

## 1. Policy

IH implements a thorough and conscientious process to ensure the integrity of all certificates and qualifications issued.

## 2. Organisational Scope

This policy applies to the certificate issue for all qualifications included of the scope of registration

## 3. Regulation

### Standards for RTOs 2015

**Standard 3. The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.**

To be compliant with Standard 3 the RTO must meet the following:

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 or VET accredited course.

3.2. All AQF certification documentation issued by an RTO meets the requirements of Schedule 5.

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.

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.

3.5. The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- b) authenticated VET transcripts issued by the Registrar.

3.6. The RTO meets the requirements of the Student Identifier scheme, including:

- a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;
- b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the *Student Identifiers Act 2014*;
- c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of 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 Registrar; and
- d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

#### 4. General Principals

- Certification is only issued for successful completion of all assessment requirements for the qualification or training product the learner has enrolled in.
- IH ensures the integrity and authenticity of certification through monitored record management
- Certificates are not issued without the appropriate student identifier
- Students are entitled (at no cost) to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing a qualification, provided that they have paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

#### 5. Procedure

##### 5.1 Checks/Validation

- Checks prior to certificate issue cover :
  - Successful results for all training product requirements
  - Fees paid in full
  - Verified student identifier
- Certificates for issue will be must be created within 30 calendar days of the student's completion of their enrolment in their training program
- In the case where a learner has not completed all the qualification requirements , a Statement of Attainment may be issued for those units successfully completed.
- Certificates and Statements of Attainment will comply with the requirements outlined in Schedule 4 and 5 of the Standards for RTOs 2015

##### 5.2 Issue and Registration

- Certificates/Testamur/Statement of Results (SoR) and Statement of Attainment (SoA) will only be issued from approved templates and signed by the designated authority
- Statement of Results is issued and provided with all Certificates/Testamur
- All certificates are recorded on the Certificate Register generated by the organisation SMS and issued with a unique numeric identifier
- Electronic copy of the Certificate/SoR/SoA is held in the SMS database and in the student e file for minimum 30 years

#### 6. Associated Documentation

Form	Current Version



## Policy and Procedure Student Administration: Certificate Issue