

Issuing Statements of Attainment Policy

Policy Statement

Certified Training Resources Australia is committed to providing quality training and assessment in accordance with Standards for Registered Training Organisations (SRTOs 2015). This policy provides the framework and general principles for issuing certification documentation in Certified Training Resources Australia.

Certified Training Resources Australia issues and maintains AQF certification documentation and provides access to those documents to students in accordance with the Australian Skills Quality Authority and Standard 3 of SRTOs 2015.

This policy outlines Certified Training Resources Australia's policy principles and procedure when issuing only AQF qualifications and statements of attainment that meet the requirement of the AQF Implementation Handbook, endorsed training packages and accredited courses within its scope of registration.

Scope

Certified Training Resources Australia is committed to ensuring AQF qualifications and statements of attainment are issued in accordance with the requirements of the Standards for Registered Training Organisations (SRTOs 2015), and the endorsed training packages and VET accredited courses within its scope of registration.

As such, Certified Training Resources Australia ensures that:

1. AQF qualifications and statements of attainment issued by the RTO are within its scope of registration and that they certify the achievement of qualifications or industry competency standards from nationally endorsed training packages or VET accredited courses.
2. A clear distinction can be made between AQF certification documents and non-AQF certification issued.

Policy Principles

Issuing Certification Policy

Certified Training Resources Australia issues certification in accordance with Schedule 5 of Standards for Registered Training Organisations (SRTOs 2015). Certified Training Resources Australia only issues qualifications and statements of attainment to those students who meet the required outcomes of a qualification, accredited course, unit of competency or module, as specified in the relevant training package or VET accredited course.

Certified Training Resources Australia will ensure the security of student identifiers and all related documentation under its control, including information stored in its student management systems. The Unique Student Identifier (USI) must NOT be included on the testamur, consistent with the Student Identifier Act 2014.

Certified Training Resources Australia using the Student Management System will:

1. maintain a register of all AQF qualifications issued;
2. retain records of all AQF certification documentation for a period of 30 years; and
3. provides report of records of qualifications issued to the VET Regulator on a regular basis as requested by the VET regulator.

Certified Training Resources Australia issues AQF certification documentation to students within 30 calendar days of the student being assessed as meeting the requirements of the training package or VET accredited course:

1. if the training program in which the student is enrolled in is complete; and
2. providing all agreed fees, the student owes to Certified Training Resources Australia have been paid.

AQF certification documentation will only be issued once the student has settled all their obligations with Certified Training Resources Australia, such as outstanding fees. However, completion status and qualification issuance must be reported within 30 days from the date the student is deemed competent.

AQF certification documentation will not be issued to the student without Certified Training Resources Australia being in receipt of the verified Unique Student Identifier (USI) for that student, unless an exemption applies, as per the requirements of the Student Identifier Act 2014.

If an exception applies, in accordance with SRTOs 2015, Certified Training Resources Australia will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever comes 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.

Verified Unique Student Identifier (USI)

Certified Training Resources Australia requires all VET learners to supply a USI verified by the Commonwealth Registrar, before any certification documentation can be issued. Only official USI identifiers are used, for example: <https://portal.usi.gov.au/org/>.

Exemptions to the USI requirements may apply including for international learners studying offshore and outside of Australia.

Any learner who requests exemption from the USI shall be notified that any completion results and records will not be available through the Commonwealth Registrar.

Student's USIs are subject to privacy requirements.

Issuing Qualifications / Testamurs

All students who have completed a training program which leads to the award of a full AQF qualification will receive:

1. a testamur; and
2. a record of results.

Each AQF qualification issued will comply with the 'AQF Qualifications Issuance Policy' and the 'Standards for RTOs 2015' - Schedule 5, and will include:

1. Certified Training Resources Australia name and logo;
2. Certified Training Resources Australia national provider number (RTO Code: 45826);
3. The full name of the individual receiving the award;
4. The full title and national code of the unit/s of competencies or AQF qualification awarded;
5. A certificate number;
6. The date of issue;
7. The signature of an authorized person;
8. The relevant national and state logos (in accordance with the Standards for RTOs – Schedule 4);
9. Authentication mark (RTO seal, corporate identifier, unique watermark);
10. The industry descriptor, e.g. Engineering;
11. The occupational or functional stream, in brackets e.g. (Fabrication);
12. Where relevant, the words, 'achieved through Australian Apprenticeship arrangements';
13. Where relevant, the words, 'these units/modules have been delivered and assessed in English', followed by a listing of the relevant units/modules.

All testamurs will identify the qualification as an AQF qualification either:

1. By the inclusion of the words, 'The qualification is recognised within the Australian Qualifications Framework; or
2. The use of the AQF logo authorised by the AQF Council.

