



Certificates, Statement of Attainments and Record of Results Issuance Policy and Procedure

1 Background

The Menzies Institute of Technology (hereinafter known as the “Institute”) is committed to comply with national regulations and procedures in issuing certifications, statement of attainments and statement of results. The Institute acknowledges its responsibility to issue qualifications and is committed to ensure that issuing of qualifications is transparent and follows the relevant guidelines outlined in this policy and procedure.

2 Purpose

The purpose of this policy and procedure is to outline the Institute’s approach to ensuring it only issues qualifications, statements of attainment and records of results to students who have completed all requirements of the training product they are enrolled in. It outlines the systems in place to ensure certification is issued correctly and only after students have fully demonstrated competence against the required units in the training product. This policy and procedure complies with many of the components of Standard 3 of the Standards as well as Schedules 4 and 5.

3 Audience

This policy applies to all vocational staff and students of the Institute.

4 Definitions

AQF means Australian Qualifications Framework which can be accessed at:

<http://www.aqf.edu.au/>

AQF Qualifications Issuance Policy means the national policy outlined in the AQF and available at: https://www.aqf.edu.au/sites/aqf/files/aqf_issuance_jan2013.pdf

ASQA: refers to the Australian Skills Quality Authority which is the national VET regulator and the Institute's registering body

Certification document: refers to a Testamur, Statement of Attainment or Record of Results.

Record of Results: refers to a record of all the units completed and their results that lead to an AQF qualification being issued and is issued alongside an AQF qualification or Statement of Attainment. Students who complete part of the requirements of an AQF qualification are entitled to receive a record of results.

SRTOs: refers to the Standards for RTOs 2015 – refer definition of 'Standards'

Standards: refers to the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Statement of Attainment: refers to an official document that confirms that one or more nationally recognised units that has been achieved by a student but is only used where there has been partial completion of a qualification.

Student: refers to all currently enrolled vocational education and training international students of the Institute. An international student is described as an individual who holds an Australian student visa and, therefore, is considered an overseas student under relevant legislation.

Testamur: refers to an official certification document that confirms that an AQF qualification has been awarded to an individual. This may be called an 'award', 'qualification' 'parchment', or 'certificate'.

Training Product: refers to any nationally recognised qualification in which a student is enrolled with the Institute.

Unique Student Identifier (USI): refers to a unique number assigned to an individual by the Registrar, in accordance with the *Student Identifiers Act 2014*.

5 Policy

5.1. Certification issuance

- 5.1.1 In accordance with the Standards, the Institute issues AQF certification documentation to students who have been assessed as meeting the requirements of a unit or a training product as specified in the relevant Training Package.
- 5.1.2 All AQF certification documents issued by the Institute will meet the requirements of Schedule 5 of the Standards, as well as the requirements of the National AQF Qualifications Issuance Policy.
- 5.1.3 Certification documents will be issued within 30 days of the student being assessed as meeting the requirements of the training product, providing that all fees have been paid.

5.2. Authenticity

- 5.2.1 To ensure authenticity of our certification documents and to ensure they cannot be fraudulently reproduced, our certification documents:
 - a. Include an individual certificate number on them that can be authenticated against our Certificates, Statement of Attainment and Record of Results Register accessible through WiseNet.
 - b. Include our embossed/ branded sticker seal/watermark which is difficult to reproduce.
 - c. All important information including date, student name and title of qualification is printed on a coloured watermark/background so they are difficult to tamper with.
- 5.2.2 Members of the public are welcome to contact the Institute to confirm the details of any qualification, statement of attainment or record of results issued by the Institute. The person making the enquiry must provide the details of the document including student name, qualification or unit details, issue date and document number.
- 5.2.3 This information is published in the Student Handbook and the Institute's website to ensure members of the public have the information they need to authenticate our certification documents.

5.3. Record keeping

The Institute retains a register of AQF qualifications it is authorised to issue (*MFAxx Scope Register*) and of all AQF qualifications issued (*Certificates, Statement of Attainment and Record of Results Issuance Register* accessible through WiseNet). Refer to *MITP31 Student Records Management Policy and Procedure* for further information on certificate document retention timelines.

5.4. Unique Student Identifiers (USIs)

The Institute will not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the *Student Identifiers Act 2014*. Refer to *MITP95 Unique Student Identifier Policy and Procedure* for further information. Unique Student identifiers will not be included on a Statement of Attainment or a Testamur.

5.5 Reissuing

Current and past students can request a copy of their certification documents at any time. There may be an additional cost for re-issuance, as detailed in *MITP03 Student Fees and Payments Policy and Procedure*.

