



Policy and Procedure for Issuing and Maintain AQF Qualification

Purpose

The purpose of this policy is to ensure that United Colleges of Australia has implement documented policies and procedures for as indicated in RTO 2015, Standard 3.

Scope

This policy applies to all prospective students.

Policy

The college will ensure the security and reduce fraudulent reproduction and use of the AQF qualifications its issue by the following mechanisms:

- 1) All testamurs (certificates and statements of attainment) are to be printed by the college within 30 days of completion.
- 2) Pre-printed paper will have the following security features:
 - a) Pre-printed sequential numbering: 1001 to 9999 plus student's UCA Student ID for both paper colours. A register of all numbered papers will be maintained by administration personnel with full details of the certificate recipient.
 - b) Embossing with the College logo
 - c) College logo watermark that cannot be duplicated by scanners or copiers in the background of page.
- 3) Each certificate (testamur or statement of attainment) will have the CEO/Principal Executive Officer signature.
- 4) The sequence unique issuing certificate number will place on each certificate (testamur or statement of attainment) together with an issuing date
- 5) Each certificate (testamur or statement of attainment) will include the following advice. "The authenticity of this certificate can be verified free of charge by contacting United Colleges of Australia, Phone: 02 9267 4945



- 6) Certificates, (testamurs and statements of attainment) will only be reissued after applicants:
- a) supply a statutory declaration indicating the reasons for applying for a reissue; and
 - b) confirm their identity using the 100 points system of identification service provided to businesses by Australia Post - <http://auspost.com.au/business/in-person-id-checks.html>
 - c) The reissue is approved by the Chief Executive Officer or a person specifically nominated by the Chief Executive Officer to approve a reissued testamur.

The college will issue AQF certificate documentation only to the students it has assessed as meeting the requirements of the training course.

The college will ensure all AQF certificate documentation issued includes the following information:

1. The name, National RTO code and logo
2. The code and title of the awarded AQF qualification
3. The NRT logo in accordance to the conditions of use
4. The authorised signatory
5. For statements of attainment, a list of units of competency with their codes should be included

The college will ensure the records of qualifications and statements of attainment issued, will be retained for a period of 30 years, and maintain registers of all qualifications and statements of attainments issued.

The college will ensure AQF certification documentation is issued to the students within 30 calendar days on completion of assessment requirements and all agreed fees have been paid.

The college will ensure that past and current students can access their records of certification issued according to their USI.

No qualification will be issued without students provide USI with a completion of USI portal verification.



Procedure of Issuing an AQF Qualification to a Student

1. Students who completed all required Units of Competency will be contacted by student services officers of UCA to fill in the Student Record Request Form. The form is available for downloading on UCA website, or could be collected from the student services desk.
2. Completed students could either submit the *Student Record Request Form* to the student services desk or email the form to admin@unitedcolleges.edu.au.
3. After received the *Student Record Request Form*, the students service officer(s) will retrieve the student's academic folder and check if the student has:
 - 1). Successfully completed all units of competency within the enrolled qualification(s).
 - 2). registered and provided a verified USI.
 - 3). fully paid all the tuition fee for the enrolled qualification(s).
4. After all the above documents/items and the *Student Record Request Form* are checked by the student service officer(s), the student's documents will be reviewed by the academic manager. The academic support officer will double check the Student Management System (Axcelerate) to see if the student's records are fully updated on the system. Academic support officer will then forward all documents to the Admin Manager.
5. Admin Manager will update the student's information onto the Certificate issuance log, and create/print the Certificate/Statement of Attainment. The printed Certificate/Statement of Attainment will then be forwarded to the Principal Executive Officer (PEO).
6. PEO is responsible to conduct random double check on the previous procedures, and will sign the Certificate/Statement of Attainment, then return back to the Student Service Officer(s).
7. Student will be contacted by the Student Service Officer(s) to collect the Certificate/Statement of Attainment. In case of the students are unable to collect the Certificate/Statement of Attainment, UCA Student Service Department will post the Certificate/Statement of Attainment to the postal address provided by the completed student.



Definitions

UCA:	United Colleges of Australia Pty Ltd as the trustee for UCA Unit Trust, Trading as United Colleges of Australia
CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students
DHA:	Department of Home Affairs
ESOS Act:	Education Services for Overseas Students Act 2000
Overseas Student:	A person holding an Australian Student Visa, enrolled in a CRICOS registered, onshore course
ESOS National Code:	National Code of Practice for Providers of Education and Training to Overseas Students 2018
SRT0:	Standards for Registered Training Organisations 2015
NVETR Act:	National Vocational Education and Training Regulator Act 2011
ASQA:	Australian Skills Quality Authority
RPL:	Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning to determine the credit outcomes of an individual application for credit.
Credit Transfer:	Count previous education or training in a similar field or topic towards part of a degree or other qualification.
Testamurs/Certificate	A formal document issued by UCA to prove the students' study outcome in UCA
Written Agreement:	Sets out the services UCA will provide and the student's obligations in the form of a signed binding document.
CoE:	Confirmation of Enrolment
PRISMS:	Provider Registration and International Student Management System
Transcript	A formal document issued by UCA to specifically list the outcomes of units that a student has conducted in UCA.
USI	Unique Student Identifier, which could be registered via https://www.usi.gov.au/ . Any Student intended to study in Australia is required to register a USI number.



Document Control

Policy Owner:	UCA
Endorsed By:	PEO
Person Responsible for Implementation:	Academic Manager
Endorsement Date:	November 2019
Version:	1.3