QUALIFICATION ISSUANCE POLICY

PP.16

1.0   Objective

1.1   This policy describes the process by which AAPA will record and issue testamurs and statements of attainment to students who have met the requirements for a qualification that is listed on the scope of registration. This will be in accordance with the requirements of the VET Quality Framework for NVR Registered Training Organizations and the guidelines outlined in the AQF Second Edition 2013.

2.0   Definitions

2.1   A **Testamur** is the official document that confirms that a qualification has been awarded to an individual. In Australia this may be called an 'award', 'parchment', 'laureate' or 'certificate'. (refer to AQF glossary of terminology)

2.2   **AQF Qualification** means an AQF qualification type endorsed in a training package or accredited in VET accredited course. (refer to Standards for RTOs 2015)

2.3   **Statement of Attainment** 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. (refer to Standards for RTOs 2015)

2.4   A **Record of Results** is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorized issuing organization. In Australia this may be called a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'. (refer to AQF glossary of terminology)

2.5   **Credit Transfer** is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

2.6   **Client Management System (CMS)-Wise.NET** is used to maintain all records of training and assessment; it also generates compliance to the VET Quality Framework and has the capacity to provide the NVR with AVETMISS compliant data and is used to generate testamur, statements of attainment and record of results

3.0   Policy Statements

3.1   Before a testamur is awarded, AAPA admin team must ensure that all units of competency for the qualification have been completed and assessed as competent.

3.2   Students will be advised and issued a testamur 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 owns to the RTO have been paid and USI has been verified.

3.3 All students that complete a program of learning that leads to the award of an AQF qualification will receive a testamur and a record of results.

3.4 All students that have not completed the full qualification will receive a statement of attainment and record of results.

3.5 If a student has outstanding fees, the student will be notified. The student must pay any outstanding fees before a testamur, record of results or a statement of attainment is issued.

3.6 Records of learner AQF certification documentation are maintained by AAPA in accordance with the requirements of Schedule 5 and are accessible to current and past learners.

3.7 AAPA must follow AQF issuance policy and all the requirements on Schedule 5 on the Standards for RTOs 2015.

4.0 Testamur

4.1 The testamur for all AQF qualifications issued will identify the qualification as an AQF qualification either by the words 'The qualification is recognized within the Australian Qualifications Framework' or the use of any AQF logo authorized by the AQF Council.

4.2 A register of all AQF qualifications issued to graduates are maintained.

4.3 AAPA must not include the State/Territory Training Authority logo on testamurs if not directed by State/Territory Training Authority

4.4 In some cases, for example within User Choice contracts, AAPA may need to include a state or territory training body logo on testamurs, where directed by a state or territory training body.

4.5 AAPA must follow the AQF Issuance Policy and Schedule 5 on the Standards for RTOs 2015 to issue the qualification.

5.0 Record of Results

5.1 The NRT logo **is not used** on the record of results (refer to Schedule 4 on the Standards for RTOs 2015).

5.2 The AQF logo or words 'The qualification is recognized within the Australian Qualifications Framework' **is not used** on the record of results.

6.0   Statement of Attainment

6.1 Statements of attainment must not include the Australian Qualifications Framework (AQF) words or logo.

6.2 AAPA must not include the State/Territory Training Authority logo on statements of attainment if not directed by State/Territory Training Authority

6.3 In some cases, for example within User Choice contracts, AAPA may need to include the State/Territory Training Authority logo on statements of attainment, where directed by State/Territory Training Authorities.

6.4 AAPA uses the NRT logo in accordance with current conditions of use (refer to Schedule 4 on the Standards for RTOs 2015).

6.5 AAPA has developed the statement of attainment in a format so that it cannot be mistaken for a full AQF qualification.

6.6 AAPA will retain client records of attainment of units of competency and qualifications for a period of 30 years.

6.7 This policy document will be made available to students and staff as an addendum to the student handbook.

7.0   Coding of Results

7.1 Results will be recorded as follows:

C   Competent

CT   Credit Transfer

8.0   Mechanisms to Reduce Fraudulent Reproduction

8.1 All testamurs have automated Wise.NET generated ID number which is unique to the student who has completed the course.

8.2 All statement of attainments has ID number which is unique to the student who have completed unit(s) competency.

8.3 AAPA has a red seal onto the testamur and statement of attainments.

8.4 The record of results will be printed out separated from the testamur.

8.5 The templates of testamurs, statements of attainment and academic transcript uploaded in Wise.NET have been updated from Schedule 5 on the Standards for

RTOs 2015 – Application of the AQF Qualification Issuance Policy within the VET Sector.

