

THE RTO QUALIFICATION 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 College RTO and Certificates of attendance and participation for non-AQF training.
- 1.3. This procedure applies to all The College 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. To determine when a student has completed all Units of Competency, a report is generated from the Student Management System (SMS) by the Course Coordinator. When the student has completed all the required Units of Competency, the Trainer/Assessor will complete the Course Progression List and inform Course Coordinator.
- 2.2. After checking the SMS to ensure evidence of completion is available, Course Coordinator updates Competency Status of each unit enrolled, then update Attendance Progress, Enrolment Status and Completion Date in the SMS and allocate Certificate issuance task to Student Administration Officer (SAO).
- 2.3. SAO generates batch of preview Certificates and submits to The College RTO Director for approval.
- 2.4. SAO generates Certificates or Statement of Attainment from the SMS as per The RTO Qualification and Statements Issuance Policy.
- 2.5. SAO prints out Certificates on The College Certificate paper and save the digital copy in student file in the SMS.
- 2.6. Certificates have a metallic hologram embossed on the bottom left hand corner. The security of the embossing seal is an important component to maintain the integrity of The College RTO certification and compliance with the Standards for Registered Training Organisations. Blank Certificate templates are to be securely stored.
- 2.7. After data is populated for each Student completion, the Certificate is checked and approved by The College RTO Director. Once approved, The College CEO has granted delegation for an electronic signature to be included on the certificates.
- 2.8. Certificates are only issued to learners following adequate assessment; compliance / compliant with The College 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 College 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 College 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, brainstorming, etc) may receive a Certificate of Participation. These Certificates will include details such as:

- 5.1.1. the name of The College 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 College 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 RTO Director.
- 6.1.3. All re-issued Certificates issued by The College RTO will 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 College RTO Director, 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 folder. Each file is to be clearly labelled with student name. This folder must only be accessible to persons authorised by The College RTO Director to access the file.

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STATUS AND DETAILS

Status	Current		
Version	1		
Effective Date	24 February 2021		
Review Date	24 February 2024		
Approval Policy	The College Senior Management Team		
Governing Authority	Western Sydney University Enterprises Board		
Endorsed by	The RTO Committee		
Unit Responsible	The Registered Training Organisation		
Enquiries Contact	The College RTO E: rto@westernsydney.edu.au		
Available On	SharePoint	<input type="checkbox"/>	Website <input checked="" type="checkbox"/>
Procedure Code	PRO_OPS_008		
Procedure Category	Operations		
Related Documents, including Legislation/Policies/Procedures	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