

Policy & Procedure:

Issuing of Qualifications

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) 2015, regulated by the Australian Skills Quality Authority (ASQA).

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

Effective Date:

31 October 2022

Definitions:

ASQA stands for the Australian Skills Quality Authority, which is the national VET Regulator.

AQF means the Australian Qualification Framework

Qualification is the 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.

RoR means Record of Results, which is the 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.

RTO means Registered Training Organisation, commonly known as a Training Provider or Provider and has the meaning given as defined in the NVR Act 2011.

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

Student means an enrolled learner that has agreed to use the services provided by AIF.

Training Package is a set of nationally endorsed training standards, qualifications and guidelines in Australia A training package is used to recognise and assess the skills and knowledge people need to perform effectively in the workplace.

Testamur is the 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.

Unit of Competency is the smallest component of a Training Package that can be assessed and recognised. It gives a description of the skills and knowledge required

to perform effectively to a specific standard in a particular workplace role or function.

USI means Unique Student Identifier which is a Student's individual education identifier for life. It also creates an online record of the Student's 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).

AIF ensures all Students who undertake a program of study with the RTO, are issued the correct certification in a timely manner and in accordance with the requirements of the Training Package and the Standards for RTOs 2015.

AIF ensures that it issues secure certification documentation to reduce the chance of fraudulent qualifications.

**Responsibilities
and
Accountabilities:**

This version of the policy and procedure and any amendments to related documents, have been authorised by AIF's Chief Executive Officer (CEO). The Head of Finance, as delegated by the CEO, is responsible for ensuring this policy and procedure is implemented at all times across AIF and ensuring that all staff are fully trained in its operation.

AIF's Compliance Coordinator is also responsible for ensuring this policy and procedure and related documents are maintained and up to date through an annual revision, as well as through any ongoing quality activities including audits and feedback.

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 and AIF Code of Conduct.

Procedure:

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:

- The name, RTO ID and logo of AIF
- The Student's full name
- The Student's unique ID number (as one method of authentication)

- 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
- The name and title and signature of the CEO as the person authorised to issue the documentation.

Timeliness of Issuing Certification

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:

- A complete Completion Competency Log has been signed off by the Student's Coach, as evidence of meeting the training product requirements
- A Unique Student Identifier (USI) is in place unless an exemption has been granted by the USI Registrar
- All agreed fees the learner owes to AIF have been paid, or where an exemption has been granted at the discretion of the Head of Finance.

Issuing Statement/s of Attainment (SoA)

Provided that a USI is in place or an exemption granted by the USI Registrar, and all required fees have been paid or where an exemption has been granted at the discretion of the Head of Finance, 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 or been deemed as Missing in Action (MIA) in line with AIF's Variation to Enrolment Policy and Procedure.

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 AIF's Student Records Management policy and procedure and stored electronically in aXcelerate, 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, which has been entered into aXcelerate and passes the USI verification.

With each certification document, the Support team will also prepare an individualised letter of confirmation of completion and also issue it, alongside the certification to the student.

Should a Student require confirmation of completion of their studies prior to AIF's quality checking procedures are completed, for example as part of an employment recruitment process, and upon request to the Support team, a Letter of Confirmation of Completion will be issued to the Student.

For all Students who have successfully met all the requirements of the HLT52021 Diploma in Remedial Massage qualification and in line with industry regulatory

requirements, AIF will, in addition to issuing the certification documentation, also issue an Education Compliance Letter.

Use of the NRT Logo

The NRT logo appears on both the Certificates and Statements of Attainment and is used in accordance with the guidelines for the use of these logos (as described and demonstrated in the *ASQA Fact Sheet – Sample Forms of AQF Certification Documentation*).

No logo is ever used on a Statement of Attendance.

Issuing Secure Certification

AIF ensures that all issued parchments and related certification documentation are protected from fraudulent reproduction by:

- Prepared on encrypted corporate paper with AIF's logo and a multi-coloured background, which is obvious if reproduced
- Creation through aXcelerate with system generated unique Student ID numbers
- Encryption, prior to their digital distribution.

In some circumstances, requests for changes may be made to the Support Team, 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. In these instances and for any change in student details, AIF asks the Student to complete a Change in Detail Form and provide evidence of the change, where relevant, such as a marriage certificate (refer to Student Records Management policy and procedure).

Certification Issued by Other RTOs

In accordance with AIF's mutual recognition obligations, AIF will recognise certification issued by other RTOs. When a student requests a Credit Transfer towards a full AQF qualification offered by AIF, the student will be required to submit verified copies of any certification issued by another AIF, including copies of full certificates issued, statements of attainments and academic transcripts. AIF will verify all information submitted requiring mutual recognition with the issuing RTO and reserves the right to test participants seeking mutual recognition when required. Refer to AIF's Recognition of Prior Learning and Credit Transfer policy and procedure.

Revoking Testamurs and/or SoAs

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.
- *Regulator instruction*: Where the national VET Regulator instructs AIF as a result of an audit or any other regulatory monitoring activity.

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

Re-Issuing of Certification

In the case of an individual losing or misplacing a testamur or SoA issued by AIF, a replacement will be issued, however the Student must complete a Certification Re-Issue Request Form and supply evidence of identification.

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 hard copy replacement of testamurs or SoAs incur an administrative fee, as published in AIF's Fees and Charges policy and procedure and Schedule of Fees. Hard copy replacements are issued on a monthly basis only and the Student will be advised on the date of issue.