8.6 To ensure templates remain compliant and current, the templates can only be uploaded by logon to Wise.NET with password. The latest versions of the templates are kept in Wise.NET. This also ensures certification documentation is used consistently across the education and training sectors.

8.7 All electronic records of the testamurs and statement of attainments issued by AAPA after 1st April 2015 will be kept on Wise.NET. Wise.NET has the capacity to generate a credential register and can be viewed any time by running a report. All the completion data prior to 1st April 2015 are maintained in Wise.NET for AAPA to reissue qualifications to students if requested.

8.8 Electronic copies of all the records prior to 1st April 2015 are stored in the company server with limited access by specific people as permitted by AAPA Executive Chairman.

8.9 The only signatory on all the testamur, statement of attainment and record of results is AAPA Executive Chairman. The Chairman's electronic signature is stored in word documents with password protection. The word document is stored in the company server with limited access by specific people as permitted by Chairman so that Chairman's electronic signature will not be at risk by fraudulent use.

9.0 Record Keeping

9.1 Wise.NET has the capacity to provide AAPA with full AVETMISS compliant data and is used to generate testamurs, statements of attainment and record of results.

9.2 AAPA will provide reports of Records of qualifications issued to ASQA on a regular basis as determined by ASQA.

9.3. Should AAPA withdraw its registration, it will return its Certificate of Registration to the ASQA within 10 working days of the date the withdrawal takes effect and forward requested records to ASQA also within 10 working days.

10.0 Credit Transfer on the Record of Results

10.1 AAPA accepts and provides credit to learners for units of competency and/or modules where these are evidence by AQF certification documentation issued by any other RTO or AQF authorized issuing organization, or authenticated VET transcripts issued by the Registrar. From 1st April 2015, the applicant must provide

certified copies of testamurs for verification prior to acceptance of recognition.

AAPA will record this as a credit transfer against the relevant unit(s) on the record of results. (Refer to PP.11 – National Recognition Policy)

11.0   Reprint Qualifications

11.1   If the testamur or statement of attainment or record of results is misplaced or damaged, the current or past student may contact AAPA admin team to have the certificates previously issued reprinted. Wise.NET has the capacity to save the copy of issued testamur, statement of attainment or record of results against the student.

11.2   Current or past students making requests for the reprinted certification must provide proof of identity including the USI (applicable from 1st Jan 2015) in addition to a current Australian driver's licence or a current passport. AAPA Admin team will then complete a verification check to ensure the person requesting documentation is the person previously enrolled in the stated course. It may take up to two weeks for the copy award document to be completed.

12.0   Issuance Procedure

12.1   Training staff provides final assessment evidence to AAPA admin team within 14 days assessment taking place which include the days when training staff communicating with students and employers if applicable to confirm the completion

12.2   AAPA admin team completes a quality and compliance check and approves evidence as compliant and ready for data entry to Wise.NET.

12.3   AAPA admin team will contact relevant person for any incomplete document.

12.4   Evidence outcomes (results) are then provided to accounts.

12.5   The accounts complete a reconciliation of student's financial records to ensure all payments have been processed.

12.6   The accounts provide a formal clearance to AAPA admin team.

12.7   AAPA admin team enters data updates to Wise.NET within 10 working days from receiving data.

12.8   AAPA admin team checks whether the student has provided a verified USI. If not (for continuing students from 2014), AAPA admin team will request USI to be sent within 5 days. Ultimately, all the AQF certification documentation must be issued within 30 days after the confirmation of all the assessment completion.

12.9 AAPA admin team generates testamurs and record of results or statements of attainment and record of results via Wise.NET.

12.10 AAPA admin team verifies that testamurs and record of results or statement of attainment and record of results have correctly identified student, qualification and units of competency.

12.11 AAPA admin team sends the electronic version to AAPA Executive Chairman for final review.

12.12 AAPA admin team issues testamurs, record of results or statement of attainment with Executive Chairman's approval.

12.13 AAPA admin team arranges for students to pick up award documents or mails in padded bag to students.

13.0 Associated Standards

Refer to: [Clause 3.1, Clause 3.2, Clause 3.3, Clause 3.4, Clause 3.5, Clause 3.6, AQF Qual Issuance Policy]

Responsibility: Training staff, AAPA admin team

Approved by: AAPA Executive Chairman