learner’s Student Identifier on the Statement of Attainment, in line with the requirements of the Student Identifier Act 2014
- d. It will retain a register of all Statements of Attainment the college is authorised to issue within a period of 30 years
- e. It will provide reports of Records of Statements of Attainment issued to its VET Regulator on a regular basis as determined by the VET Regulator.
- 4) The college will issue AQF certification documentation to learners who have been assessed as meeting the requirements of training product within 30 calendar days, providing that all fees have been paid and USI number has been provided (unless exempted).
- 5) The college will adhere to the requirements of the AQF Qualifications Issuance Policy.

**Procedure**

Issuing AQF Certification Documentation	Responsible Person
1. Prepare to issue AQF certification documentation within 30 calendar days of the student exiting their course or the student’s final assessment being completed.	CEO/PEO
1. Contact the student to fill in the <i>Student Record Request Form</i> .	
2. Require the student to submit the completed form in person or by email <a href="mailto:info@unitedcolleges.edu.au">info@unitedcolleges.edu.au</a>	
3. Retrieve the student’s records and review if the student: <ul style="list-style-type: none"> <li>• Has completed any units of competency within the enrolled qualification.</li> <li>• Has provided a verified USI</li> <li>• Has fully paid all tuition fees.</li> </ul>	
4. Check the Student Management System to determine if the student’s records are up to date.	
5. Issue the AQF certification documentation (either full qualification or statement of attainment) from the Student Management System.	
6. Forward the printed AQF certification documentation to the CEO/PEO for a final check against all completed assessments.	
7. Sign the AQF certification documentation by the CEO/PEO.	
8. Notify the student to collect the AQF certification documentation.	



<b>Preventing Fraudulent Reproduction</b>	<b>Responsible Person</b>
1. Use the following security feature on the printed paper: <ul style="list-style-type: none"> <li>• Embossing the College logo</li> </ul>	CEO/PEO
2. Place the signature of the CEO/PEO on each certificate issued.	
3. Use the sequence unique issuing certificate number on each certificate together with an issuing date	

<b>Reissuing AQF Certification Documentation</b>	<b>Responsible Person</b>
1. Require the student to provide the following: <ul style="list-style-type: none"> <li>• A statutory declaration indicating the reasons for applying for a certificate reissuance.</li> <li>• Confirm their ID using the 100 points system of identification provided using this link &lt; <a href="https://www.health.nsw.gov.au/art/Documents/100-point-id-check.pdf">https://www.health.nsw.gov.au/art/Documents/100-point-id-check.pdf</a>&gt;</li> </ul>	Student Service Officer
2. Check the student's records in the Student Management System	
3. Reissue the AQF certification documentation (either full qualification or statement of attainment) from the Student Management System.	
4. Forward the printed AQF certification documentation to the CEO/PEO for a final check and approval	
5. Notify the student to collect the AQF certification documentation.	

<b>Recordkeeping</b>	<b>Responsible Person</b>
1. Maintain a register of all AQF qualifications and statements of attainment in the Student Management System for a period of 30 years.	CEO/PEO
2. Ensure the records are accessible to current and past students for the period outlined above.	

<b>VET Regulator</b>	<b>Responsible Person</b>
1. Provide reports to the VET Regulator as per instructed specifically in terms of its frequency and details of records required.	CEO/PEO

### Related Documentation

- Student Record Request Form

### Document Control



Policy Owner:	United Colleges of Australia
Endorsed By:	CEO/PEO
Person Responsible for Implementation:	CEO/PEO
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