



# Qualifications and Issuance Policy

# 1. Purpose and Scope

The purpose of this policy is to ensure that the testamurs and statements of attainment issued by Westbourne College are in accordance with the Australian Qualifications Framework (AQF) Qualifications Issuance Policy.

Westbourne College will only issue testamurs and/or statements of attainment for which they are approved and accredited to deliver as shown on its scope of registration.

In addition, any non-accredited certificates of completion issued by Westbourne College are done so in accordance with the relevant Professional Body guidelines or partnership agreement.

## 2. Policy

- 2.1.1 All AQF testamurs and statements of attainment issued by Westbourne College will comply with the requirements of the AQF Qualifications Issuance Policy at the date of their issuance.
- 2.1.2 Westbourne College will only issue testamurs and statements of attainment for nationally recognised accredited qualifications and units of competency that are within its scope of registration using a compliant protected electronic template that fully meets the requirements the AQF Implementation Handbook.
- 2.1.3 All testamurs and statements of attainment are to be printed on approved certificate paper, which contains the embossed RTO Seal feature to ensure authenticity of the certificate and reduce fraud.
- 2.1.4 Printed testamurs and approved certificate paper will be securely stored in a locked cabinet accessible by Westbourne College administrative and operations staff.

### 2.2 Information to be included on testamurs

- 2.2.1 In accordance with the AQF Qualifications Issuance Policy, Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015, all testamurs issued for AQF qualifications include the following information:
  - RTO name, national RTO code and logo
  - name of person entitled to receive the AQF qualification
  - the code and title of the awarded AQF qualification
  - date of issue/award
  - the authorised signatory
  - the words, 'The qualification is recognised within the Australian Qualifications Framework'
  - where relevant the words, 'achieved through Australian Apprenticeship arrangements'
  - the Nationally Recognised Training (NRT) logo
- 2.2.2 Statements of attainment are clearly distinguished from AQF qualifications bearing the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.'
- 2.2.3 All statements of attainment issued include the following information:
  - RTO name, national RTO code and logo
  - name of the person who achieved the competencies or modules
  - a list of units of competency or modules showing their full title and the national code for each unit of competency
  - date of issue/award
  - the authorised signatory
  - the Nationally Recognised Training (NRT) logo
  - If any part of the qualification has been delivered and/or assessed in a language other than English, Westbourne College will include a statement that this has occurred.
- 2.2.4 Statements of attainment issued to recognise achievement of a skill set identified in a particular Training Package contain 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.

## **2.3 Issuing of Qualifications and Statements of Attainment**

- 2.3.1 Participants will only be enrolled in AQF qualifications that appear on Westbourne College's scope of registration.
- 2.3.2 All participants assessed as being competent in all required units in a qualification will receive on completion of the program a testamur with a record of results.
- 2.3.3 Statements of attainment will be issued to participants who have partially completed a qualification when they withdraw or cancel their enrolment in the qualification.
- 2.3.4 The Westbourne College Administration Coordinator is responsible for checking that the participant has completed all assessments required, to be awarded a qualification.
- 2.3.5 The Westbourne College Administration Coordinator is responsible for obtaining final approval for issuance of qualifications/statements of attainment from the RTO Manager.
- 2.3.6 The Westbourne College Administration Coordinator is responsible for the timely issuance of AQF testamur/statements of attainment within 30 calendar days of the learner being assessed as meeting the requirements of the training product (subject to all fees having been paid) in keeping with ASQA standards for RTOs 2015.
- 2.3.7 The CEO of Westbourne College or delegated authority is advised of updates to the qualifications and statement of attainment issuance register.
- 2.3.8 Printed testamurs and statements of attainment will be issued to participants in accordance with the authorised issuance register after the USI has been verified.

## **2.4 Issuing duplicate qualifications and statements of attainment**

- 2.4.1 A participant requesting a duplicate qualification or statement of attainment should complete an application in writing, including a Statutory Declaration to the effect that the original was destroyed, to the Westbourne College Administration Coordinator.
- 2.4.2 All duplicates are to be issued within 10 working days from receipt of request and receipt of the \$25 re-issuance fee.
- 2.4.3 The written request of duplicate qualification or statement of attainment will be filed with the original participant record.
- 2.4.4 The reprinted certificate must retain the original Date Issued.

## **2.5 Revocation of AQF qualifications and statements of attainment**

- 2.5.1 AQF qualifications or statements of attainment that have been issued will be revoked in the following instances:
  - The original testamurs contain errors made by Signature Training.
  - A testamur has been illegally obtained by a third party
  - A qualification is obtained illegally, fraudulently or through bribery
- 2.5.2 Participants who have had their testamurs revoked will be contacted and informed of the revocation action in writing.
- 2.5.3 Where incorrect information has been used Westbourne College will immediately reissue a testamur and/or statement of attainment at no cost to the participant. The original printed testamur and/or statement of attainment must be returned to Westbourne College prior to reissue of an amended testamur and/or statement of attainment.
- 2.5.4 An internal investigation will be conducted to ascertain how the error occurred in order to mitigate any recurrence.

