

Policy Name	Issuing AQF Qualifications Issuance Policy
Date	11 July 2022
Responsible dept.	Student Administration
Current Version	V6

## PURPOSE

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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

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**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

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

- A Testamur/Record of Results
- A Statement of Attainment

## **Issuing the Testamur/Record of Results and/or Statement of Attainment**

CAL will include the following information on the Testamur:

- CAL's name, national provider code, and logo
- The qualification national code and full title
- CAL's authorised signatory
- The NRT logo
- The AQF logo
- CAL's tamper-proof identifier and/or watermark
- A unique document number
- The date that the qualification was successfully completed

The following information will be included on the Record of Results:

- A list of units completed showing their full title and code, as well as results
- The full name of the student as per the enrolment information provided

The following will also be included on any CAL Statement of Attainment

- A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units

### **Clause 3.3**

CAL will issue electronic AQF certification documentation 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.

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.

### **Clause 3.4**

CAL is responsible for maintaining the records of AQF documentation in accordance with the requirements of Schedule 5 and will be accessible to current and past students.

### **Clause 3.6**

CAL will ensure that it will not issue AQF documentation to an individual without being in receipt of a verified unique student identifier for that individual unless an exemption applies.

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

Electronic AQF certification documentation will be sent directly to the student, not to any other party, such as an employer.

### **Withholding of Testamurs/Record of Results or Statement of Attainments**

Testamurs/Record of Results or Statement of Attainments will be withheld from release to students where:

- Any fees payable to CAL remain outstanding, in part or in full, at the time of creation.

### **Replacement of a Testamur/Record of Results or Statement of Attainments**

Students can apply for a replacement certification documentation. This will be processed within 30 days and fees may apply. Where a Testamur/Record of Results or Statement of Attainment contains an error or misprint, CAL's Student Administration Department shall within 30 days:

- a. Destroy the original document
- b. Re-issue the document with the same number and issue date of the destroyed document
- c. Re-send the document at no cost to the student.

### **Posthumous Issue and Release of Testamurs/Record of Results and Statement of Attainments**

The next of kin may apply for the posthumous issue of a Testamur/Record of Results and/or Statement of Attainment. This will occur even if any agreed fees the learner owed to CAL have not been paid.

### **At no time will a Testamur/Record of Results or Statement of Attainment be created or issued without:**

- A student being formally enrolled
- A student having formally completed accredited units

In line with RTO Standard 3, clauses 3.1-3.4 the following security features appear on the document:-

- CAL's seal and logo
- A unique document number relating to the student ID in CAL's student management system
- Date document was issued

To reduce the chance of fraud CAL has implemented password protected security features preventing alteration of the document in any way.

#### **SUPPORTING DOCUMENTS:**

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- Standards for Registered Training Organisations (RTOs) 2015.
- CAL Student Handbook,
- Terms and Conditions of Enrolment,
- Unique Student Identifier (USI) Policy and Procedure.

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
6	11 July 2022	Sarah Sabell	July 2023
Compliance References			
<b>Statutory</b>	The Standards for Registered Training Organisations (RTOs) 2015 Clauses 3.1,3.2,3.3,3.4,3.5,3.6		
<b>Industry</b>	Vocational Education and Training (VET)		
<b>Document Located</b>	E:\Public Documents\03_CAL Operations\CAL Policies\02_CAL POLICIES STUDENTS		