

## Completion and Certification Policy and Procedure

### Policy

Murray House Resource Centre is committed to ensuring AQF qualifications and Statements of Attainment are issued in accordance with the requirements of the Standards for Registered Training Organisations (SRTOs 2015), and the endorsed Training packages and VET Accredited courses within its scope of registration.

Murray House Resource Centre will ensure that:

- AQF qualifications and statements of Attainment issued by the RTO are within its scope of registration and that they certify the achievement of qualifications or industry competency standards from nationally endorsed Training Packages or VET Accredited courses.
- A clear distinction can be made between AQF certification documents and non-AQF certification issued.

**This aligns with Standard 3 Secure and accurate certification from the Standards for Registered Training Organisations 2015 (the Standards) and Student Identifier Act 2014 and Regulations.**

#### **Taken from the TAC User Guide to the Standards for RTOs 2015**

To maintain the integrity and national recognition of training products, AQF certification must be consistent in presentation and RTOs must accept the certification issued by other RTOs. This is the purpose of nationally agreed requirements about the nature of certification content and presentation and maintenance. Learner needs should be met through timely issuance of AQF certification documentation and access to their records. RTOs are not obliged to issue any certification that would be entirely comprised of units or modules completed at another RTO or RTOs.

Clause 3.1: The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Clause 3.2: All AQF certification documentation issued by an RTO meets the requirements of Schedule 5.

Clause 3.3: **AQF certification documentation is issued to a learner 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 owes to the RTO have been paid.

Clause 3.4: Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners.

## What clauses 3.1 to 3.4 mean for your RTO

Your RTO must have controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the learner has completed all requirements. There is significant risk to your RTO's reputation if certification is issued inappropriately. To reduce this risk, you should have systems in place to ensure certification is only issued to learners after they have fully demonstrated competence and where evidence of this is in place.

If your RTO delivers at multiple locations and/or through third party arrangements, consider centralised issuance of certification to strengthen these controls.

To ensure credibility of qualifications from the VET sector, RTOs must meet the requirements of the AQF Qualifications Issuance Policy and include any additional information specific to the VET sector, as per Schedules Four and Five of the Standards (refer to Appendix 2).

RTOs may include additional relevant information on AQF certification documentation, including the name and/or logo of a third party involved in the training and assessment. However, such information must be accurate and not introduce confusion about which organisation is issuing the certification.

### When issuing certification:

- issue in a timely manner (AQF certification documentation must be issued within **30 calendar days of the learner's final assessment being completed or their exiting their course, providing all fees have been paid**), so your learners can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation
- issue AQF certification documentation directly to the learner, not to another party, such as an employer
- issue learners who have completed all units or modules in a qualification with a testamur and a record of results
- issue a learner who has completed one or more units/modules (but not a full qualification) and has finished their training with your RTO with a statement of attainment (a record of results may also be issued in this case), and
- ensure learners can access records of certification issued to them.

To avoid possible delays in issuing certification, ensure that your RTO has processes in place to verify a learner's Unique Student Identifier (USI) well in advance of when certification is expected to be issued. You are only required to issue AQF certification documentation when a learner has completed their program of training and assessment with your RTO. You are not required to issue 'interim' documentation at any time.

Your RTO must retain records of qualifications and statements of attainment issued for 30 years. Where you have gathered and retained full AVETMISS data, this would suffice. You must retain sufficient data to be able to reissue a qualification or statement of attainment for the 30-year period, regardless of the storage method used. If your organisation ceases being an RTO, you will be required to provide this information to TAC in digital form. Your RTO must ensure that current and past learners are able to access records of their achievements. All learners who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records

through the USI system. If a learner's achievements have not been recorded through the USI system, you will need to have processes in place to ensure that this learner can access their records in another way.

**The following principles underpin this policy.**

- Murray House Resource Centre offers training and assessment against both nationally recognised training and non-nationally recognised training programs. Nationally recognised training is aligned to national competency standards from Training Packages and VET Accredited Courses.
- Murray House Resource Centre only issues qualifications and Statements of Attainment to those students who meet the required outcomes of a qualification, accredited course, unit of competency or module, as specified in the relevant Training Package or VET accredited Course.
- Student Identifier (USI) must NOT be included on the testamur, consistent with the Student Identifier Act 2014.
- Murray House Resource Centre will, using the Student Management System:
  - Maintain records of all AQF qualifications issued
  - Retain records of all AQF certification documentation for a period of 30 years and
  - Provide reports of records of qualifications issued to the VET Regulator on a regular basis as requested by the VET regulator.
- **AQF certification documentation will be issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the Training Package or VET Accredited course:**
  - if the training program in which the student is enrolled in is complete and
  - providing all agreed fees the student owes to the RTO have been paid.
- AQF certification documentation will not be issued to an individual without Murray House Resource Centre being in receipt of the verified unique Student Identifier for that individual, unless an exemption applies, as per the requirements of the Student Identifier Act 2014.
  - If an exception applies, in accordance with SRTOs, Murray House Resource Centre will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever comes first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

