



RTO No 6507

# Certificate Issuing

## **Acronyms:**

- CCC**- Cheltenham Community Centre  
**AQF** – Australian Qualifications Framework  
**NRT** – Nationally Recognised Training  
**ASQA**– Australian Skills Quality Authority  
**NCVER**- National Centre for Vocational Education Research

## **Policy**

- 1.1 This document provides a consistent set of principles under which CCC qualifications and statement of attainments are issued.
- 1.2 CCC is committed to ensuring that:
  - All AQF qualifications that CCC are approved to deliver and assess are correctly identified in the documents.
  - CCC documentation is protected against fraudulent issuance.
  - CCC documentation is used consistently across the education and training sectors, and the graduates are confident that the qualifications they been awarded are part of Australia's national qualification framework (AQF).
- 1.3 The conferring of certificates is an important stage in the delivery of CCC training programs. As an RTO, CCC will follow all relevant standards of continuing registration, ASQA, VRQA and AQF guidelines on the issuing of accredited course qualifications.
- 1.4 CCC confers the following types of certificates:
  - AQF qualifications or statements of attainment
  - Academic Transcripts or interim transcripts.
- 1.5 It is the responsibility of the Manager and Adult Education Coordinator to ensure that all certification complies with this policy.

## **Procedure**

### **Qualifications and Statements of Attainment**

- 2.1 All graduates who have completed a qualification that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:
  - A testamur, and
  - A record of results (academic transcript).

- 2.2 Students who complete part of the requirements of an AQF qualification in which they are enrolled are entitled to the issuance of a Statement of Attainment. This is in recognition of the fact that students do not always study a whole AQF qualification in which they are enrolled. They may choose to complete only a unit or units of competence from a qualification or part of qualification and receive a statement of attainment and record of results. Through the use of the statement of attainment, the AQF acknowledges that completion of accredited units contributes to the progression towards achievement of an individual's lifelong learning goals.
- 2.3 Students who have completed an accredited unit(s) in these circumstances are entitled to receive a statement of attainment. A record of results (interim transcripts) will also be issued.
- 2.4 As per AQF Statements of attainment will only be issued by organisations authorised by legislation to do so. Any issuing organisation issuing statements of attainment for accredited units is required to adhere to any government regulatory and quality assurance arrangements and compliance is monitored by the accrediting authority.
- 2.5 In the vocational education and training sector issuance of a statement of attainment in these circumstances is considered mandatory. Authorisation of organisations to issue statements of attainment must follow the same process as for an AQF qualification.
- 2.6 The statement of attainment must:
- be in a form that ensures it cannot be mistaken for a testamur for a full AQF qualification correctly
  - include the statement '**A statement of attainment is issued when an individual has completed one or more accredited units**'.
  - identify the person entitled to receive the statement of attainment
  - list the accredited units by their full title and
  - confirm the date issued.
- 2.7 If any of the accredited units has been delivered and/or assessed in a language other than English, a statement that this has occurred will be included on the statement of attainment. This does not preclude the use of languages other than English for the delivery and/or assessment of accredited units provided that the level of English language proficiency is appropriate for the intended use of the units.
- 2.8 The CCC is responsible for authentication and verification of a student's statement of attainment. CCC is also responsible for ensuring that it has in place mechanisms to reduce fraudulent reproduction and use of the statements of attainment it issues.
- 2.9 As a part of quality indicator data reporting requirement, CCC must report to NCVER how many students were enrolled (based on number of CoE issued) in each qualification per calendar year and how many students have successfully completed the qualification in each calendar year.

### **Important Notes for Students**

- 3.1 A Student is entitled to receive a qualification (certificate/testamur) of an enrolled course/qualification only upon successful completion of the requirement of the enrolled qualification. However, if a student decides to drop from an enrolled course in between or completes only a part of enrolled course, they will NOT be issued with any qualification even though the completed portion of the enrolled qualification may constitute the lower AQF level qualification; they will rather be issued with a Statement of Attainment.

### ***For example -***

If a student is enrolled in an Advanced Diploma of Accounting qualification and student holds only one CoE (Confirmation of Enrolment) of Advanced Diploma of Accounting, however student decides to withdraw from the Advanced Diploma of Accounting qualification after one year of Study into the qualification, CCC cannot issue some other qualification for a student's one year of study, even though one year of study may have met the requirement of Diploma of Accounting. The student will be issued with Statement of Attainment saying Student was enrolled in Advanced Diploma of Accounting and Student has partially completed the Advanced Diploma of Accounting qualification and it will also list the unit of competencies student has successfully completed. If, however, a student holds two separate CoEs, for example one of Diploma of Accounting and another for Advanced Diploma of Accounting, then student is entitled for both qualifications up on completing the requirement of each qualification.

### **Procedure for Issuing Certificates**

- 4.1 On completion of the course or unit of competency, and verification by the Adult Education Coordinator, students are issued with certificates/ transcripts.
- 4.2 All results and relevant information are forwarded to the Adult Education Coordinator who ensures the student has completed all requirements to issue certificates and enters the details into the resulting database.
- 4.3 The *Certificates Processing Checklist* covers the following details:
  - Academic Records
  - Check CoE detail (issue and completion date)
  - Check academic transcript (date, grade, qualification)
  - Check re-assessment (date, grade) if any
  - Check attendance
  - Fees checked and confirmed fully paid
  - Certificate checked (date, name, certificate number)
- 4.4 The approved form is forwarded to the Administration Assistant who produces certificates/ statements/transcripts and signs the checklist when printing is completed.
- 4.5 The certificates/statements/transcripts are returned to the Adult Education Coordinator to ensure everything is accurate and in compliance as per the requirements before signing the certificates.
- 4.6 All certificates, along with all associated documents, are forwarded to the Manager to further check and verify according to the check list forwarded by Adult Education Coordinator.
- 4.7 The Manager signs after ensuring that all requirements are met.

