

## **THE RTO QUALIFICATIONS AND STATEMENTS ISSUANCE PROCEDURE**

### **1. PURPOSE AND SCOPE**

- 1.1. This document sets out the procedures for the implementation of The RTO Qualification and Statements Issuance Policy.
- 1.2. Its scope covers all Certificates and Statements of Attainment for all qualifications and units leading to an Australian Qualifications Framework (AQF) outcome, that are delivered by or under the auspice of The RTO and Certificates of attendance and participation for non-AQF training.
- 1.3. This procedure applies to all The RTO students who meet the course requirements for the issuance of a Certificate and/or a Statement.

### **2. ISSUANCE OF CERTIFICATES OF COMPLETION OF QUALIFICATION/UNIT**

- 2.1. The Trainer/Assessor will determine when a student has completed all Units of Competency in the Learner Management System (LMS).
- 2.2. The Units of Competency outcome is updated in the Student Management System (SMS) by the LMS. The Student Administration Officer (SAO) ensures that evidence of completion is available in the LMS and verifies/updates the Competency Status of each enrolled unit, Enrolment Status, and Completion Date in the SMS. The issuance of certificates is the responsibility of the SAO. Certificates are created in PDF format, locked by SAO for final approval by Director, Vocational Education and Training (VET).
- 2.3. A digital certificate is generated using the SMS; the digital copy is saved in the student file in the SMS as per The RTO Qualification and Statements Issuance Policy.
- 2.4. Certificates include a QR code in the lower-left corner for authentication. To verify the authenticity of the certificate the QR code is scanned using a QR code reader or a designated app. The QR code ensures certificate integrity and compliance with RTO standards. Blank certificate templates are securely stored.
- 2.5. After data is populated for each Student completion, the Certificate is checked and approved by the Director, VET. Once approved, The College CEO has granted delegation for an electronic signature to be included on the certificates.
- 2.6. Certificates are only issued to learners following adequate assessment; compliance / compliant with The RTO standards and the AQF policy including fraud prevention measures; are issued to the learner within 30 calendar days according to the completion date in the SMS.

### **3. ACADEMIC TRANSCRIPT**

- 3.1. Academic Transcripts are issued upon completion of the qualification or unit of competency, or upon termination of studies at The RTO.

### **4. ISSUANCE OF CERTIFICATE OF ATTENDANCE**

- 4.1. Students who have attended courses (e.g. Webinar) where their involvement can be categorised as passive, they may receive a Certificate of Attendance to confirm their attendance of the course. These Certificates will include details including:

- 4.1.1. the name of The RTO;
- 4.1.2. name of the person who attended the course;
- 4.1.3. name of the course;
- 4.1.4. date of issue;
- 4.1.5. authorised signatory.

### **5. ISSUANCE OF CERTIFICATE OF PARTICIPATION**

- 5.1. Students who have attended courses where their involvement can be categorised as participating actively in the learning content (through role plays, brainstorm, etc) may receive a Certificate of Participation. These Certificates will include details such as:

- 5.1.1. the name of The RTO;
- 5.1.2. name of the person who attended the course;
- 5.1.3. name of the course;
- 5.1.4. date of issue;
- 5.1.5. authorised signatory.

### **6. RE-ISSUE OF CERTIFICATES**

- 6.1. The RTO acknowledge the requirement to provide past and present students with re-issued Certificates and Statements of Attainment when required. The following principles apply:

- 6.1.1. Re-issued Certificates will only be produced for the individual to whom the Certificate or Statement of Attainment was originally issued. The individual must make a written request to The RTO for re-issue and must verify their identity by providing identification documentation (e.g. drivers licence, birth Certificate, passport, etc.) in support of the request.

- 6.1.2. All re-issued Certificates are to be authorised by the Director, VET.

- 6.1.3. All re-issued Certificates issued by The RTO will be marked as replicas of the original document, including the 'Learner Name', 'Course Code' and 'Course Name'. The original issue date will remain and the addition of the words 're-issue of cert# on DATE' shall be applied on the Certificate.
- 6.1.4. Once authorised by the Director, VET, SAO will issue the Certificate and save the digital copy in student file. The written request from the student for re-issue will also be saved in student file.

## **7. RECORD KEEPING**

- 7.1. All of the above are saved in a digital format into a secure LMS. This system must only be accessible to persons authorised by the Director, VET.

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### STATUS AND DETAILS

<b>Status</b>	Draft		
<b>Version</b>	2		
<b>Effective Date</b>	22 November 2023		
<b>Review Date</b>	22 November 2025		
<b>Approval Authority</b>	The College Senior Leadership Committee		
<b>Governing Authority</b>	The College Senior Leadership Committee		
<b>Endorsed by</b>	The RTO Committee		
<b>Unit Responsible</b>	The Registered Training Organisation		
<b>Enquiries Contact</b>	The College RTO E: <a href="mailto:rto@westernsydney.edu.au">rto@westernsydney.edu.au</a>		
<b>Available On</b>	SharePoint	<input type="checkbox"/>	Website <input checked="" type="checkbox"/>
<b>Procedure Code</b>	PRO_OPS_008		
<b>Procedure Category</b>	Operations		
<b>Related Documents, including Legislation/Policies/Procedures</b>	The RTO Qualification and Statements Issuance Policy The RTO Admissions Policy The RTO Admissions Procedure The RTO Complaints and Appeals Policy The RTO Fees and Refunds Policy The RTO Fees and Refunds Procedure The RTO RPL and Credit Transfer Policy The RTO RPL and Credit Transfer Procedure The RTO Student Handbook Reissuance Application Documents The Standards RTO (2015)		

### Summary of Changes from Previous Version

Updates to reflect correct positions titles with The RTO.

Updated to Section 2 Issuance of Certificates of Completion of Qualification/Unit