

Issuing qualifications policy and procedure

Purpose

ELC issues Qualifications, Statements of Attainment and Transcripts in accordance with the following, to ensure nationally consistent use of certification documentation and appropriate use of logos:

- Standards for the Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework (January 2013) Second edition
- Nationally Recognised Training Logo: Specifications for use 2011
- Conditions for the use of the Australian Quality Framework Logo

Issuing qualifications

All ELC students, who have completed a course that leads to the award of an AQF qualification, are entitled to receive the following certification documentation on the award of the qualification:

- A Testamur, and
- A record of results/transcript

ELC students that have completed only part of an accredited qualification, are entitled to receive the following:

- Statement of Attainment
- A record of results/transcript

ELC Certificates or Diplomas issued for an AQF qualification include the words “This qualification is recognised within the Australian Qualifications Framework” or use the AQF logo. The AQF logo or phrase, will not be used on certification documentation for non-AQF qualifications.

ELC issues certification, which provides information in compliance with the AQF Qualifications Issuance Policy and the VET Quality Framework.

The following information will be provided on ELC Certificates, Diplomas, and Transcripts:

- ELC Career College Pty Ltd as the issuing organisation
- ELC Career College Pty Ltd Logo and Provider Number and CRICOS code
- The name of the graduate who is entitled to receive the AQF qualification
- A unique internal student identifier
- Code and full title of the awarded qualification
- Date of issue/award/conferral
- Name of the RTO Manager or Managing Director as the person authorised to issue and sign the documentation
- The Nationally Recognised Training (NRT) logo in accordance with current conditions of use. The logo will not be included on the Transcript of Results

- The AQF logo or the words, “This qualification is recognised within the Australian Qualifications Framework”
- Corporate seal or logo

The following elements are included as applicable:

- industry descriptor, e.g. Fitness;
- occupational or functional stream, in brackets, e.g. (group exercise);
- where relevant, the words, ‘has been delivered and assessed in <insert language>;
- where the qualification is from a Training Package, the words, ‘A summary of the employability skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au>’.

The provision of this information and the corporate seal or logo, also ensures that authentication can be carried out and reduces fraudulent use.

Student records in the student database, are reviewed in conjunction with any other direct form of evidence that verifies completion.

A qualification or Statement of Attainment is provided and placed in the student file and listed in the Register of AQF Qualifications. The original AQF Qualification is issued to the student, and a copy of the qualification is kept on file.

Issuing Statements of Attainment

ELC issues a Statement of Attainment to students, who do not complete a whole AQF qualification. Students may choose to only study one unit of competence, or a selection of units of competence from an accredited qualification. ELC provides a Statement of Attainment that acknowledges the completion of units of competence. A Statement of Attainment is issued to students who have completed accredited unit(s) from the Training Package, when this is due to the student terminating their studies prior to completion of the full AQF qualification or where a student only enrolled in one or more units.

ELC Statement of Attainment includes:

- ELC Career College Pty Ltd as the issuing organisation
- ELC Career College Pty Ltd Logo and Provider Number
- Name of the person who achieved the competence or modules
- A unique internal student identifier
- date issued

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- a list of competencies showing the national code and their full title for each unit of competency
- authorised signatory
- the Nationally Recognised Training (NRT) logo
- 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)
- the words *A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units*
- the words *These competencies form part of [code and title of qualification(s)/course(s)]*
- (this is optional, where applicable)
- corporate seal or logo

Statements of Attainment, which describe the completion of a short course accredited by a course accrediting body, which does not meet the requirements of a full AQF qualification includes the words: *These competencies/modules were attained in completion of [insert code] Course in... [insert full title– note this is only for accredited courses titled ‘Course in..’]*

Statements of Attainment issued to recognise achievement of a skill set identified in a particular Training Package, contains the name of the skill set and a statement using the wording given in the Training Package to indicate whether the skill set meets a licensing or regulatory requirement or an identified industry need.

Statements of Attainment awarded for a skill set identified by an RTO as meeting enterprise needs, may include additional brief information reflecting its identified purpose.

Students who complete part of the requirements of an AQF qualification in which they are enrolled, will receive a record of results.

Responsibility for issuing and authenticating AQF qualifications

All graduates who have completed a course that leads to the award of an AQF qualification, are entitled to receive a testamur *and* a record of results on the award of the qualification:

ELC only issues AQF certification for qualifications that have been included on its Scope of Registration, as listed on www.training.gov.au

ELC implements the following, to ensure the authenticity of credentialing documentation issued and to manage the risk of fraudulent reproduction:

- Inclusion of unique internal student identifier

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- Inclusion of a unique testamur number
- Managing Director/CEO position of signature
- Listing of student name and qualification/statement of attainment issued on the AQF Qualifications register
- Inclusion of corporate logo or corporate seal

The RTO Manager or Managing Director is responsible for the issuing and for the signing of all AQF Qualifications, Statements of Attainment and Transcripts.

Course Coordinator is responsible for updating and recording of the AQF Qualifications and Statements of Attainment and their respective Transcripts in the Register of AQF Qualifications. The Course Coordinator is also responsible for the preparation of Qualifications and Statements of Attainment using their respective templates.

ELC

- maintains registers of all AQF qualifications it is authorised to issue and all AQF qualifications and statements of attainment issued to graduates;
- retains records of qualifications issued for a period of 30 years;
- provides returns of its client records of attainment of units of competency/ modules and qualifications to ASQA on a regular basis, as determined by ASQA in compliance with the VET Quality Framework;
- has current and readily available policies and procedures that detail its procedures for compliance with the AQF Qualifications Issuance Policy;
- issues certification, which provides information in compliance with the AQF Qualifications Issuance Policy and the VET Quality Framework as applicable.

Internal procedure for issuing qualifications

Check student details; (check student payments due before issuing transcripts etc.)

1. Check all results are up-to-date and entered onto the student database
2. Check correct course start and completion dates
3. Check correct unit of competence completion dates
4. Follow the student database procedure for issuance
5. Note credential numbers and add to the Qualifications Issued register
6. Have qualifications signed by Managing Director/CEO
7. Place copy of qualifications in student file
8. Issue qualification to student

Reissue of qualifications

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1. Students must provide a written and signed request which provides a valid reason to obtain the reissue of an AQF Qualification, Statement of Attainment and/or Transcript issued by ELC.
2. Course Coordinator to identify the following:
 - The documentation that was originally issued
 - The date that the documentation was originally issued
 - Confirmation of qualification level
 - Evidence as per Qualifications Issued Register
3. The RTO Manager, reviews the former student's file to verify a qualification was issued and confirm the qualification requested.
4. Once checked the approval is noted on the letter of request that the qualification can be re-issued within 20 working days.
5. The RTO Manager or Managing Director will sign and re-issue the qualification. The signed qualification will then be issued to the student.
6. A file note stating the re-issue date and the original letter of request, will be added to the former student's file and the student database.
7. The re-issued qualification will be entered into the Register of AQF Qualifications as a reissued qualification
8. Student issued qualification