6 Procedures

6.1 Setting up certification document templates

Procedure	Responsibility
<p>6.1.1 Testamur</p> <ul style="list-style-type: none"> ▪ The following information <u>must</u> be included on a Testamur: <ul style="list-style-type: none"> ○ The student's full name ○ The code and title of the awarded AQF qualification ○ The units achieved by their full title and national code ○ The name, National RTO Code and logo of the Institute ○ Either the words 'This qualification is recognised within the Australian Qualifications Framework' or inclusion of the AQF 	<p>Compliance Manager</p>

Procedure	Responsibility
<p>logo authorised by the AQF council.</p> <ul style="list-style-type: none"> ○ Date of issue or award ○ The authorised signatory of the Institute and their name ○ The NRT logo in accordance with its conditions of use outlined in Schedule 4 of the Standards ○ The Institute’s seal, corporate identifier or unique watermark <ul style="list-style-type: none"> ▪ A certificate or testamur number, and printing date may also be included. ▪ The following information must be included as applicable: <ul style="list-style-type: none"> ○ The State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities. e.g. User Choice contracts) ○ The industry descriptor, eg. Engineering ○ The occupational or functional stream, in brackets. Eg (Fabrication) ○ Where relevant, the words ‘achieved through Australian Apprenticeship arrangements’, and ○ Where relevant (e.g languages other than English) the words ‘these units/modules have been delivered and assessed in (insert language)’, followed by a listing of the relevant units/modules. ▪ The student’s Unique Student Identifier (USI) must not be included on the testamur. 	
<p>6.1.2 Statement of Attainment</p> <ul style="list-style-type: none"> ▪ The following information <u>must</u> be included on a Statement of Attainment: <ul style="list-style-type: none"> ○ The student’s full name ○ The units achieved by their full title and national code ○ The name, National RTO Code and logo of the Institute ○ The date the statement is issued ○ The words ‘A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units’ ○ The authorised signatory of the Institute and their name ○ The NRT logo in accordance with its conditions of use outlined in 	<p>Compliance Manager</p>

Procedure	Responsibility
<p>Schedule 4 of the Standards</p> <ul style="list-style-type: none"> ○ The Institute’s seal, corporate identifier or unique watermark ▪ A statement number and printing date may also be included. ▪ The following information must be included as applicable: <ul style="list-style-type: none"> ○ The State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities) ○ The words ‘These competencies form part of [code and title of qualification(s)/course(s)]’ ○ the words, ‘These competencies were attained in completion of [code] course in [full title]’ ○ Where the units have been delivered and/or assessed in a language other than English, the words ‘these units/modules have been delivered and assessed in (insert language)’, followed by a listing of the relevant units/modules. ▪ The student’s Unique Student Identifier (USI) <u>must not</u> be included on the Statement of Attainment. 	
<p>6.1.3 Record of results</p> <ul style="list-style-type: none"> ▪ The following information should be included on a Record of Results: <ul style="list-style-type: none"> ○ The student’s full name ○ The units achieved by their full title, national code and the relevant results ○ The name, National RTO Code and logo of the Institute ○ The date the record of results is printed ○ The Institute’s seal, corporate identifier or unique watermark to ensure the document is able to be authenticated and to reduce fraudulent use ▪ The following information <u>should not</u> be included on a Record of Results: <ul style="list-style-type: none"> ○ The student’s Unique Student Identifier (USI) ○ The AQF logo or reference to the AQF ○ The NRT logo 	<p>Compliance Manager</p>

6.2 Issuing Testamurs and Records of Results

Procedure	Responsibility
<p>6.2.1 Check eligibility</p> <ul style="list-style-type: none"> ▪ Once a student has completed all the units in a training product they are eligible to have their qualification issued. Students who have completed a training product and have paid all fees must have their qualification issued within 30 calendar days of completing the requirements of the qualification. ▪ Use the <i>MFA04 Qualification and Statement Issuing Checklist</i> to check a student’s eligibility for a qualification to be issued. ▪ Ensure the Institute has either: <ul style="list-style-type: none"> ○ a verified student identifier for the student, or ○ a notice of exemption for the individual, issued by the Student Identifiers Registrar. ▪ Where a student has completed the requirements of a qualification but have not paid all their fees, they are to be followed up about fee payment in order that their qualification can be issued. In this case, the qualification should be issued within 30 calendar days of receiving the final payment. ▪ A Testamur will be accompanied by a record of results. ▪ Use the <i>MFA04 Qualification and Statement Issuing Checklist</i> to double check all items relating to students eligibility for completion, and make the final determination as to whether student is eligible for completion. 	<p>Student Data Administration Officer</p> <p>Compliance Manager</p>
<p>6.2.2 Award the qualification</p> <ul style="list-style-type: none"> ▪ If eligible for completion - record the award of the qualification on WiseNet. ▪ The date of award should be the date on which the award is generated/issued. ▪ The record of qualification issuance is recorded on WiseNet. 	<p>Student Data Administration Officer</p>

Procedure	Responsibility
<p>6.2.3 Print testamur and record of results</p> <ul style="list-style-type: none"> ▪ Use the approved template to print the testamur. This is available on WiseNet which will automatically include the required details on the testamur. ▪ Use the approved template to print the Record of Results. This is available on WiseNet which will automatically include the required details on the record. ▪ Ensure the details printed on the Testamur and Record of Results are accurate and record this on the MFA04 Qualification and Statement Issuing Checklist. 	Student Data Administration Officer
<p>6.2.4 Issuance of Testamurs</p> <ul style="list-style-type: none"> ▪ Supply printed Testamur and Record of Results to authorised signatory along with the completed checklist. ▪ Approve and sign printed Testamurs if all correct. ▪ Keep a copy of the testamur and record of results on the student's file. ▪ Dispatch via registered post and record the item reference on the checklist. 	Student Data Administration Officer/PEO