**Qualifications**

- All students who have completed a training program which leads to the award of a full AQF qualification will receive:
  - A certificate (testamur) and
  - A record of results.
- Each AQF qualification issued will comply with the 'AQF Qualifications Issuance Policy' and the 'Standards for RTOs 2015' - Schedule 5, and will include:
  - Murray House Resource Centre name and logo
  - Murray House Resource Centre national provider number (RTO Code)
  - The full name of the individual receiving the award
  - The full title and national code of the unit/s of competencies or AQF qualification awarded
  - A certificate number
  - The date of issue

- The signature of an authorised person, the RTO Manager
- The relevant National and State logos (in accordance with the Standards for RTOs – Schedule 4)
- Authentication mark (Murray House Resource Centre seal)
- The industry descriptor, e.g. Engineering
- The occupational or functional stream, in brackets e.g. (Fabrication)
- Where relevant, the words, ‘achieved through Australian Apprenticeship arrangements’ for qualifications attained under a training contract
- All testamurs will identify the qualification as an AQF qualification either:
  - by the inclusion of the words, ‘The qualification is recognised within the Australian Qualifications Framework; or
  - the use of the AQF logo authorised by the AQF Council.

### **Statement of Attainment**

- Each Statement of Attainment issued will comply with the ‘AQF Qualifications Issuance Policy’ and the ‘Standards for RTOs 2015’ - Schedule 5, and will include:
  - Murray House Resource Centre name and logo
  - Murray House Resource Centre national provider number (RTO Code)
  - The full name of the individual receiving the award
  - The full title and national code of the unit/s of competency / modules awarded
  - A certificate number
  - The date of issue
  - The signature of an authorised person, the RTO Manager
  - The relevant National and State logos (in accordance with the Standards for RTOs – Schedule 4)
  - Authentication mark (Murray House Resource Centre seal)
  - The words, ‘A statement of attainment is issued when an individual has completed one or more accredited units’
  - Where relevant, the words, ‘achieved through Australian Apprenticeship arrangements’ when attained under a training contract
  - Where relevant, the words, ‘These competencies form part of [code and title of qualification]’ where a student was working towards, but not attained, the full qualification
  - Where relevant, the words ‘These competencies were attained completion of [code] course in [full title]’ – for an Accredited course

### **Use of Logos (AQF, NRT, State Regulator, Funding body)**

- Murray House Resource Centre abides by ‘Conditions of Use of NRT Logo’ as prescribed in Schedule 4 of STROs 2015.
- AQF logo will be used on all AQF documentation issued by Murray House Resource Centre.
- AQF logo must NOT be used on non-National recognised training certification issued by Murray House Resource Centre.
- Murray House Resource Centre will comply with the use of “State” regulator logo, in accordance with relevant Logo Specifications
- Murray House Resource Centre will comply with the use of State/Territory funding body logo requirements, in accordance with contract obligations.

## Replacement of Certification Documentation

- AQF certification documents can be re-issued to a student, upon written request. Replacement certification documentation will incur a fee, as noted in Murray House Resource Centre Fees and Charges.

## Murray House Resource Centre Responsibilities

**RTO Manager** Murray House Resource Centre is responsible for ensuring compliance with this policy. The RTO Manager Murray House Resource Centre will process approval for issuance of certification documentation, review and sign all printed certification documents.

**Assessors** of Murray House Resource Centre will ensure that all evidence to validate an assessment outcome is in the student's electronic folder for each unit of competency, the Student Register is updated and the Results Summary Sheet is completed in accordance with all dates on the Student Register and on assessment completion documentation.

**Student Support Coordinator** of Murray House Resource Centre will conduct a File Audit to review all processes have been completed on the checklist and then will process creation/ issuance of certification documentation in preparation for authorised signatory.

## Related Policies

Access and Equity

Student Records Management

## Documentation

1. [Student Register](#)
2. [Results Summary](#)
3. [File Audit](#)
4. [Certification Templates](#)
5. [Credit Transfer Form](#)

## Terms

**The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.**

**Accredited short course** means a course accredited by the VET Regulator in accordance with the Standards for VET Accredited Courses that leads to an AQF statement of attainment.

**AQF certification documentation** is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

**AQF qualification** means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

**Authenticated VET transcript** has the meaning given in the *Student Identifiers Act 2014*.

**Nationally Recognised Training (NRT) Logo** means the logo used nationally to signify training packages and VET accredited courses.