Issuing Statement of Attainment

Each statement of attainment issued will comply with the 'AQF Qualifications Issuance Policy', 'Standards for RTOs 2015' - Schedule 5, and will include:

1. Certified Training Resources Australia name and logo;
2. Certified Training Resources Australia national provider number (RTO Code: 45826);
3. The full name of the individual receiving the award;
4. The full title and national code of the unit/s of competency / modules awarded;
5. All the elements required under the specific training package;
6. A certificate number;
7. The date of issue;
8. The signature of the RTO authorised person (the CEO and/or Compliance Manager);
9. The relevant national and state logos (in accordance with the Standards for RTOs – Schedule 4);
10. Authentication mark (**Error! Reference source not found.** seal, corporate identifier, unique watermark);
11. The words, 'A statement of attainment is issued when an individual has completed one or more accredited units';
12. Where relevant, the words, 'achieved through Australian Apprenticeship arrangements';
13. Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules;
14. Where relevant, the words, 'These competencies form part of [code and title of qualification]';
15. Where relevant, the words 'These competencies were attained completion of [code] course in [full title]' – for an accredited course.

Use of Logos

Certified Training Resources Australia abides by 'Conditions of Use of NRT Logo' as prescribed in Schedule 4 of STROs 2015.

AQF logo will be used on all AQF documentation issued by Certified Training Resources Australia.

AQF logo must NOT be used on non-nationally recognised training certification issued by Certified Training Resources Australia.

Replacement of Certification Documentation

AQF certification documents can be re-issued to a student, upon written request. Replacement certification documentation will incur a fee of **\$50 per request**.

Procedure

Recording Final Assessment

No.	Person/s Responsible	Steps to take
1	Trainer and Assessor	(1) Monitors / tracks completion of course / qualification by student. (2) Update unit results in SMS/LMS Trainer Portal. (3) Sends the final assessment results to student (via Trainer Portal).

2	Admin Staff	<ol style="list-style-type: none"> (1) Assessment results are automatically updated in SMS. If they are not, update the unit results in SMS manually (2) For RPL/ Credit Transfer results, update the unit results in SMS. (3) Update the student record with the descriptions of units completed. (4) Run the SMS completion report weekly to check for completions.
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Checking of Packaging Rules and other student requirements

No.	Person/s Responsible	Steps to take
1	Admin Staff	<ol style="list-style-type: none"> (1) Do a final check on completed units to see if they align with packaging rules (if applicable). (2) Check if the course requires work placement and if the requirement has been completed by the student (if applicable). (3) Notify and send a request to the Trainer Assessor if the units are not aligned to the packaging rules (if applicable). (4) Notify and send a request to the student if the work placement requirement has not been completed (if applicable).
2	Trainer and Assessor	<ol style="list-style-type: none"> (1) Assess required units as per the packaging rules (if applicable). (2) Update unit in Trainer Portal. (3) Send back assessment results to Admin Staff.
3	Student	<ol style="list-style-type: none"> (1) Completes workplace requirement (if applicable). (2) Submit all paperwork requirement.
4	Admin Staff	<ol style="list-style-type: none"> (1) Verify results by repeating step 2 (2) If all requirements are completed and units are aligned proceed to Step 3.

Verification of USI and Outstanding Payment Check

No.	Person/s Responsible	Steps to take
1	Admin Staff	<ol style="list-style-type: none"> (1) Completion is automatically updated in SMS. If it is not, update the enrolment status in SMS manually by setting it to "complete" when recording the award/completion. (2) For students who are eligible for the issuance of certification documentation, verify USI and that all outstanding fees are paid in full. (3) Collect student's photo ID and confirm existing postal address on record/request for the best address to post certification. (4) For students with outstanding invoices: <ol style="list-style-type: none"> a. Send email to student requesting full payment, advising certification documentation cannot be supplied when payment of invoices is outstanding. (5) Check regularly for payment.

Add Award and Generate Certificate

No.	Person/s Responsible	Steps to take
1	Admin Staff	<ol style="list-style-type: none"> (1) Enter details of the award in the SMS. <ol style="list-style-type: none"> a. Record the date of completion. b. Record the date when the status was changed. (2) Check the unit end dates if they are aligned with the actual course end date. (3) Adjust the award type based on the certification documentation to be issued. (4) Check all necessary details before printing the certificate: <ol style="list-style-type: none"> a. Name

		b. Dates / Completion Dates c. Unit Code d. Result Type
2	Admin Staff Error! Reference source not found.	(1) Update the student status to inactive. (2) Generate Award for the student. (3) Print the certificate and check for certification compliance. (4) Revise as required. If no revisions are needed, prepare the certificate to be sent to the student. (5) Provide Certification to student within 30days from student completion via post. (6) Once the certificate is sent out, update student record in SMS. (7) Tick "Parchment has been issued to client".

Monitoring and Improvement

All practices for issuing certification documentation are monitored by the Administrative Team and the CEO of Certified Training Resources Australia. Areas for improvement identified are lodged in the Continuous Improvement Register, reviewed and acted upon.

ANNEX A

Schedule 5 – Application of the AQF Qualifications Issuance Policy within the VET Sector:

- <https://www.asqa.gov.au/resources/fact-sheets/sample-forms-aqf-certification-documentation>