

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 and Fraud Prevention

- 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 Axcelerate
 - b. Use designated certificate and statement paper sourced from SecurePrint which contains an embossed seal and copying protection ink which will label “copy” across the paper once photocopied or scanned. This will ensure all important information including date, student name and title of qualification is printed on a 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 all AQF qualifications and statement of attainments issued on the *Qualifications Issued Register* and *SOA Issued Register*. 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 Information to be included on Qualifications and Statements of Attainment

All Qualifications and Statements of Attainment issued by the Institute will comply with the requirements of the AQF (Australian Qualifications Framework) and the Standards for RTOs 2015 (Schedule 5) current at the date of the issuing of the Qualification or Statement of Attainment.

The Principal Executive Officer (PEO) is responsible for ensuring that the Institute maintains the most current version of the following documents to ensure all testamurs contain the appropriate wording and information:

- AQF Implementation Handbook
- Standards for RTOs 2015 – Schedule 5

For information on the AQF Implementation Handbook see the Australian Qualifications Framework website for information: <http://www.aqf.edu.au/>.

For information on the Standards for RTOs 2015 see: [Standards for RTO's 2015](#)

[For more information on ASQA requirements of Issuing Qualifications and Statements of Attainment see ASQA website: http://www.asqa.gov.au/vet-registration/meet-the-requirements-of-ongoing-registration/issue-qualifications-and-statements-of-attainment.html](#)

All testamurs must also use the NRT and AQF logos/ wording correctly.

For information on the NRT logo, see the: [Nationally Recognised Training Logo specifications guide: https://www.asqa.gov.au/sites/g/files/net3521/f/NRT_logo_specifications_NEW.pdf](#)

For information on the AQF logo/ wording, see the: Conditions of use of the Australian Qualifications Framework Logo guide: <https://www.aqf.edu.au/sites/aqf/files/aqf-logo-conditions-for-use-july-2011-reissued-may-2012.pdf>

See 'Appendix A' for Testamur template, 'Appendix B' for Statement of Results template and 'Appendix C' for Statement of Attainment template

These templates have been incorporated into the Student Management System (Axcelerate) to allow testamurs to be printed directly from Axcelerate.

6.2 Issuing of Qualifications and Statements of Attainment

Qualifications:

- Qualifications will be issued to students when they have been assessed as competent in the Units of Competency specified as being required for completion of a Qualification.
- The Qualification will be accompanied by a 'Statement of Results' that will identify the units completed as part of the Qualification.
- The Qualification will be issued within 30 days of the student completing all required units in the Qualification. The units completed will be included on the back of the Qualification.

Statement of Attainment:

- Statements of Attainment (SOA) will be issued to students who have completed any Unit(s) of Competency but have not attained a full qualification.

- A Statement of Attainment will generally be issued when a student withdraws or cancels their enrolment in a Qualification and have successfully been assessed in one or more units of competency, or if they enrol and undertake in a single Unit of Competency.
- The Statement of Attainment will be issued within 30 days of the Institute becoming aware of the students withdrawal or cancellation, or of the student completing the single Unit of Competency
- A Statement of Attainment will normally consist of a single page, however it may run on to a further page (the back of the document) where there is a long list of competencies.

6.3 Fraud Protection

The Institute has measures in place to prevent fraudulent copying or production of Qualifications and Statements of Attainment. All Qualifications and Statements of Attainment contain the following:

- Designated Certificate / Statement Number for each student
- Authorising Signature
- Printed on designated Certificate / Statement paper sourced from <http://secureprint.com.au/certificates/> which contains an embossed seal and copying protection ink which will label “copy” across the paper once photocopied or scanned.

6.4 Quality Control and Record Keeping

The following steps are followed for issuance of Qualification or Statement of Attainment and record keeping on the relevant registers to enable verification and re-issuance.

- **Step 1**
Student Administration staff will check the unit of competency files to ensure all evidence of assessment are contained and the student has successfully completed all Units of Competency that are to be included in the Qualification or Statement of Attainment. The student’s Axcelerate records are checked to ensure they are up to date. Student Administration staff must seek approval from Administration Manager prior to proceeding for issuance of Qualification or Statement of Attainment.
- **Step 2**
The Qualification or Statement of Attainment is automatically issued a unique parchment number generated by Axcelerate and recorded on Axcelerate when proceeding to issue the Qualification or Statement of Attainment once approved by Administration Manager.

- **Step 3**

Student Administration Staff is to issue the Qualification or Statement of Attainment by using the approved template on Axcelerate on the specific fraud protection Qualification or Statement of Attainment paper as outlined on 2.3. The issued documentation is passed to the authorised signatory (PEO). The details of the issuance are recorded on the relevant Qualifications or Statement of Attainment Register.

- **Step 4**

The PEO will review, approve and sign the Qualification or Statement of Attainment and the Administration Manager will check the Qualifications or Statement of Attainment register to ensure that the issuance has been recorded. The copy of the issued documentation is maintained on Axcelerate for a period of 30 years and is sufficient to enable re-issuance.

