

POLICY AND PROCEDURE FOR THE ISSUANCE OF CREDENTIALS

PURPOSE

Central Coast Community College (the College) is committed to operating in accordance with the practices defined by the Australian Qualifications Framework (AQF) relating to the issuing, recording and reporting of AQF qualifications, statements of attainment and related certification. The College will ensure all Candidates who undertake a program of study are issued the correct certification in a timely manner and in accordance with the requirements of the Training Package or VET accredited course.

APPLICATION OF THE POLICY

This policy and procedure applies to all Central Coast Community College students who meet all course requirements for the issuance of certificate and/or a statement of attainment. The policy does not apply to non-AQF qualifications.

DEFINITIONS

Academic Transcript means a statement recording all units of a particular qualification a student has enrolled in and the level of competency achieved in each unit.

AQF means Australian Qualifications Framework and is the framework for regulated qualifications in the Australian education and training system,

AQF Certification Documentation means the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

ASQA means Australian Skills Quality Authority, the national regulator for registered training organisations.

Credentials means Certificates, Transcript of Results, and Statements of Attainments.

Certificate of Qualification means the Testamur issued to a person confirming they have satisfied all requirements set out in the AQF to confirm a qualification and includes a Record of Results

National Register means www.training.gov.au

NRT means nationally recognised training

Statement of Attainment (SOA) means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Unique Student Identifier (USI) is a unique and verifiable number allocated to a learner to record all VET achievement nationally.

POLICY STATEMENT

The College will issue AQF certification documentation only to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training product. In pursuant to the policy, the following key considerations will be met for issuing certificates and Statements of Attainment;

- a) All AQF certification documentation issued by the College meets the requirements of Schedule 5 of Standards for RTOs 2015.
- b) AQF certification documentation will be issued to a student within **thirty (30)** calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete providing all agreed fees the student owes to the College have been paid.
- c) AQF certification documentation will be issued to a student within **twenty-one (21)** calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is completed and was funded by the NSW Government under Smart and Skilled - providing all agreed fees the student owes to the College have been paid.
- d) The College accepts and provides credit to students for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:
 - i. AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
 - ii. authenticated VET transcripts issued by the Registrar.
- e) The College ensures to meet the requirements of the Student Identifier scheme.
- f) The College will not issue any certification that would be entirely comprised of credited units or modules completed at another RTO or RTOs.

Nationally Recognised Qualification

In line with national requirements for consistency in the use of qualification titles, the name of the qualification and its title must conform to the AQF nomenclature, exactly as recorded on the National Register. The code number is to be used with the title of the qualification and the use of Nationally Recognised Training (NRT) logo.

Statement of Attainment

A Statement of Attainment will be issued in recognition of completed competencies from a Training Package or unit of study from an accredited course. A Statement of Attainment must include a list of the competencies or modules completed and the AQF qualification partially completed, with the title of the training package or accredited course from which these were drawn. The national code for each competency must also be used.

PROCEDURES

Only certification documents that align with the scope of registration of the College are issued. These documents are generated from the Student Management System (SMS) and have been set up by the program administrators as a quality control strategy to prevent non-compliant documentation being issued.

It is the responsibility of the Compliance Manager to ensure the electronic templates for certification documentation within the SMS are kept up to date according to the requirements of the Standards and the AQF Issuance Policy. Any change requests to the templates are to be submitted to the SMS Administrators and Credential Audits are required to take place and produce compliant results prior to the use of the updated templates.

1. Trainers and Assessors will submit assessment results data to the RTO Administrator
2. All data will be entered on to the Student Management System and number of credential checks will take place prior to generating any credentials. These checks include:
 - Determining Certificate or Statement of Attainment eligibility
 - Verifying USI records
 - Fee payments are completed
3. If a student has completed all units of competency necessary for a Training Package qualification, then a Certificate qualification may be issued.
4. If a student has not completed all of the units of competency for a Training Package qualification, they may be awarded a Statement of Attainment for the unit(s) of competency for which they have attained assessment recognition.
5. On completion of all necessary data entry and credential checks, the RTO Administrator will generate the required credential from the SMS utilising the standardised credential report templates.
6. The RTO Administrator will proofread each generated credential to ensure the correct amount of units, correct spelling and dates are included. The credential will utilise an electronic signature provided by the Chief Executive Officer.
7. Each credential will be issued to the Compliance Manager or the RTO Manager who will review each document and apply the Credential Monitoring Checklist to ensure compliance.
8. Once the Credential has been deemed compliant, or the necessary changes made to the SMS data to rectify any non-compliant findings, the credential will be copied and uploaded to the Student electronic record.
9. Credentials may only be issued to the student on receipt of verified Unique Student Identifier (USI). Credentials are not permitted to be issued to any other party.
10. AQF certification documentation is to be issued to a student within 30 calendar days of the student meeting the requirements of the training program in which the student is enrolled is complete, and providing all agreed fees have been paid.

Return of Credentials

The College may request that a student return a qualification testamur, statement of attainment or an academic transcript where:

- a) student results have been fraudulently or dishonestly attained and/or recorded; or
- b) a student requests a replacement for an original issue due to legal name change [the name change must be supported by certified copies of documentation]; or

- c) the a qualification testamur, statement of attainment or academic transcript has been issued in error, or where it contain inaccuracies [such as incorrect codes and/or titles, incorrect spelling of student name etc].

Re-issue of Credentials

The College may issue a replacement qualification testamur, statement of attainment or an academic transcript, after payment of \$50 has been received, in the following cases:

- a) original documents have been lost or stolen
- b) original documents have been damaged
- c) change of student legal name (proof of name change must be supplied)

Record Keeping

Records of student's AQF certification documentation issued are to be retained for 30 years and copies are to be accessible to past and current students. These are recorded against the student enrolment in the Student management system and in hardcopy form, archived alongside the student's enrolment and assessment evidence.

VARIATIONS

The College reserves the right to vary, replace or terminate this policy from time to time.

RELATED DOCUMENTS:

Policy and Procedure for Fees and Refunds
Policy and Procedure for Internal Audits and Monitoring
Policy and Procedure for Assessment and Evidence Collection
Credential Monitoring Checklist