Ensuring Sufficiency of Evidence to Support Issuing Qualifications

AIF's Team Leaders are responsible for maintaining weekly and monthly checks on all Student's training and assessment activities. A Competency Log is completed by a Coach upon the completion of each Assessment Portfolio that concludes a learning module. The Competency Log is then uploaded to aXcelerate for storage and record keeping. The Coach then completes the Resulting Spreadsheet which is managed by the Support Team. The Fitness Training Manager and Massage Training Manager will check the Resulting Spreadsheet weekly to confirm compliance and accuracy.

In addition, the Support Team will confirm the submission of all other required information and documentation, through completion of an Issuing Qualification Class Checklist (refer to Student Data and Records Management Policy and Procedure). The checks includes for each Student:

- Complete records of student details (including any updates where a Student has previously notified AIF)
- Suitability assessments are recorded
- Correct name of qualification, units and their codes
- All funded requirements are documented (if relevant)
- Evidence of completed and marked student suitability assessments
- Evidence of the amount of fees and charges and full payment
- USI
- Credit Transfer documents are in place and verification evident (if relevant)
- Any RPL documents are in place (if relevant)
- A visual scanning of all Student Competency Logs to check for any omissions.

Smart & Skilled Requirements

- Training Plans signed and updated by Training Team (UoC outcome and date)
- Traineeships. Updated Training Plan and endorsed by Employer (prior to issuing)

VET Student Loans Requirements

- Notify any completions to VET Student Loans Team for TCSI Submissions

Where discrepancies are identified, the Regional Training Manager - Training will be notified, who determines whether the Student may receive their certification documentation and/or any additional actions that may be required to satisfy that the Student has fully adhered to all regulatory and funding requirements prior to issuing the documentation.

Appealing an AIF Decision

Should a Student be dissatisfied with AIF's decision about issuing certification documentation, they are referred to AIF's Complaints and Appeals policy and procedure and encouraged to appeal the decision. The matter will be investigated in accordance with the appeals procedure outlined within this policy and procedure.

Record of AQF Certification Documentation

AIF keeps a register of all Testmurs and Statements issued. All issued documents are maintained for a period of 30 years in digital format in aXcelerate.

AIF is aware of its obligation, in the unlikely event of termination as an RTO, to provide its student record information in a form requested by the national VET Regulator, including a report of all certification issued in its time as an RTO.

NSW Smart and Skilled Program - Additional Requirements:

Where a qualification has been issued to a Smart and Skilled subsidised Student, AIF's Support team notify the department through including a 'Y' in the Qualification Issued flag section and submitting this data as part the Training Activity Data once only.

AIF's Support team ensures that they follow the AIF Process and Reporting How to Guide to ensure that it retains all required evidence and accurately reports Training Activity Data against the Smart and Skilled Program requirements.

VET Student Loans (VSL) - Additional Requirements:

Nil

VET in Schools (VETiS) - Additional Requirements:

Students who are enrolled into a VETiS program are tracked by the Support team, using the AIF Complete Enrolment and Resulting Tracker Template, which is customised to each Student Squad. This Tracker ensures that all evidence required to issue a national qualification has been collected and is accurate.

The Support team issues the certification documentation to the Student directly and advises the relevant school through forwarding the AIF School Resulting Report. Students or their parents/guardians have provided permission to AIF to share this information through completing the relevant Student Declaration statement within the Online Enrolment Form (VETiS).

AIF is responsible for Issuing AQF certification documentation directly to students who completed all requirements to the specified standard, consisting of the national Training Package, regulatory and AIF requirements and issues a Resulting Summary Report to the school for their reporting purposes.

Publication:

This policy and procedure is available through publication in iHub and in summary form within the Student Handbook and Team Member Handbook.

Related documents:

Testamur Document Template
 Record of Results Document Template
 Statement of Attainment Document Template
 Student Handbook
 Completion Competency Log
 Partial Completion Competency Log (PCCL)
 Certificate Re-Issue Request Form
 Change in Student Details Form
 Letter of Confirmation - Certificate Attached Template
 Letter of Confirmation - SoA Attached Template
 Letter of Confirmation of Completion Template
 Education Criteria Compliance Letter for HLT52015
 Regional Training Manager Checklist
 Issuing Certification Class Checklist
 Complete Enrolment and Resulting Tracker Template (VETiS only)
 School Resulting Report (VETiS only)

Associated Policies and Procedures:

Application and Enrolment policy and procedure
 Complaints and Appeals policy and procedure
 Quality Training and Assessment policy and procedure
 Commitment to Meeting all Legislative and Regulatory Requirements policy and procedure
 Fees and Charges policy and procedure
 Variation to Enrolment policy and procedure
 Recognition of Prior Learning and Credit Transfer policy and procedure

Amendments:

Version	Date	Descriptor
V3.0	30 August 2021	Introduces Certificate or SoA Reissue Request procedure with identification checks
V4.0	01 December 2021	Calify AIF is responsible for Issuing AQF certification documentation directly to students who completed all requirements to the specified standard
V4.1	22 February 2022	Issuing Qualification Class Checklist - added Smart & Skilled and VSL Requirements
V4.2	31 October 2022	Reviewed AIF Restructure in positions - Training Team Leader and General Manager updated to Regional Training Manager
V4.3	04 May 2023	Updated with current AIF practice & structure

Authorised by:

Title: Head of Training
Date Authorised: 04 May 2023