### **AQF qualifications**

- 5.1 The AQF Qualifications Issuance Policy (2013) states that on a *testamur*, record of results and graduation statement, there should be information sufficient to ensure that the documentation is able to be authenticated and to reduce fraudulent use.
- 5.2 The **testamur** will contain sufficient information to identify correctly the:
  - issuing organisation
  - graduate who is entitled to receive the AQF qualification
  - awarded AQF qualification by its full title
  - date of issue/award/conferral
  - person(s) in the organisation authorised to issue the documentation, and
  - authenticity of the document, in a form to reduce fraud such as the issuing organisation's seal, corporate identifier or unique watermark.

- 5.3 The **graduation statement** will contain sufficient information about:
- the issuing organisation
  - the qualification
  - the graduate
  - the graduate's academic achievement and relevant other activities
  - a description of the Australian Qualifications Framework and any AQF logo authorised by the AQF Council; and
  - a description of the Australian education and training system.

It may also include details about delivery and assessment methodologies, any industry or professional accreditation and any negotiated equivalences with international qualifications.

- 5.4 The AQF Qualifications Issuance Policy (2013) states that “the testamur or graduation statement for all AQF qualifications issued will identify the qualification as an AQF qualification either by the words ***‘The qualification is recognised within the Australian Qualifications Framework’*** or the use of any AQF logo authorised by the AQF Council. The AQF logo or these words must not be used on certification documentation for non-AQF qualifications”.
- 5.5 As per ASQA guidelines, CCC follows the following policy when **using a student's full name** on AQF Certification:
- The full name of the person being issued with the AQF qualification or statement of Attainment must be used – that is, the name shown on their passport
  - CCC must verify the person's identity on enrolment and when issuing or re-issuing any certification to them (i.e., Qualification, Statement of Attainment or Transcript).

### **Statements of Attainment**

- 6.1 The AQF Qualifications Issuance Policy states that when issuing Statements of Attainment, such statements must correctly identify the **person entitled to receive the statement of attainment**, the **accredited units by their full title** and the **date issued**.
- 6.2 Statements of Attainment must also include the following:
- The name ‘Cheltenham Community Centre (CCC)’
  - CCC logo and Nationally Recognised Training logo
  - The wording: ‘A Statement of Attainment is issued when an individual has completed one or more accredited units’
  - A list of the competencies or modules achieved
  - AQF qualification partly completed (if more than one, the most relevant may be chosen)
  - Authorised signature
  - Reference to the ‘Official Transcript’ for the competencies or modules achieved, including the national code for each unit of competency
  - The Training Package or Accredited Course from which the competencies/ modules come (including National Qualification Code).

### **Statements of Attendance**

- 7.1 Statements of Attendance will include the following:
- The name ‘Cheltenham Community Centre (CCC)’ and CCC logo
  - Name of the student attending the qualification
  - Date of issue
  - Duration of the course where necessary
  - Attendance record
  - Authorised signature

## Transcripts

- 8.1 A transcript is a record of all modules/units of competency/Training Package undertaken by a participant in CCC. Transcripts are issued upon completion with the qualification.
- 8.2 All transcripts will contain the following information:
- The name 'Cheltenham Community Centre (CCC)'
  - CCC logo
  - Result codes for all modules/units of competency undertaken
  - The qualification achieved
  - Name of the student to whom the transcript belongs
  - Date issued
  - Authorised signature

## Replacement of Qualifications

- 9.1 In the event of a student losing/misplacing the certificate issued by CCC, a replacement certificate may be issued upon request. On the replacement qualification, the date will remain the original date of issue. Request for re-issue of a qualification must be provided in writing to the Adult Education Coordinator outlining the reason for the re-issue providing supporting evidence.
- 9.2 Reissuance of certificate and other documentation incurs an administration fee (as indicated in CCC website).
- 9.3 Request made by a third party must provide an authorization letter or a written consent from the student to collect the documentation on their behalf. They also need to provide a proof of identity such as passport before any documents can be issued or released.

## Graduation/Award Ceremony

- 10.1 Qualifications are generally awarded at Graduation/Award ceremony. In some circumstances, qualifications are collected by students at CCC before or after the Graduation/Award ceremony.
- 10.2 Should a graduate unable to attend a Graduation/Award ceremony (in absentia), the qualification may be mailed to a nominated address as per the student's request.

## Documents to be employed while implementing this policy and procedure:

Certificates processing checklist

Legislative Contexts:

- *Australian Qualifications Framework, Second edition* (Jan 2013)
- *ASQA Standards for Registered Training Organisations (RTOs) 2015*
- National Vocational Education and Training Regulator Act 2011

## Revision History

Date	Revision	Revised by
	Creation date/author not specified	
19/11/19	Revised	C O'Neill