



# Certificate Issuance Policy and Procedure

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## 1. PURPOSE

- 1.1 This document specifies Laneway Education's (the College) certificate issuance policy and procedure. It sets out how the College ensures that all certification documentation it issues, and the processes it follows to do so, meet the requirements of the *Standards for Registered Training Organisations (RTOs) 2015* and the Australian Qualifications Framework (AQF).

## 2. SCOPE

- 2.1 This document applies to all staff in the College.

## 3. DEFINITIONS

- 3.1 *AQF*: is the Australian Qualifications Framework
- 3.2 *Certification Documentation*: includes testamurs, statements of attainment and records of results
- 3.3 *National Register*: is training.gov.au
- 3.4 *Record of Results*: is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised issuing organisation. In Australia this may be called a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'.
- 3.5 *Statement of Attainment*: A statement of attainment recognises that one or more accredited units has been achieved.
- 3.6 *Testamur*: is an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called 'award', 'parchment', 'laureate' or 'certificate'.
- 3.7 *USI*: is unique student identifier number.

## 4. POLICY

- 4.1 The College will only issue AQF certification documentation for training products on its scope of registration as listed on the National Register.
- 4.2 The College will only issue AQF certification documentation to a learner that it has assessed as meeting the requirements of their training product as specified in its respective training package or VET accredited course.
- 4.3 The College will only issue AQF certification documentation to a learner once it has verified their USI, or obtained a USI on their behalf (with their permission).
- 4.4 The College will issue all AQF certification documentation to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the course in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the College have been paid.
- 4.5 Certification documentation is issued in hard copy and can be collected in person by a learner (on presentation of appropriate identification) or posted to a nominated address. Certification documentation can also be emailed to a learner in a digital form (non-editable PDF) at the learner's request.
- 4.6 The College will only issue AQF certification documentation directly to the associated learner.
- 4.7 All learners that successfully complete their course are entitled to receive a testamur and a record of results on award of the qualification.

- 4.8 All learners that successfully complete part of their course are entitled to receive a statement of attainment listing the units of competency the learner has achieved. A record of results may also be issued.
- 4.9 Records of learner AQF certification documentation maintained by the College are accessible to current and past learners.
- 4.10 All AQF certification documentation issued by the College will meet the requirements of the AQF Qualifications Issuance Policy and Schedule 5 of the *Standards for Registered Training Organisations (RTOs) 2015*, including;

#### **Issuing AQF Qualifications (testamurs)**

- 4.10.1 The College will include the following information on each testamur it issues:
  - a) The College's name, RTO code, and logo
  - b) The graduate who is entitled to receive the AQF qualification
  - c) The code and title of the awarded AQF qualification
  - d) The date of issue
  - e) The authorised signatory
  - f) The College's seal, corporate identifier or unique watermark
  - g) Document identification number
  - h) The AQF Logo in accordance with the AQF's Conditions for the use of the Australian Qualifications Framework Logo
  - i) The NRT Logo in accordance with the current conditions of use contained in Schedule 4 of the *Standards for Registered Training Organisations (RTOs) 2015*.
- 4.10.2 The following elements will be included on the testamur as applicable:
  - a) The State / Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts)
  - b) The industry descriptor, e.g. Engineering
  - c) The occupational or functional stream, in brackets, e.g. (Fabrication)
  - d) Where relevant, the words, 'achieved through Australian Apprenticeship arrangements', and
  - e) Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language> followed by a listing of the relevant units/modules.
- 4.10.3 The College will not include a learner's Student Identifier on a testamur or record of results.
- 4.10.4 The College will:
  - a) Retain a register of AQF qualifications it is authorised to issue and of all AQF qualifications issued
  - b) Retain records of AQF certification documentation issued for a period of 30 years, and
  - c) Provide reports of qualifications issued to ASQA as directed by ASQA.

#### **Issuing Statements of Attainment**

- 4.10.5 The College will include the following information on each statement of attainment it issues:
  - a) The College's name, National RTO code, and logo
  - b) The learner who is entitled to receive the AQF statement of attainment

