Purpose

This policy and procedure applies to the control of nationally recognised certification documentation provided to all students upon the successful completion of a Qualification, or Units of Competency delivered by Tubal Pty Ltd.

Tubal will issue to persons in accordance with the requirements of the training package or a VET accredited course, a Testamur and Record of Results for completing a Qualification, or a Statement of Attainment if only Units of Competency have been achieved.

Compliance

This policy relates to the following Standards for RTOs 2015 – 3.1-3.6
This policy relates to the Conditions for the use of AQF logo
This policy relates to the AQF Qualifications Issuance Policy
This policy relates to the AQF Certification Documentation: An Explanation

Scope

This policy applies to all staff within the RTO, and any participant enrolled within Tubal Pty Ltd.

Responsibility

The Managing Director or the Quality Manager at Tubal is responsible for the proper issuing of all Testamurs, Records of Results, and Statements of Attainment, and they are also responsible for ensuring the templates for the issuance of any certification documentation remains compliant and within the required guidelines.

Policy

Tubal can only issue nationally recognised certification for Qualifications or Units of Competency that are listed on the RTO's scope of registration on training.gov.au. Testamurs and Statements of Attainment issued will be nationally recognised and will carry the NRT logo to signify that recognition.

Participants who complete the required Units of Competency within a Qualification as per the training package rules will receive a Testamur (with an AQF logo) and Record of Results, which will list the units completed and/or credit transferred. Participants who complete part of the training package requirements of an AQF Qualification in which they are enrolled are entitled to receive a Statement of Attainment.

AQF Certification Documentation Requirements

Certification documentation is defined by AQF as:

> *Certification documentation is the set of official documents that confirms that a Qualification has been completed and awarded to an individual.*

The certification must meet all the requirements set out in the AQF Qualifications Issuance Policy.

As per the Apprenticeship Office guidelines, any Qualification completed as a Traineeship will include the caveat, 'Achieved through Australian Apprenticeship arrangements.

Student Database

Tubal will only use their Student Management System, PowerPro, to issue any certification documents, where unique document numbers will be recorded automatically on each certification documentation produced.

PowerPro also has 'Qualification Rules' set up for each course, to ensure that the correct award is issued, and that the training package rules are satisfied.

Fraud Prevention

Unique document numbers will be auto generated by PowerPro, on all Certification Documentation.

The Managing Director has sole access to the Tubal organisational seal, and personally applies the seal to the Testamur or Statement of Attainment at the time of signing. Only exception is when the Statements of Attainment for HLTAID short courses are issued as a soft copy.

Additional measures include precise specifications with all Testamurs and Statements of Attainment printed on the Tubal globe watermark custom paper. Only exception is when the Statements of Attainment for HLTAID short courses are issued as a soft copy.

Procedure

1. Upon completion of all Units of Competency within a Qualification, the trainer will notify Tubal that the student has been completed on Tubal's Learning Management System (LMS).
2. The Quality Manager will perform a post-assessment validation on the LMS to check if all aspects of the assessment and sign off have been completed. If completed, entries will be finalised within PowerPro.
3. If the trainee's Qualification is registered with the Apprenticeship Office as a Traineeship, the trainer will obtain signatures from the trainee and the employer on the Training Contract Completion Agreement (TCCA). If the trainee is under 18 years of age, Tubal admin personnel will organise to inform the parent/guardian and take all measures to obtain their signature on the TCCA as soon as possible. Once all parties have signed the TCCA, the traineeship will be signed off as completed with the Apprenticeship Office.
4. If fees have been paid in full for all Units of Competency, certification documentation will be issued. In the event where an account has not been settled, certification documentation will not be generated.
5. The Managing Director will follow protocol and check all completed assessments prior to signing any certification documentation. The Managing Director is the only person within Tubal Pty Ltd who can sign as the authorising officer.
6. Record of Results will reflect the Student Management System providing a breakdown (Competent, RPL, or Credit Transfer) of every Unit of Competency within the completed Qualification, including Date Enrolled.
7. Where a full Qualification has not been completed, a Statement of Attainment will be issued for any Units of Competency completed.
8. All Testamurs, Records of Results, and Statements of Attainment will only be generated from the Student Management System, PowerPro, to ensure only current and compliant template gets used, and that document numbers have been auto generated for reporting, authenticity, and record keeping purposes.
9. Participants who have left the workplace or the ones who prefer to receive documentation by post, certification documentation only gets sent via trackable Express Post. The tracking number is recorded in the admin file database.
10. Tubal staff will only provide any certification documentation directly to the participant, and not to any other party, unless written consent is received directly from the participant.
11. A copy of all signed certification documentation gets scanned for record keeping purposes.
12. Tubal Pty Ltd maintains the Qualification and Statement of Attainment Registry, including recording information about how the student received their certification documentation.

Re-issuing of Testamur and Record of Results, and Statement of Attainment

Where the award is required to be re-printed, there will be an administration charge of $50 + GST payable. This amount must be paid in full before the re-print of the award is actioned. The F-016 Replacement Certificate Request Form is available on Tubal's website under Student Information.

Revoking Qualification Documentation

Tubal retains the right to revoke any certification documentation where it believes the requirements of this policy and procedure have not been met. Tubal will record any certification documentation revoked on the 'Revoked Qualifications Registry'.

Unique Student Identifier

As of 1 January 2015, students cannot be issued an AQF document without their USI number. Administration staff are collectively responsible for obtaining the USI number at enrolment, to ensure USI verification has been completed prior to commencement of training.

Tubal administration staff will not generate an award for a participant without a valid USI number being recorded against the student.

Record Keeping

Certification documentation on the Student Management System is securely stored, and the history of certification issuance is recorded against each student. Also, PowerPro automatically enables a soft copy of the certification document to be saved, for convenient access in the future.

All records are submitted with NCVER through the RTO's AVETMISS reporting each calendar year prior to 28 February. As of 1 January 2015, the student will be able to obtain a copy of their USI VET Transcript through the USI registry.

Issuing Qualifications to Tubal Staff

Any staff member's application will be carefully considered by the Quality Manager and the Managing Director for the need to be enrolled into a qualification. Main consideration will be given for the purpose of upskilling a staff member to promote growth opportunities.

The procedures outlined within this policy is applicable for any Tubal staff member. The exception for staff members will be that besides the Quality Manager completing post-assessment validation of all training and assessment within Tubal's Learning Management System, post-assessment validation will be repeated again by the Managing Director.

Controlled Document

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