

QUALIFICATION ISSUANCE POLICY AND PROCEDURE

This policy describes the process by which TACIS will record and issue Certificates and Statements of Attainment to Students who have met the requirements for a qualification that is listed on TACIS' scope of registration.

This policy applies to TACIS and its students addressing the course requirements for the awarding of a Certificate or a Statement of Attainment. The policy does not apply to non-AQF qualifications.

Responsible parties

The CEO is responsible to issue these documents.

The Program Manager is responsible for recommending the list of students to be issued with appropriate certificates depending on students' academic progress.

The CEO is responsible for issuing of Certificates and Statements of Attainment, including replacement certification documents and preserving the Student Management System (SMS) in current, compliant and operational status within 30 days from completion of the last assessment.

The TACIS Students Management database maintains all data, including all relevant student details and a register of Certificate and Statements of Attainment issued. The SMS has the ability to generate and provide AVETMISS data if and when required.

Policy & Procedure

Before a Certificate is awarded, the CEO/RTO Manager/Program Manager must ensure that all units of competency for the qualification have been completed and assessed as competent.

The Students will be advised within 2 weeks of completion of competency as to their results.

All Students who have successfully completed all units in a course will receive a Certificate and Statement of Attainment, listing all units completed successfully as part of the qualification.

All Students who have not completed all units in a course will receive a Statement of Attainment listing only the units that have been completed successfully.

If a student has any outstanding fees, the student will be notified by Studentsupport Services. The student must pay any outstanding fees before a Certificate or a Statement of Attainment is issued (this information is provided to students at induction/orientation, to avoid any misunderstanding).

Prior to issuing the certificate/statement of attainment to any student, Studentsupport Services will ensure that the student has paid all outstanding fees, and that the student has provided TACIS with a Unique Student Identification (USI) number before the Certificate and/or the Statement of Attainment is being issued. The Unique Student Identification number MUST be verified prior to the qualification being issued. This will be completed by Student support services via "aXcelerate".

Certificates

The Certificates for all AQF qualifications issued will identify the qualification as an AQF qualification either by the words 'The qualification is recognised within the Australian Qualifications Framework' or the use of any AQF logo. TACIS maintains a register of all AQF qualifications they are authorised to issue. TACIS maintains a register of all AQF qualifications they issue to graduates.

TACIS ensures that it does not include a state or territory registering body logo on Certificates or Statement of Attainments.

Each and every Certificate issued has a unique Certificate Number.

Statements of Attainment

TACIS ensures that it does not include a state or territory registering body logo on Certificates or Statement of Attainments.

TACIS uses the NRT logo in accordance with current conditions of use and maintains a copy of NRT logo specifications on file.

TACIS has developed the Statement of Attainment in a format so that it cannot be mistaken for a full AQF qualification and it includes the words 'Statement of Attainment' at the top of the document.

Each and every statement issued has a unique Statement of Attainment number. This policy document is made available to students as part of the Student Handbook.

Coding of Results

Results will be recorded as follows:

C	Competent
NYC	Not Yet Competent
CT	Credit Transfer
RPL	Recognition of Prior Learning

Mechanisms to Reduce Fraudulent Reproduction

The following elements have been added to reduce chances of fraudulent reproduction:

- All Certificates have a certificate number which is unique to the student who completed the course.
- All Statements of Attainment have a statement of attainment number which is unique to the student who completed the course.
- TACIS has an embossing machine with a die which includes as a text display TACIS' Name and National Code.
- The embosser is used to press a seal onto the Certificate and the Statement of Attainment.
- The seal not only adheres but also indents the shape of the die into the Certificate and Statement of Attainments - which cannot be removed without destroying the document.
- The embosser is locked in TACIS' CEO's office inside a safe; the only staff member with access to the safe is the CEO.
- TACIS' database has built in templates for Certificates and Statements of Attainment.
- To ensure templates remain compliant and current, the templates are password protected to ensure only approved staff members have the access to make changes or additions. This also ensures certification documentation is used consistently across the education and training sectors.
- Student's record files both academic and administrative are locked in a filing cabinet inside the Academic Manager's office and then relocated to the secure archive room once students have completed the course or part thereof.
- Hard copies of Certificates and/or Statement of Attainment registers are stored and kept in the CEO's office.
- Electronic copies of student data are maintained in TACIS' Student Management System (SMS – aXcelerate)) and also secured off site at the CEO's personal residence.

National Recognition

TACIS recognises Qualifications and Statements of Attainment issued by other Registered Training Organisations throughout Australia. The policy on National Recognition clearly states the recognition and application process.

Recognition is granted by direct recognition of the competency unit completed at another Registered Training Organization (RTO). The applicant must provide original Certificates for verification prior to acceptance of recognition. TACIS will record this as a credit transfer against the relevant unit(s) after positive verification of the qualification with the issuing RTO.