- c) A list of units of competency the learner has successfully completed, showing their full code and title for each unit of competency
  - d) Date of issue
  - e) The authorised signatory
  - f) The College's seal, corporate identifier or unique watermark
  - g) Document identification number
  - h) The statement 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'
  - i) The NRT Logo in accordance with the current conditions of use contained in Schedule 4 of the *Standards for Registered Training Organisations (RTOs) 2015*
- 4.10.6 The following elements will be included on the statement of attainment as applicable:
- a) The State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities)
  - b) The words 'These competencies form part of [code and title of qualification(s)/course(s)]'
  - c) The words, 'These competencies were attained in completion of [code] course in [full title]', and
  - d) Where relevant, the words, 'these units / modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.
- 4.10.7 The College will not include a learner's Student Identifier on a statement of attainment or record of results.
- 4.10.8 The College will:
- a) Maintain a register of statements of attainment issued
  - b) Retain records of statements of attainment issued for a period of 30 years, and
  - c) Provide reports of statements of attainment issued to ASQA as directed by ASQA

## 5. PROCEDURE

### Issuing Certification Documentation

- 5.1 A report that lists learners that have completed their program but have yet to be issued with their certification documentation (testamur or statement of attainment) is automatically generated from our student management system at the end of each term (week 11) and emailed to the Head of Product and the Administration and Enrolment Coordinator. (Day 1)
- 5.2 The Head of Product and the Administration and Enrolment Coordinator will collate, review and verify the following information for each learner identified in the report:
- 5.2.1 Enrolment form
  - 5.2.2 A verified USI (This procedure will only progress beyond this step if learner's USI has been verified)
  - 5.2.3 Student assessments results (including for RPL, CT and any required re-submissions) for each unit of competency within the learner's course as listed in the associated training and assessment strategy
  - 5.2.4 Assessment feedback (where relevant), including for any re-submissions
- If the above evidence cannot be collected, the Chief Executive Officer shall be notified. (Day 10)

- 5.3 The Head of Product will complete a compliance review to ensure the completed program has satisfied the training package requirements as listed in the associated training and assessment strategy, and that all assessment tasks for each unit of competency have been recorded as having been successfully completed. This task cannot be delegated.
- 5.4 After completing this final compliance review, the Head of Product will approve the issuance of the appropriate certification documentation to the learner. The Chief Executive Officer will also be notified of all pending certification documentation to be issued. If any issues are raised during this final compliance check, the Chief Executive Officer will be notified. (Day 11-13)
- 5.5 The Administration and Enrolment Coordinator will then conduct a review to confirm all learner fees have been received. (Day 14-17)
- 5.6 If all outstanding fees have been paid, the Administration and Enrolment Coordinator will issue the certification documentation.
- 5.7 If all outstanding fees *have not* been paid, the Administration and Enrolment Coordinator shall investigate and work towards recovery of the debt. Only when all outstanding fees have been paid will the Administration and Enrolment Coordinator will issue the certification documentation.
- 5.8 The Administration and Enrolment Coordinator will post all certification documentation via Australia Post. Details of the tracking number of the document will be recorded against the learner's account in the learner management system. If requested in advance, the certification documentation can be collected in person (on presentation of appropriate identification) or emailed to the learner. (Day 18-21)
- 5.9 All records of issued certification documentation are maintained on the learner management system for a period of 30 years.

### **Accessing Current and Past AQF Certification Records**

- 5.10 All learners, past and current, can access their learner records held by the College.
- 5.11 To access these records, learners need to complete the Request to Access Personal Information form available from the College.
- 5.12 Learners may also use this form to request replacement certification documentation. An administration fee of \$100 will be charged to issue a replacement certification document.
- 5.13 If certification documentation is required to be re-issued, the normal certification documentation procedure as outlined from above is followed.
- 5.14 All records of re-issued certification documentation are maintained on the learner management system for a period of 30 years.

### **RESPONSIBILITIES**

- 5.15 Laneway Education implements a RASCI Responsibility Matrix to assign and display responsibilities of individuals to carry out a process within the organisation.

	CEO	Head of Growth	Head of Product	Administration and Enrolment Coordinator	Administration and Enrolment Team Members	Trainers and Assessors	Student Experience Team Members	Growth Team Members	Head of Compliance
R			X	X	X				
A	X								
S									
C									X
I		X	X			X	X	X	

'R' Responsible – the person who is responsible for carrying out the entrusted task, monitoring compliance and maintaining records.

'A' Accountable (also Approver) – the person who is responsible for the whole task and who is responsible for what has been done.

'S' Support – the person who provides support during the implementation of the process.

'C' Consulted – the person who can provide valuable advice or consultation for the process.

'I' Informed – the person who should be informed about the process.

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Revision History			
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18/10/2017	1.0	Original	Dan Wortley
21/10/2017	1.1	Minor content edits	Dan Wortley
27/02/2019	2.0	Change of company name to Laneway Education. Addition of the term Head of Product to replace previously used Academic Director title.	Dan Wortley
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