
AQF Certification Policy

Purpose

The purpose of this policy and procedure is to outline ICM's approach to ensuring it only issues qualifications, statements of attainment, and records of results to students who have completed all requirements of the program 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 or modules.

This complies with many of the components of Standard 3 of the Standards as well as Schedules 4 & 5.

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 means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

A certification document means a Testamur, Statement of Attainment, or Record of Results.

Course means any nationally recognised qualification, unit of competency, skill set, or short course in which a student is enrolled with the RTO.

Record of Results is a record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course 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 means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards mean 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 confirms that one or more nationally recognised units or modules have been achieved by an individual but is only used where there has been partial completion of qualification or VET-accredited course.

Testamur is 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'.

A unique Student Identifier means a unique number assigned to an individual by the Registrar, in accordance with the Student Identifiers Act 2014.

Policy

1. Certification issuance

In accordance with the Standards, ICM issues AQF certification documentation to students who have been assessed as meeting the requirements of a unit, module, qualification, or course as specified in the relevant Training Package or VET Accredited Course.

All AQF certification documents issued by ICM will meet the requirements of Schedule 5 of the Standards, as well as the requirements of the National AQF Qualifications Issuance Policy.

Certification documents will be issued within 30 days of the student being assessed as meeting the requirements of the Course, providing that all course/tuition fees have been paid.

2. Authenticity

To ensure authenticity of our certification documents and to ensure they cannot be fraudulently reproduced our certification documents:

- Include an individual certificate number on them that can be authenticated against our database.
- Include our embossed/ branded sticker seal/watermark which is difficult to reproduce.
- All important information including date, student name, and title of qualification/course is printed on a colored watermark/background, so they are difficult to tamper with.

Members of the public are welcome to contact our office to confirm the details of any qualification, statement of attainment or record of results issued by ICM. The person making the inquiry must provide the details of the document including student name, qualification or unit details, issue date, and document number.

This information is published in the Student Prospectus and ICM's website to ensure members of the public have the information they need to authenticate our certification documents.

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3. Record keeping

ICM:

- Retains a register of AQF qualifications it is authorised to issue and of all AQF qualifications issued, in its student management system.
- Retains records of AQF certification documentation issued for a period of 30 years, on its student management system.
- Reports the AQF Qualifications issued to ASQA on a regular basis as required by ASQA.

4. Unique Student Identifiers (USIs)

ICM:

- 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.
- Unique Student identifiers will not be included on a Statement of Attainment or a Testamur.

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 the *course brochure which is available on ICM website*.

Procedures

1. Setting up certification document templates

Procedure	Responsibility
<p>A. 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 ICM – Either the words 'This qualification is recognized within the Australian Qualifications Framework' or the inclusion of the AQF logo authorized by the AQF council. – Date of issue or award – The authorised signatory of the RTO and their name – The NRT logo in accordance with its conditions of use outlined in Schedule 4 of the Standards – The RTO's seal, corporate identifier, or unique watermark ● 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 the use of the logo is directed by State/Territory Training Authorities. e.g., User Choice contracts) – The industry descriptor, e.g., 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>CEO</p>
<p>B. 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 and/or modules achieved by their full title and national code – The name, National RTO Code, and logo of ICM – The date the statement is issued 	<p>CEO</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> - The words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units - The authorized signatory of the RTO - The NRT logo in accordance with its conditions of use outlined in Schedule 4 of the Standards - The RTO'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 the 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 in the Statement of Attainment. 	
<p>C. Record of results</p> <ul style="list-style-type: none"> ● The following information should be included in a Record of Results: <ul style="list-style-type: none"> - The student's full name - The units and/or modules achieved by their full title, national code, and the relevant results - The name, National RTO Code, and logo of ICM - The date the record of results is printed - The RTO's seal, corporate identifier, or unique watermark to ensure the document can be authenticated and to reduce fraudulent use ● The following information <u>should not</u> be included in 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 	CEO/authorised officer

2. Issuing Testamurs and Records of Results

Procedure	Responsibility
<p>A. Check eligibility</p> <ul style="list-style-type: none"> ● Once a student has completed all the units or modules in qualification, they are eligible to have their qualification issued. Students who have completed a qualification and have paid all fees must have their qualification issued within 30 calendar days of completing the requirements of the qualification. ● Follow the <i>Qualification and Statement Issuing Checklist</i> in this policy to ensure you check the student's eligibility for a qualification to be issued. ● Ensure ICM 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 qualification but has 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. 	Administration team

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Procedure	Responsibility
<ul style="list-style-type: none"> Use the <i>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. 	
B. Record the Statement of Attainment <ul style="list-style-type: none"> Record the issuing of the Statement of Attainment on insert name of student management system (if applicable). The date of the award should be the date on which the award is generated/issued. This will automatically add the qualification to the Award Register Report 	Administration team
C. Print Statement of Attainment <ul style="list-style-type: none"> Use the approved template to print the Statement of Attainment. This is available on (insert name of student management system if applicable or other location) 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 (insert name of student management system if applicable or other location) 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>Qualification and Statement Issuing Checklist</i>. 	Administration team
D. Issuance of Statement of Attainment <ul style="list-style-type: none"> Supply printed statements to the authorized signatory along with the 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. 	Administration Team and CEO

4. Reissuing certification documents

Procedure	Responsibility
A. Check and re-print document <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 current Fees & Refunds Policy & Procedure. 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. 	Administration team
B. Re-issuance <ul style="list-style-type: none"> Supply to authorized signatory along with details/copy of the 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 <i>Qualification and Statement Issuing Checklist</i>. (you may prefer this is recorded on an outgoing mail register, adjust accordingly). 	CEO/delegate and/or Administration Team

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Qualification and Statement Issuing Checklist

Process of issuing qualifications and statements of attainment to ensure their accuracy and approval by the CEO:

If the student completed the qualification, please check for the below prior to issuing the qualification:

- All units of the course completed by the student and competent achieved
- Assessments recorded match with those shown on TAS
- Assessments show the correct student's name and unit codes
- Enrolment Form on file
- USI
- Results received from the trainer
- All results are accurately recorded in the student management system
- All fees paid by the student
- Issue Qualification + Record of Results
- Award on SMS & print using the approved template
- Name spelled correctly
- Qualification name and code are accurate
- The completion date is accurate
- Units match results on paperwork
- Signed by an authorized person (CEO)
- Copies made for file
- Originals posted via registered post

If the student has not yet completed the qualification, and if the student is withdrawing or canceled the course:

- Check what units the student has achieved competency
- Assessments recorded match with those shown on TAS
- Assessments show the correct student's name and unit codes
- Results received
- All results up to the withdrawal date are recorded on the SMS
- Units completed (statement of attainment required upon payment of fees)
- Incomplete units (commenced but not completed) are recorded as withdrawn on SMS
- Hours calculated and attended hours recorded against results for incomplete units
- Enrolment Form on file
- USI
- Results received from the trainer
- All results are accurately recorded in the student management system
- All fees paid by the student
- Statement of Attainment only
- Award on SMS & print using the approved template
- Name spelled correctly
- Qualification name and code are accurate
- Withdrawal date is accurate
- Units match results on paperwork
- Signed by an authorized person (CEO)
- Copies made for file
- Originals posted via registered post