

Policy Name	Qualifications Issuance Policy
Date	24 October 2019
Responsible dept.	Student Administration
Current Version	V5

PURPOSE

The purpose of this policy is to ensure that CAL graduates receive the certification documentation to which they are entitled in a timely manner in accordance with The requirements set out in *The Standards for Registered Training Organisations (RTOs) 2015*.

SCOPE

This policy is applicable to all CAL students, prospective students and other approved stakeholders.

DEFINITIONS

Testamur: Issued by the registered training organisation (RTO) to learners who have met the requirements of vocational education and training (VET) qualification.

Records of results: Issued by an RTO to accompany the testamur detailing all the units of competencies undertaken and the outcome.

AQF certification documentation: Testamur and Record of Results.

Statement of Attainment: Issued by an RTO to certify the completion of one or more units from a VET qualification or an accredited short course.

POLICY STATEMENT

Any CAL student who has successfully completed all of the required units of competency or modules (as specified in the training package, qualification or accredited course) is entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A record of results; the record of results is printed on the back of the testamur

AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, provided that a student has supplied a Unique Student Identifier (USI) that has been verified (unless exempt*) and provided all agreed fees the student owes to CAL have been paid.

CAL is only required to issue AQF certification documentation when a student has completed their training program and assessment and is not required to issue 'interim' documentation at any time.

CAL is responsible for retaining records of qualifications and statements of attainment issued for 30 years and also for authentication and verification of any certification. Replacement of certification documentation will be done at no cost with a written request from the student, provided that CAL is able to verify the identity of the person requested. AQF certification documentation will only be issued directly to the student, and not to another party unless the student has submitted a third-party consent form giving written permission to provide information to a delegate.

Students who have completed their qualification and have provided a verified USI, will be able to access their records through the USI system.

SUPPORTING DOCUMENTS:

- CAL Student Handbook,
- Terms and Conditions of Enrolment,
- Unique Student Identifier (USI) Policy and Procedure.

PROCEDURE

Action	Responsibility
Assessor notifies the student when the last unit of competency is assessed as competent.	Assessor
Unit outcome will be recorded in CAL's student management system (SMS) and the name of the student will be added to the course completions register.	Student Administration
Student is cleared for any outstanding fees.	Accounts department
CAL will contact the student within 5 business days to inform of the course completion.	Student Administration
The SMS and student profile will be updated to reflect that the student has completed the course. Access to the student portal will be revoked.	Student Administration
A survey will be sent out automatically to the student via CAL's CRM. Feedback from the survey will be recorded in the continuous improvement register and any action points will be added to the continuous improvement register.	
The testamur and record of results will be prepared in CAL's SMS.	Student Administration
Testamur is signed by the CAL's Principal.	College principal or the authorised delegate

<p>An electronic copy of the testamur is filed in the student's profile.</p> <p>A scanned copy of the testamur along with the record of results is emailed to the student.</p> <p>The student will be asked to confirm the postal address by return email where the original document needs to be sent.</p>	<p>Student Administration</p>
<p>The student confirms the postal address within 7 days of receipt. If not responded within the timeframe, the documents will be posted to the postal address provided at the time of enrolment.</p>	<p>Student</p>
<p>CAL to post the certification to the student.</p>	<p>Student Administration</p>

Policy Administration			
Version	Date Approved	Approved by	Next Review Due
1	14 May 2012	Helen Sabell	January 2014
2	10 January 2014	Helen Sabell	January 2015
3	03 April 2015	Helen Sabell	April 2017
4	01 June 2018	Helen Sabell	June 2020
5	24 October 2019	Sarah Sabell	October 2020
Compliance References			
Statutory	The Standards for Registered Training Organisations (RTOs) 2015 Clauses 3.1,3.2,3.3,3.4,3.5,3.6		
Industry	Vocational Education and Training (VET)		
Document Located	E:\Public Documents\03_CAL Operations\CAL Policies\02_CAL POLICIES STUDENTS		