# **3. Procedures**

## **3.1 Qualification Issuance**

- 3.1.1 When a student has completed the full requirements to gain an AQF Qualification testamur, the Westbourne College Administration Coordinator will complete the following steps.
- Step 1. Westbourne College Administration Coordinator ensures the Assessor Observation Reports and all hardcopy evidence have been completed by both the Assessor and the participant at conclusion the

second last week of the program.

Step 2. Westbourne College Administration Coordinator will run a VETtrak Assessment Report at conclusion of that week.

Step 3. Westbourne College Administration Coordinator checks that the VETtrak Assessment Report reflects results for all assessments submitted.

Step 4. Westbourne College Administration Coordinator sends VETtrak Assessment Report to RTO Manager, to apply final certificate sign off in VETtrak.

Step 5. Westbourne College Administration Coordinator enters into VETtrak results date per final sign off applied by RTO Manager.

Step 6. Westbourne College Administration Coordinator prints a Certificate from SMS, ensures the CEO Westbourne College signature is correctly embedded and then distributes accordingly.

Step 7. Westbourne College Administration updates schedule of completed programs.

Step 8. Westbourne College Administration Coordinator ensures the upload of certificate records into participant electronic file.

Step 9. Westbourne College Administration to email participant to advise the certificate is ready for collection.

3.1.2 When a student has not completed the full requirements to gain an AQF Qualification testamur, the Westbourne College Administration Coordinator will complete the following steps.

Step 1. Westbourne College Administration Coordinator will distribute the incomplete VETtrak Assessment Report to the assigned Assessor for action.

Step 3. The Westbourne College Administration Coordinator will monitor for two weeks and continue to provide updates to relevant staff and managers.

Step 4. If required work is not successfully completed within two weeks, a notice to the RTO Manager to withdraw the student from the program will be sent.

Step 5. Where the assessor and student finalise all required program work, Administration Coordinator will follow steps 3 to 8 of section 3.1.1 of this policy.

### **3.2 Statement of Attainment**

3.2.1 When a student has withdrawn from a program, the Westbourne College Administration staff will complete the following steps.

Step 1. Westbourne College Administration Coordinator ensures the Assessor Observation Reports and all hardcopy evidence have been completed by both the Assessor and the participant

Step 2. Westbourne College Administration Coordinator will run a VETtrak Assessment Report.

Step 3. Westbourne College Administration Coordinator checks that the VETtrak Assessment Report reflects results for all assessments submitted

Step 4. Westbourne College Administration Coordinator forwards the VETtrak Assessment Report to the CEO for authorization on units completed in full.

Step 5. CEO returns the finalised VETtrak Assessment Report to Westbourne College Administration Coordinator with units to issue.

Step 6. Administration Coordinator to enter into SMS – results date as appears on Record of Assessment

Step 7. Administration Coordinator to print a Statement of Attainment from SMS, ensures the CEO Westbourne College's signature is correctly embedded and then distributes to relevant state offices

Step 8. Administration Coordinator to upload statements of attainment records into participant electronic file.

Step 9. Administration Coordinator to email Participant to advise the statement of attainment is ready for collection

### **3.3 Completion Certificate – Short Course**

3.3.1 When a student has completed a short course, the Administration staff will complete the following steps.

Step 1. Administration Coordinator to ensure, once participant has completed, that all compliance documentation has been uploaded to the SMS.

Step 2. Administration Coordinator issues relevant certificate.

Step 3. Administration Coordinator to email participant to advise Statement of Attainment is ready for collection.

Step 4. Administration Coordinator to update relevant fields on VETtrak.

### 3.4 Storage and destruction

Participants are to be notified when certificates are ready for collection.

At time of notification, participants are to be informed their certificate will be held for a period of 90days, after which it will be destroyed.

After 90 days, Administration Coordinator will securely destroy certificates by shredding and/orsecure bin discard.

Administration Coordinator records date of destruction on Certificate register.All reissuance requests are managed in accordance with Section 2.3 of this Policy.

## 4. Responsibilities

- The CEO Westbourne College is accountable for the ongoing development, approval, implementation, awareness and effectiveness of this Policy and the supporting processes anddocumentation.
- The Administration Coordinator, Westbourne College is responsible for ensuring that all team members are aware of this Policy and their responsibilities defined herein.
- Westbourne College employees are responsible for being aware of and complying with this Policy.

## 5. Review

This document will be reviewed every 12 months by the relevant manager to ensure alignment to appropriate strategic direction and its continued relevance to Westbourne College's current and planned operations.

The next scheduled review of this document is listed in the Version Control section on Page 1.

## 6. Records

All records in relation to this policy will be managed as follows

Record type	Responsible	Location	Retention
Records of qualifications and statements of attainment	Administration Coordinator, Westbourne College	Student Management System	30 years