**Registrar** has the meaning given in the *Student Identifiers Act 2014*.

**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.

**Student Identifier** has the meaning given in the *Student Identifiers Act 2014*.

**Testamur** an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called an 'award', 'parchment', 'laureate' or 'certificate'.  
(Extract from Australian Qualifications Framework)

## Procedure

RESPONSIBLE	A) PROGRAM COMPLETION																						
STUDENT	Student submits all final evidence for assessment (full qualification, skill set, unit of competency)																						
<b>TRAINER AND ASSESSOR</b>	<ul style="list-style-type: none"> <li>finalises results in the <b>STUDENT REGISTER</b>, checking all final results and dates are accurate for full qualification / skill set / or unit.</li> </ul>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>completes an audit of student evidence ensuring that each folder for <b>ALL</b> units has:               <ul style="list-style-type: none"> <li>student evidence folders for both KQ and Project</li> <li>completion record (outcome)</li> <li>snapshot (feedback).</li> </ul> </li> </ul> <div data-bbox="571 667 1008 821" style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>  TAEDES401_████████_snapshot_58901   TAEDES401_████████_question_files   completion-record-████████_TAEDES401   TAEDES401_████████_snapshot_1               </p> </div> <p><i>Legacy students' folders should reflect same but in different format (eg) emails confirming outcomes with feedback and evidence folders or files clearly named.</i></p>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>completes <b>RESULTS SUMMARY</b> in student file with dates and outcomes reflecting Student Register.</li> </ul>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li><b>ARCHIVES</b> student folder in the LMS to show that they are no longer active.</li> </ul> <div data-bbox="1339 630 1568 933" style="border: 1px solid gray; padding: 5px; margin: 5px 0;"> <p>2020 03:09 PM <span style="float: right;">More ▾</span></p> <p>2021  Edit</p> <p>2021  Delete</p> <p>2021  Archive</p> <p>2021  Enrolments</p> <p>2021  Activity logs</p> <p>2021  Send message</p> </div>	Student has successfully completed <b>ALL</b> requirements?	YES	<ul style="list-style-type: none"> <li>sends TASK to <b>STUDENT SUPPORT COORDINATOR</b> to issue <b>CERTIFICATE</b>.</li> </ul>	<input type="checkbox"/>	NO										<ul style="list-style-type: none"> <li>sends TASK to <b>STUDENT SUPPORT COORDINATOR</b> to issue <b>STATEMENT OF ATTAINMENT</b>.</li> </ul>	<input type="checkbox"/>
NO										<ul style="list-style-type: none"> <li>sends TASK to <b>STUDENT SUPPORT COORDINATOR</b> to issue <b>STATEMENT OF ATTAINMENT</b>.</li> </ul>	<input type="checkbox"/>												


RESPONSIBLE	B) STUDENT RECORDS MANAGEMENT AND CERTIFICATION									
STUDENT	Student submits all final evidence for assessment (full qualification, skill set, unit of competency)									
STUDENT SUPPORT COORDINATOR	<ul style="list-style-type: none"> <li>• accepts <b>TASK</b></li> <li>• updates <b>POWERPRO</b> with completion dates reflecting above.</li> </ul>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• checks with Finance to ensure final payment has been made</li> <li>• prepares <b>CERTIFICATE OR STATEMENT OF ATTAINMENT</b> and letter of completion.</li> </ul>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• enters certificate number and date on <b>STUDENT REGISTER</b></li> <li>• changes student status to <b>NO</b> inactive.</li> </ul>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• completes <b>FILE AUDIT</b> to ensure that all activities have been successfully completed.</li> </ul>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• gets RTO Manager to sign certificate</li> <li>• keeps PDF copy in <b>12-Completion Folder</b>.</li> <li>• checks student's current address</li> <li>• <b>ISSUES CERTIFICATION</b> and sends printed copy to the student's residential address</li> <li>• emails to student if urgent</li> </ul>	<input type="checkbox"/>



**MODIFICATION HISTORY**



DATE	MODIFICATIONS	WHO
26/11/2020	New Policy and Procedure following review of RTO compliance system and new assessment processes under new RTO Management.	DW

**APPROVED BY RTO MANAGER**

NAME	DATE	SIGNATURE
Elaine Edwards	26/11/2020	

**RTO TEAM**

*I have read and understood the above P&P and agree to follow the P&P until it is reviewed and replaced with a new and approved P&P. Any deviation from the P&P will result in a non-conformance.*

NAME	DATE	SIGNATURE
Cosima Bazzani	26/11/2020	
Deanna Ward	26/11/2020	
Michael Wood	27-11-2020	