

# Issuing Certification Policy

## Purpose

The purpose of this policy is to ensure that AVELING issues Australian Qualifications Framework (AQF) Certification documentation including Qualifications and Statements of Attainment and AVELING Certificates of Participation, using the correct protocol.

AVELING will ensure processes are in place for the retention of records and reissuance of certification according to the requirements of the VET Quality Framework.

## Scope

A person completing a training course delivered by AVELING will receive a Certificate of Participation, a Statement of Attainment or a Qualification, as appropriate.

This policy applies to all AVELING employees who are involved in the creation or issuance of any certification awarded by AVELING.

## Responsibility

All AVELING employees involved in the creation and issuance of certification have the responsibility to ensure Statements of Attainment and Qualifications are created and issued according to Australian Skills Quality Authority (ASQA) and VET Quality Framework requirements for Registered Training Organisations.

## Definitions

Nil

## Associated Documentation

Document Reference	Document Title
RTO-PRO-005	Credit Transfer Procedure

## Related Legislation

1. VET Quality Framework
  - a. Standards for RTOs 2015
  - b. Australian Qualifications Framework

## Policy

### 1. Issuing Certificates of Participation

- 1.1 Certificates of Participation will be issued to those who have only fulfilled the attendance/participation requirements. It does not reflect any achievement of competencies.

### 2. Issuing Qualifications, Records of Results and Statements of Attainment

- 2.1 Statements of Attainment and Qualifications will only be issued for Units of Competency and Qualifications as approved by ASQA and listed on AVELING's scope of registration.
- 2.2 All Statements of Attainment, Qualifications and Records of Results will adhere to the requirements of the Australian Qualification Framework (AQF).
- 2.3 Statements of Attainment, Qualifications and Records of Results will only be issued to candidates who have provided AVELING with their Unique Student Identifier number (USI), unless they are subject to an exemption. This USI number will be verified by AVELING prior to certificates being issued.
- 2.4 After successful completion of a training course and assessments the Statement of Attainment or Qualification will be;
  - a) Issued within 30 (thirty) days of all requirements being met
  - b) Given directly to the candidate, or
  - c) Mailed directly to the candidate (s), or
  - d) Emailed directly to the candidate (dependant on the course),
  - e) A Statement of Attainment may be given to an employer or third party only if
    - a. written authorisation from the candidate is provided to the RTO stating the following:
      - i. Candidate's name.
      - ii. Third party that is to receive the candidate's Statement of Attainment.
      - iii. Candidate's signature.
      - iv. Date of authorisation.
    - b. They have selected that a third party can receive a copy of their Statement of Attainment while completing their online course.
  - f) If requested by a client a presentation can be arranged at their/or AVELING's premises and an AVELING representative can provide a framed certificate to the candidate in person.

### 3. Issuing Qualifications under a Traineeship Arrangement

AVELING issues qualifications under a traineeship arrangement for products listed on AVELING's scope of registration as required by the WA Traineeship guide and VET policy.

- 3.1 Qualifications will only be issued for units of competency approved by ASQA and listed on AVELING's scope of registration.
- 3.2 All qualifications will adhere to the requirements of the AQF.
- 3.3 When issuing a qualification which has been completed under a traineeship arrangement AVELING will include the wording "achieved through Australian Apprenticeship Arrangements". This will appear below the name and code of the Qualification.

- 3.4 After successful completion of a Traineeship Qualification candidates will receive a Qualification as per Section 2 of this policy.

#### **4. Issuing Qualifications, Records or Results or Statements of Attainment when delivered in another language**

- 4.1 When issuing a Qualification, Record of Results or Statement of Attainment for courses which have been delivered in a language other than English, AVELING will include the wording “these units/modules have been delivered and assessed in <insert language>”. This will be followed by a listing of the relevant units/modules. This will appear below the name and code of the Qualification/Unit of Competency/Module.
- 4.2 After successful completion of a Qualification or Nationally Recognised Training candidates will receive certification as per Section 2.