6.5 Internal Audits

Once per month, the Institute will engage an external consultant to audit the Qualifications and Statements of Attainment registers to ensure that the Registers are current and that all qualifications and statements of attainment are being issued within 30 days. Where the auditor finds non compliances:

- The non compliances will be immediately rectified
- The cause of the non compliances will be investigated and appropriate action taken, including professional development of staff and amendments to relevant processes
- Internal audits will occur once a fortnight until such time that the Institute is satisfied that the registers are being maintained in accordance with the Standards for RTOs and the AQF Standards

6.6 Issuing duplicate Qualifications and Statements of Attainment

- A student wishing to request a duplicate Qualification or Statement of Attainment should complete an application in writing to Student Administration.
- There is a cost for re-issuing Qualification / Statement of Attainment.
 - The cost for re-issuing a Qualification is \$100
 - The cost for re-issuing a Statement of Attainment is \$50

6.7 Retention of records and provision to regulator

The Institute will maintain the Qualifications and Statement of Attainment registers for qualifications authorised to issue, of all qualifications issued and of all statements of attainments issued. These records will be retained for a period of 30 years on the student management system (Axcelerate). The Institute will also provide these records to ASQA on a regular basis as determined by ASQA.

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.

RTO Code:	21834	
CRICOS Code:	02815M	
Document Title:	Certificates, Statement of Attainments and Record of Results Issuance Policy and Procedure	
Document Number:	MITP58	
Version:	Version 7	
Relevant Standards:	Standards for RTOs 2015: Standards 3 and Schedules 4 & 5	
Related Policies/Documents:	AQF Qualifications Issuance Policy Testamur Statement of Attainment Record of Results <i>MFRxx Qualifications issued register</i> <i>MFRxx SOA issued register</i> <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>	
Responsibility:	Student Data Administration Officer, Compliance Manager and PEO	
Approved By:	PEO	
Date Approved:	April 2022	
Next Review Date:	April 2025	
Version Control and Change History:		
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	25/03/2019	Updated policy name, policy and procedure sections. Overhauled procedure 6 and appendices

6	24/04/2019	Updated clause 5.3
7	21/04/2022	Updated SMS software name

Appendix A – Testamur Template



MENZIES
INSTITUTE OF TECHNOLOGY

RTO: 21834 CRICOS: 02815M

This is to certify that

JANE SMITH

has fulfilled the requirements for

**AUR30316 CERTIFICATE III IN AUTOMOTIVE ELECTRICAL
TECHNOLOGY**

DATE OF ISSUE: 10TH MAY 2018

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Principal Executive Officer



**NATIONALLY RECOGNISED
TRAINING**

**THE QUALIFICATION IS RECOGNISED WITHIN THE
AUSTRALIAN QUALIFICATIONS FRAMEWORK**

Document Issue No: M180001

Appendix B – Statement of Results template



MENZIES
 INSTITUTE OF TECHNOLOGY

RTO: 21834 CRICOS: 02815M

Statement of Results

Certificate III in Dental Assisting HLT35015

Name of Student: Peter Brown
Student ID No.: MIT0100XXX

Unit Code	Unit Title	Outcome
CHCCOM005	Communicate and work in health or community services	C
CHCDIV001	Work with diverse people	C
HLTINF001	Comply with infection prevention and control policies and procedures	C
HLTINF002	Process reusable medical devices and equipment	C
HLTWHS001	Participate in workplace health and safety	C
HLTOHC004	Provide or assist with oral hygiene	C
HLTDEN001	Prepare for and assist with oral health care procedures	C
HLTOHC001	Recognise and respond to oral health issues	C
HLTDEN002	Assist with dental radiography	C
HLTDEN003	Assist with administration in dental practice	C
HLTAID003	Provide first aid	CT

Date of Commencement: 17/04/2017
 Date of Completion: 20/04/2018

Legend
 C – Competent
 CT – Credit Transfer
 RPL – Recognition of Prior Learning

DATE OF ISSUE: 10TH MAY 2018

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 Principal Executive Officer

Document Issue No: M180012

Appendix C – Statement of Attainment Template

**A STATEMENT OF ATTAINMENT IS ISSUED BY A REGISTERED TRAINING ORGANISATION
WHEN AN INDIVIDUAL HAS COMPLETED ONE OR MORE ACCREDITED UNITS**



MENZIES
INSTITUTE OF TECHNOLOGY

RTO: 21834 CRICOS: 02815M

This is a statement that

John Doe

has attained

AURASA002 Follow safe working practices in an automotive workplace
AURTTE004 Inspect and service engines
AURTTFF001 Inspect and service petrol fuel systems

These competencies form part of

AUR30316 Certificate III in Automotive Electrical Technology

DATE OF ISSUE: 10TH MAY 2018

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Principal Executive Officer



**NATIONALLY RECOGNISED
TRAINING**