



# ISSUANCE OF AQF QUALIFICATIONS POLICY AND PROCEDURE

Reference  
ESOS/NCP

Standards for Registered Training Organisations 2015, Standard 3  
AQF Qualifications Issuance Policy

## Purpose

This policy has been developed in line with the requirements of Standards for Registered Training Organisations (RTOs) 2015 which states:

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

## Scope

This policy applies to all International and Domestic learners (also referred as students or applicant) enrolled at ACE.

## Definitions

<b>ASQA:</b>	Australian Skills Quality Authority
<b>RTO:</b>	ASQA registered training organisation
<b>AQF qualification</b>	An AQF qualification type endorsed in a training package or accredited in a VET accredited course.
<b>Graduation</b>	The receipt by a student of an ACE testamur signed by the CEO upon the successful completion of all course requirements within the designated course duration.
<b>Statement of Attainment</b>	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.
<b>Academic Transcript</b>	A statement recording all units of a particular qualification a student has enrolled in and the level of competency achieved in each unit.
<b>Retention of Student Records</b>	The secure keeping of printed and electronic copies of student work and qualifications issued retained at ACE upon student course completion and graduation.
<b>Other Training Providers</b>	Australian providers of VET training recognised by ASQA.
<b>AQF certification documentation</b>	Is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.
<b>Student Identifier</b>	Has the meaning given in the <i>Student Identifiers Act 2014</i> .
<b>Testamur</b>	an official certification document that confirms that a qualification has been awarded to an individual

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## 1. Policy

- 1.1. ACE **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.
- 1.2. All AQF certification documentation issued by ACE meets the requirements of Schedule 5 of the **Standards for Registered Training Organisation 2015, as attached.**
- 1.3. AQF certification documentation will be 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 ACE have been paid.
- 1.4. **Records** of learner AQF certification documentation are maintained by ACE in accordance with the requirements of Schedule 5 and are accessible to current and past learners.
- 1.5. ACE **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.
- 1.6. ACE ensures to meet 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.

Note: Please refer to the USI policy and procedures for more information.
- 1.7. ACE will not issue any certification that would be entirely comprised of units or modules completed at another RTO or RTOs.

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1.8 ACE 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.

## 2 Procedures

### 2.1 Issuance of AQF Qualifications

- a. Qualifications will be issued to students when they have been assessed as competent in all Units of Competency/competencies of the course or have been assessed as competent. Being assessed as competent means the student has successfully completed all requirements of the course or training product.
- b. The Qualification certificate will be issued within 30 calendar days of the student completing all required units in the Qualification after ensuring a valid USI has been verified by using the Testamur and Record of results or Statement of Attainment Issuance Checklist
- c. The student must have been paid all fees owed to ACE prior to issuance of the AQF Qualifications.
- d. The AQF Qualification will also be supported by:
  - i. A Completion Letter
  - ii. Statement of Results

### 2.2 Issuance of Statement of Attainment

- a. Statements of Attainment (SOA) will be issued to students when they withdraw or cancel their enrolment in a Qualification or when they wish to receive a statement of all the modules or units of competencies they have successfully completed.
- b. The Statement of Attainment will be issued within 30 calendar days of the student completing and achieving competency in the unit of competency/s provided they have no outstanding fees owing to ACE after ensuring a valid USI has been verified.
- c. The Office Administrator prints the Statement of Attainment which lists all the units the Student has successfully completed and achieved competency.
- d. The Student is notified via email when their Statement of Attainment will be available to pick up from Head Office. The original is given to the Student and a copy is placed in the Student's File under the Course Section with the student's signature indicating that the student has received the original document.

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## 3 Quality Control process

3.1 At the end of each month, the Office Administrator:

- a. Goes to the Student management system and exports Award register from the student management system for that month. He prints out a list of all the Students who have successfully completed all the modules in their Training Package. This list includes their course, name, Student number and contact details.
- b. Goes to the Student's *File* and confirms for each Student's results that the Database records are correct.
- c. The Office Administrator formally alerts the CEO of any information if it is not correct, so that the CEO may examine any possible amendments that are needed.

### Accounts

- d. The Finance Officer will advise if there are any outstanding fees due to be paid by the student and to inform the student to pay the amount owing to ACE prior to issuing the AQF qualification.

Upon confirmation from the Accounts for payment of outstanding fees ,  
the Office Administrator:

- a. Goes to the Student management Database and records all graduating Students as 'Award' Issued.
- b. Prints an AQF Qualification, placing one copy in the Student's File under the Course Section.
- c. Notifies the student of the availability of their Certificate and the response to their request via email.
- d. Prepares an **AQF Qualification** for the Student to be picked up from Head Office or via registered mail at student request.

## 4 Record Keeping

- a. The original AQF Qualification and/or Statement of Attainment and the completion letter will be given to the Student; The Student is notified via email when these documents are available to be collected from Head Office. A copy is placed in the student's File under the Course Section with the student's signature indicating that the student has received the original documents, or if the original was mailed to the student, then an email confirmation from the student confirming receipt of the original documents will be kept in the student's file.
- b. 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 learners.
- c. Reports of records of qualifications issued will be provided to the VET Regulator on a regular basis as determined by the VET Regulator.
- d. All qualifications and statements of attainment issued by ACE are recorded in the 'Award Register' of the Student management system.