6.3 Issuing Statements of Attainment

Procedure	Responsibility
<p>6.3.1 Check eligibility</p> <ul style="list-style-type: none"> ▪ A student who has partially completed a qualification, or has completed a single unit, are to be issued with a Statement of Attainment. This includes a student who withdraws from a training product and has completed some units. ▪ A Statement of Attainment should only be issued if all fees due have been paid. ▪ Use the MFA04 Qualification and Statement Issuing Checklist to check a student's eligibility for a qualification to be issued. 	Student Data Administration Officer

Procedure	Responsibility
<ul style="list-style-type: none"> ▪ Ensure the Institute has either: <ul style="list-style-type: none"> ○ a verified student identifier for the student, or ○ a notice of exemption for the individual, issued by the Student Identifiers Registrar. ▪ Where a student is eligible for a Statement of Attainment but has not paid all fees due, they are to be followed up about fee payment in order that their Statement of Attainment can be issued. In this case, the Statement of Attainment should be issued within 30 calendar days of receiving the final payment. ▪ A Statement of Attainment does not need to be accompanied by a Record of Results unless specifically requested. ▪ Use the <i>MFA04 Qualification and Statement Issuing Checklist</i> to double check all items relating to students eligibility for completion, and make the final determination as to whether student is eligible to receive their Statement of Attainment. 	<p>Compliance Manager</p>
<p>6.3.2 Record the Statement of Attainment</p> <ul style="list-style-type: none"> ▪ The issuance of the Statement of Attainment is recorded on <i>WiseNet</i>. 	<p>Student Data Administration Officer</p>
<p>6.3.3 Print Statement of Attainment</p> <ul style="list-style-type: none"> ▪ Use the approved template to print the Statement of Attainment. This is available on <i>WiseNet</i> which will automatically include the required details on the Statement. ▪ If applicable, use the approved template to print the Record of Results. This is available on <i>WiseNet</i> which will automatically include the required details on the record. ▪ Ensure the details printed on the Statement of Attainment are accurate and record this on the <i>MFA04 Qualification and Statement Issuing Checklist</i>. 	<p>Student Data Administration Officer</p>

Procedure	Responsibility
<p>6.3.4 Issuance of Statement of Attainment</p> <ul style="list-style-type: none"> ▪ Supply printed statement to the authorised signatory along with checklist. ▪ Approve and sign if all details are correct. ▪ Keep a copy of the Statement on the student’s file. ▪ Dispatch via registered post and record the item reference on the checklist. 	Student Data Administration Officer/PEO

6.4 Reissuing certification documents

Procedure	Responsibility
<p>6.4.1 Check and re-print document</p> <ul style="list-style-type: none"> ▪ Upon request for re-issuing of a qualification testamur, record of results or statement of attainment, find the details of the original document issued. ▪ A fee for re-issuing may be applicable – refer to <i>MITP03 Student Fees & Payments Policy & Procedure</i>. ▪ Ensure the document is printed with the same details as the original document. If a printing date is included, this is the only detail that may be different. 	Student Data Administration Officer
<p>6.4.2 Re-issuance</p> <ul style="list-style-type: none"> ▪ Supply to authorised signatory along with details/copy of original document for cross referencing. ▪ Approve and sign if all details are correct ▪ Keep a copy of the re-issued document on the student’s file. ▪ Dispatch via registered post and record the item reference on the MFA04 Qualification and Statement Issuing Checklist 	Student Data Administration Officer/PEO

7 Review

This policy will be subjected to a review and updated every three years from the approval date. Exceptions to frequency of review can be made if necessary. Any person who wishes to enter a complaint concerning this policy may do so in accordance with the appropriate policies.

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Related Policies/Documents:	AQF Qualifications Issuance Policy Testamur Statement of Attainment Record of Results <i>MFAxx Scope Register</i> <i>Certificates, Statement of Attainment and Record of Results Issuance Register</i> accessible through WiseNet <i>MITP31 Student Records Management Policy and Procedure</i> <i>MITP95 Unique Student Identifier Policy and Procedure</i> <i>MITP03 Student Fees and Payments Policy and Procedure</i> <i>MFA04 Qualification and Statement Issuing Checklist</i>	
Responsibility:	Student Data Administration Officer, Compliance Manager and PEO	
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Version Number	Approval Date	Amendment
1	01/06/2012	Creation of policy
2	09/07/2012	Updated responsibilities and duties of staff
3	01/09/2016	Reviewed and updated next review date
4	01/08/2017	Reviewed, inserted new clause 3.1.7 and updated the next review date
5		Updated policy name, policy and procedure sections.