

Policy: Issuing of Qualifications Policy

Objective: When issuing Qualifications and Statements of Attainment, to students, the Australian Institute of Fitness (AIF) meets the requirements of the Australian Qualifications Framework (AQF) Implementation Handbook and the Standards for Registered Training Organisations (RTOs), regulated by the Australian Skills Quality Authority (ASQA).

This policy applies only to Qualifications and Statements of Attainment for AIF's courses that lead to an Australian Qualifications Framework (AQF) outcome.

Last updated: 02 July 2020

Definitions: **AQF** – The Australian Qualification Framework

Statement of Attainment – an official record of an individual's successful completion of one or more specific units of competence, through a formal, competency based, assessment process.

Qualification – recognition of the successful outcome of a formal competency based assessment process of a specific set of units of competence. The selection of units is based on the packaging rules as defined by a nationally endorsed training package.

Testamur – a printed official certification document that confirms that a qualification has been awarded to an individual. 'Testamurs' in this sense refer only to official documents that confirm that an AQF qualification has been awarded to an individual.

Record of Results – a formal transcript which accompanies a testamur, detailing the specific units of competence attained by a Student and which describes the qualification which the Student has been awarded.

USI - Unique Student Identifier is your individual education identifier for life. It also creates an online record of your training attainments in Australia. If undertaking nationally recognised training, a student requires a mandatory USI in order to obtain their qualification or statement of attainment.

Policy: AIF only issues Statements of Attainment (SoA), Record of Results (RoR) and Testamurs for qualifications that are within its scope of registration. Testamurs only certify the achievement of a full qualification from nationally endorsed training packages, demonstrated through a formal competency based assessment process and which meet the requirements as specified in the Australian Qualifications Framework (AQF).

A student who has successfully completed all of the required units of competency or modules (as specified in the training package qualification or accredited course) receives the following certification documentation on award of the qualification:

- a testamur, and

- a record of results (only issued with a testamur)

AIF includes the following information on the testamur in addition to the requirements as specified in the AQF Qualifications Issuance Policy:

- The name, RTO ID and logo of AIF
- The code and full title of the awarded AQF qualification
- The Nationally Recognised Training ('NRT') logo
- 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*)
- The unique issue number

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 student is enrolled is complete, and providing all agreed fees the learner owes to AIF have been paid, as stipulated in Clause 3.3, Standards for RTOs 2015.

Provided that all required fees have been paid, an SoA is issued by AIF, when the student has:

- achieved competence in one or more units of competency, but does not meet the full requirements for a qualification (as specified in the training package),
- has formally withdrawn from a program in line with AIF's withdrawal policies and procedures, or
- has been deemed Missing in Action ('MIA') in accordance with AIF's MIA Policy,

The SoA lists all of the units of competency achieved.

An SoA for partial completion of a program is only issued when at least one unit of competency has been completed and a Partial Completion Competency Log (PCCL) form has been completed and signed by the AIF Training Team.

Original certificates are issued to students in accordance with the records management policy and stored electronically in AIF's student management system.

The name which appears on the testamur or SoA is the same full name which appears on the student's enrolment form, has entered into AIF's student management system and passes the USI verification.

In some circumstances, requests for changes may be made to the Head of Training, to represent the norms of other cultures, such as using the family name followed by given names, or to use accent marks where required or to include a prefix or suffix when appropriate.

AIF may require the return of a testamur or SoA in the following circumstances:

- *Fraud or dishonesty*: AIF may revoke a testamur or SoA and require its return if it has been shown that the testamur was improperly obtained.

- *Replacement of original testamur or SoA:* Where a past student makes an application for a replacement testamur or SoA due to loss or damage.
- *AIF error:* Where the testamur or SoA was presented erroneously or contained incorrect details.

In the case of an individual losing or misplacing a testamur or SoA issued by AIF, a replacement may be issued. The replacement testamur or SoA will display the original date of issue however the unique issue number may indicate the original certificate issue number / a new certificate issue number, as an identifier that it has been reprinted. Requests for replacement copies of testamurs or SoAs incur an administrative fee. Please refer to AIF's Fees and Charges Policy and Schedule of Fees for more information.

In the case of a testamur or SoA being revoked for any reason, AIF notifies any relevant licensing bodies.

Compliance: In accordance with the AIF Code of Conduct, any breach of this policy is dealt with seriously and may result in disciplinary action including termination of employment, depending on the severity of the breach.

Where Team Members consider that significant departures from the principles of this Policy have occurred, they are obligated to report it immediately to their Line Manager or iExec Team Member. Failure to do so constitutes a breach of this Policy & AIF Code of Conduct

Associated documentation:

- Complaints and Appeals Policy
- Fees and Charges Policy
- Competency Log Policy and Procedure
- Missing in Action (MIA) Procedure
- Cancellation (Withdrawal) Policy
- Financial Hardship Policy

Supersedes: Issuing_of_Qualifications_Policy_151009_V1.1
Issuing of Qualifications Policy 130506 V1.0

Original Author: Amber Davies - Head of Administration: 02 July 2020
Gayle Brimble - Head of Strategy: 02 July 2020

Authorised by: Steve Pettit - CEO: 02 July 2020