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### 5 Providing Course Credit

- a) If a student presents AQF certification documentation issued by any other RTO or AQF authorised issuing organisation or authenticated VET transcripts issued by the registrar, a course credit will be provided.
- b) Students will be required to complete the Recognition of Prior learning Form - Formal learning Course Credit (See Recognition of Prior Learning & *Course Credit Policy and Procedure*).
- c) Once the qualification or statement is verified, the Course Coordinator may give the student exemption for the units of competency or modules identified in the qualification or statement and update the student's records accordingly (See Recognition of Prior Learning & *Course Credit Policy and Procedure*).
- d) The verified copy of the qualification or statement is placed in the student's file.

### 6 The design of the AQF Qualifications must meet the requirements of Schedule 5 of the Standards for Registered Training Organisations 2015 as follows:

#### ***“Application of the AQF Qualifications Issuance Policy within the VET Sector***

*ACE will meet the requirements of the AQF for issuing AQF qualifications and statements of attainment, in addition to the following requirements.*

#### **Issuing AQF Qualifications**

*ACE will include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:*

- a) *the name, RTO code and logo of the issuing organisation;*
- b) *the code and title of the awarded AQF qualification; and*
- c) *the NRT Logo in accordance with the current conditions of use contained in Schedule 4.*

#### **1. The following elements will be included on the testamur as applicable:**

- a) *the State / Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts);*
- b) *the industry descriptor, e.g. Engineering;*
- c) *the occupational or functional stream, in brackets, e.g. (Fabrication);*
- d) *where relevant, the words, ‘achieved through Australian Apprenticeship arrangements’; and*
- e) *where relevant, the words, ‘these units/modules have been delivered and assessed in <insert language> followed by a listing of the relevant units/modules.*

#### **2. ACE will not include the learner's Student Identifier on the testamur consistent with the Student Identifiers Act 2014.**

#### **3. ACE will:**

- f) *retain registers of AQF qualifications they are authorised to issue and of all AQF qualifications issued;*
- g) *retain records of AQF certification documentation issued for a period of 30 years; and*
- h) *provide reports of Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator.*

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### Issuing Statements of Attainment

4. ACE will include the following information on a statement of attainment:
    - a) the name, RTO Code and logo of the issuing organisation;
    - b) a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency;
    - c) the authorised signatory;
    - d) the NRT Logo;
    - e) the issuing organisation's seal, corporate identifier or unique watermark;
    - f) the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units';
  5. The following elements will be included on the statement of attainment as applicable:
    - a) the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities);
    - b) the words 'These competencies form part of [code and title of qualification(s)/course(s)]';
    - c) the words, 'These competencies were attained in completion of [code] course in [full title]'; and
    - d) where relevant, the words, 'these units / modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.
  6. ACE will not include the learner's Student Identifier on the statement of attainment consistent with the Student Identifiers Act 2014.
  7. ACE will:
    - a) maintain registers of all statements of attainments issued;
    - b) retain records of statements of attainment issued for a period of 30 years; and
    - c) provide reports of its records of statements of attainment issued to its VET Regulator on a regular basis, as determined by the VET Regulator."
- 7 The use of the NRT logo will be in accordance with Schedule 4 of the Standards for Registered Training Organisations 2015 - The conditions of use of NRT logo, which states:
- "The Nationally Recognised Training (NRT) Logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to AQF certification documentation. The NRT Logo is a registered trade mark.*
- The following describes a range of situations and conditions for using the NRT Logo.*
- Advertisements and promotional information in any medium (print, television, radio, banners, internet, etc.)*
1. ACE is registered by VET Regulator - ASQA and will use the NRT Logo to promote nationally recognised training provided that training is within the ACE's scope of registration.
  2. Impressions will not be created that may lead an observer to conclude the NRT Logo applies to all training provided by the ACE, if this is not the case. The NRT Logo will not be used by ACE where the training is accredited, but is outside the scope of registration of the ACE.
  3. Use of the NRT Logo is only permitted where there is a direct relationship to an AQF qualification and/or unit of competency as specified within training packages or VET accredited courses.

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***Student information (brochures, course handbooks, prospectuses, etc.***

4. When ACE is promoting the training it offers and wishes to use the NRT Logo, its promotional material such as brochures, handbooks and prospectuses will clearly distinguish between nationally recognised training within the scope of registration and that which is not nationally recognised.”

***Corporate stationery, business cards, buildings, training resources and marketing products***

5. The NRT Logo will not be used on products such as corporate stationery, business cards, building signage, mouse pads, pens, satchels, packaging around products nor learning resources supporting training.

***Certificates, Statements of Attainment and other testamurs***

6. The NRT Logo will be depicted on all AQF certification documentation issued by ACE. These will only be issued by ACE when the qualification and/or unit of competency are within the ACE’s scope of registration.

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8. This policy and procedures are to be read in conjunction with the following documents:

1. Recognition of Prior Learning & Course Credit Policy and Procedure
2. Records Management

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9. Other related Documents

- *Recognition of Prior learning Form*
- Testamur and Record of results or Statement of Attainment Issuance Checklist
- *Request for Replacement Testamur and Record of Results or Statement of Attainment Form*
- Award Register

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