

Issuing of Certificates and Statements of Attainment Policy and Procedure

Purpose

To describe the policies and procedures for the issuing of statements of attainment and statements of attendance by CFT International in accordance with National VET Standards

This policy is subject to ongoing continuous improvement.

Relevant Standard

Standard 3.1, 3.2, 3.3, 3.4, 3.5, 3.6

Scope

This policy applies to all staff, students and clients of CFT.

Responsible Parties

The Managing Director is responsible for implementing this policy.

Definitions

- **Certificate** is a document issued under the authority AQF listing nationally recognised qualifications in which a student has demonstrated competency. This can only be issued to a student who has completed all the course requirements.
- **A statement of attainment** is a document issued under the authority AQF listing nationally recognised units of competency in which a student has demonstrated competency. This may be issued to a student who has not completed all course requirements, but required a record of progress to date
- **A statement of attendance** is issued to attendees at non-accredited training sessions and workshops.

Policy

CFT International issues certificates on completion of all course requirements and maintains copies of all students records

- All enrolments are monitored for completion of the relevant assessment tasks for the units of competency; the student management system will not print a certificate until the student results including all assessment tasks and any pre-requisites have been satisfied and entered into the student data base.
- The certificates once printed are checked off on the student summary of assessment to confirm the correct units are listed and the appropriate spelling and completion data are in place.
- All Statement of attainment issued by CFT must be signed by the Managing Director.
- Certificates must be issued within 10 working days of a student satisfying the criteria for issue and requesting a copy.
- Where a student has lost a copy of a certificate, a duplicate may be produced upon request, providing the regulations permit. A processing fee may be charged.
- No certificate or report may be issued to anyone other than the student concerned, except with the student's written permission.
- CFT's student management system meets the requirements for implementation of a national unique student identifier.
- CFT's SMS retains client records of attainment of units of competency and qualifications for a period of 30 years.

Procedures

- Once a student completes all requirements of assessment and any pre-requisites, these are uploaded as evidence into the SMS in the student's file.
- Once all requirements are satisfied for issuing of a statement of attainment or qualification, the certificate will be generated using the approved templates, signed by the Managing Director and dispatched within 10 working days to the student.
- Each Statement of Attainment is numbered and the number and other relevant details (including the date on which it is generated) will be generated by the Student Management System (TMDB).
- TMDB's quality process allows each eligible student access to their certificate upon completion via their log in to the student data base.

Issuing Certificates and Statements of Attainment

1. Upon completion of training (or withdrawal from the course), a student's file is reviewed by the Director to confirm that the student USI is in place and correct or will inform the student otherwise.

NOTE: The USI is not to be cited on any statement of attainment or other testamur issued by the RTO.

2. Provided at least three forms of evidence are available for each required unit of competency, a Qualification issue is approved by the Director.
3. The Director is the only person with the authority to issue a Qualification on behalf of CFT International Pty Ltd.
4. CFT International issues nationally recognised Qualifications and Statements of Attainment for qualifications within our current scope of registration as listed on the training.gov.au website.
5. The Director is responsible for signing and issuing of Qualifications and Statements of Attainment within 30 days of the completion of the last assessment.
6. The Administration Manager is responsible for the updating and recording of the Statements of Attainment in the Register of Qualifications and for the preparation of issuing Statements of Attainment using their respective templates.
7. The format for the issuing of Australian Qualifications Framework Certificates and Statements of Attainment is prescribed in Australian Qualifications Framework Implementation Handbook.
8. All Statements of Attainment are issued in accordance with the guidelines and rules within the relevant training package and the Australian Qualifications Framework Implementation Handbook with the individual modules identified by codes and titles on Statements of Attainment.
9. A record of the Statement of Attainment is placed in the student's file and listed in the Qualifications Register
10. The signed original Statement of Attainment is sent to the student, and a copy is kept in the student file.
11. Where the full course has not been completed, a Statement of Attendance may be issued at the discretion of the Director.
12. Each statement is accompanied by a unique certificate number issued on the student's Statement of Attainment.

Re-Issuing Certificates and Statements of Attainment

13. Before an Australian Qualifications Framework Statement of Attainment can be re-issued, students must provide a letter of request to the Administration Manager stating the date and name of the course and their personal details including date of birth and address. Where necessary, photo ID may be required.
14. The letter of request is forwarded with the student's file to the Director for approval.
15. The Director reviews the re-issue application to ascertain that the Statement of Attainment requested was issued. Once checked the Director will note on the letter of request that the Statement of Attainment can be re-issued.
16. The re-issued Statement of Attainment is forwarded to the Director for signing and sent to the student. A file note stating the re-issue date and the original letter of request will be added to the student's file. All re-issued Statements of Attainment will attract a fee unless otherwise decided at the discretion of the Director.