#### **5. Issuing Statements of Attainment for partial completion of a Qualification or Accredited Course**

- 5.1 Statements of Attainment for partial completion of Qualifications will only be issued for Units of Competency approved by ASQA and listed on AVELING’s scope of registration.
- 5.2 All Statements of Attainment will adhere to the requirements of the AQF.
- 5.3 When issuing a Statement of Attainment for the partial completion of a Qualification, AVELING will include the wording “These competencies form part of [Code and Title of Qualification(s) / Course (s)]”. This will appear below the name and code of the Unit of Competency/Module.
- 5.4 After successful completion of a training course candidates will receive a Statement of Attainment for partial completion of a Qualification or Accredited Course as per Section 2.

#### **6. Issuing Record of Results**

- 6.1 A Record of Results will be issued along with a certificate of Qualification when a candidate has successfully completed all units of competency in a Qualification listed on AVELING’s scope of registration.
- 6.2 All Records of Results will adhere to the requirements of the AQF.

#### **7. Changes to Certification Requirements**

- 7.1 Notification of changes to certification requirements is received from ASQA or the AQF. The changes will be made to the TMS and LMS system and pre-printed stock will be reviewed and replaced if necessary. Changes will then be communicated to all appropriate staff.

#### **8. Retainment of Records and Reissuance of Certification**

- 8.1 AVELING will retain records of Qualifications and Statements of Attainment that have been issued to candidates for a thirty (30) year period as per Schedule 5 of the Standards for RTOs 2015.

- 8.2 AVELING will retain sufficient data required to reissue a candidate with a Statement of Attainment or Qualification for a thirty (30) year period.
- 8.3 AVELING will ensure both current and past candidates will have access to their records of achievement.
- 8.4 Candidates must be able to prove their identity before being re-issued their Certification.
- 8.5 AVELING will re-issue Certification in the instance that a candidate has had their name legally changed through the Department of Justice. Candidates must be able to provide suitable documentation to this effect.

Where a candidate has been issued Certification in their 'preferred name' rather than their 'legal name' (prior to the introduction of the USI) AVELING will re-issue Certification in the candidate's legal name only where proof of ID is provided and details correspond to those in AVELING's records.

## **9. Recognition of Statement of Attainment issued by other RTOs (Credit Transfer)**

- 9.1 Under the AQF, AVELING recognises and accepts AQF Qualifications or Statements of Attainment issued by any other RTO.
- 9.2 All Credit Transfers are required to be verified either by:
  - a) Contacting the issuing RTO asking them to confirm the certification, or if they have ceased operation, with the relevant governing body (ASQA or TAC), or
  - b) Checking the candidates USI Transcript on [usi.gov.au](http://usi.gov.au)
- 9.3 Credit will only be provided for Units of Competency which form part of a qualification or skill set on AVELING's scope of registration. The candidate must be completing training and assessment with AVELING for at least one of Unit of Competency within that qualification or skill set. The Credit Transfer will be processed upon completion of the training and assessment for the other units within the qualification or skill set as per the Credit Transfer Procedure.

## **10. Re-issuing Statements of Attainment Pre-ASQA**

- 10.1 Statements of Attainment being reissued for courses held prior to ASQA becoming the national regulator for AVELING (01 July 2011), will be issued in the same format as the original SOA, or in a format which includes the TAC logo.
- 10.2 Candidates must be able to prove their identity before being re-issued their Certification.

## **11. Revocation of Certificates**

- 11.1 Statements of Attainment, Qualifications and Records of Results may be revoked in the following circumstances:
  - a) In cases where alleged fraud or dishonesty has been substantiated. This includes copying or plagiarism.
  - b) When a Qualification, Record of Results or Statement of Attainment was issued erroneously or contained incorrect details.
  - c) When the evidence submitted was erroneously deemed as competent.
  - d) If a student makes an application for a replacement certificate due to damage or legal name change, a new certificate will be issued as a replacement.

11.2 In any of the circumstances above, AVELING will require the original Statement of Attainment, Qualification or Record of Results to be returned prior to any replacement documentation being issued.