Re-issuing Qualifications

If the Certificate or Statement of Attainment is misplaced or damaged, the student or prior student may contact TACIS

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to order a replacement. TACIS will not re-issue a Certificate or Statement of Attainment; however, will issue a 'Certified Copy' of the original certification documentation with a statement on the documentation stating: 'this is a replacement of the original document.'

Students or prior students making requests for replacement certification must provide proof of identity including the student identification number in addition to a current Australian driver's license or a current passport. The Program Manager will then complete a verification check to ensure the person requesting documentation is the person previously enrolled in the stated course. The cost for a certified copy of the original award documentation is \$60.00, which is to be paid at the time of application for replacement documentation. It may take up to two weeks for the copy award document to be completed from the date of the application.

Issuance Procedure

1. The Trainer/Assessor provides copies of the student assessments documents including the completed students' assessments, the completed assessment task cover sheet with comments, the unit assessment outcome sheet, etc. to the Program Manager at end of the unit of competency. The Trainer/Assessor is responsible to make sure that all assessments are marked in a compliant manner per relevant standards and/or TACIS guidelines.
2. Marked assessments and results (including feedback) are to be provided to the Program Manager within two weeks of students completing assessments for a particular unit of competency.
3. The Program Manager **MUST** complete a quality and compliance check of all the completed/marked assessments and approve evidence as compliant and ready for data entry in TACIS Student Management System "aXcelerate".
 - a. Evidence that is non-compliant will be handed back to the trainer and assessor with comments and details as to why evidence is not compliant – the trainer/assessor will be given one week to re-submit and fix all non-compliant evidence.
4. The Program Manager must ensure that all Units of Competencies required for the specific qualification have been assessed as competent before issuing the relevant qualification(s) by completing a Qualification Issue Recommendation Form.
 - a. The Academic Management will only be able to recommend for the issue of Statement of Attainment if the student or student has only completed certain units of competencies.

5. Qualification Issue Recommendation Form are then provided to Student Support Services. Student Support Services will check and confirm that the student has paid all outstanding fees and that the student has provided a valid Unique Student Identification (USI) number. The USI will be verified by Student Support Services via “aXcelerate” prior to the certificate being issued. Once all these are checked and confirmed, Student Support Services generates Certificates and or Statements of Attainment via the TACIS Student Management System “aXcelerate”.
6. Student Support Services provides printed Certificates and or Statement of Attainments to the Program Manager for verification and final check. The Program Manager MUST that the Certificates and or Statements of Attainment have correctly identified the student, qualification, unit of competency, date of completion, Certificate/Statement of Attainment (SOA) number, issue date and will perform all other checks (including valid USI) before the Certificate or Statement of Attainment is made available for the student to pick-up.
7. Once the above procedures have been completed, the Program Manager will provide formal notification to TACIS’ CEO stating that compliance checks have been completed and that the award documents are cleared for final processing which includes signing and embossing by the CEO, the formal notification will include relevant student details.
8. The CEO completes a final check of student records and also cross checks that the Certificate is clearly for the AQF qualification that is on scope. If all data is compliant, the CEO will place the RTO seal onto the Certificate and /or the Statement of Attainment via embossing machine and then sign and date the document. This is to be considered as the date of issue of award or the conferral date.
9. A final close-out check of the student’s admin and academic files is completed by the RTO Manager/Program Manager; a copy of the award documents is placed into the students file and then moved into the secure archive room.
10. Student Support Services arranges with the student to pick up the award documents or else mails via registered mail to the student. If the award documents are issued by mail, the envelope is to display the wording: “PLEASE DO NOT BEND” and a cardboard 300gsm is also placed in the envelope.
11. The Certificate or Statement of Attainment details are recorded in the Certificate Register or Statements of Attainment Register for reporting and audit purposes.

12. Student Support Services completes the register updates with the CEO, cross checking and initialling register.
13. The CEO might recall or cancel a Certificate or Statement of Attainment (SOA) if one of the following has occurred:
 - a. The student has provided incorrect or misleading information in the process of obtaining the certificate;
 - b. The student should have been marked as incompetent based on the evidence provided. Student will be provided the chance to rectify the issues identified via the Complaint and Appeal Policy or Procedure.
 - c. Any other circumstances where the Certificate or Statement of Attainment (SOA) should not have been issued under the relevant Standards of RTOs 2015.

When issuing certification, TACIS will:

1. issue in a timely manner (AQF certification documentation must be issued within 30 calendar days of the student's final assessment being completed or their exiting their course, providing all fees have been paid), so our students can provide proof of their competence to employers (or potential employers) and obtain any industry license or accreditations.
2. issue AQF certification documentation directly to the student, not to another party, such as an employer.
3. issue students who have completed all units or modules in a qualification with a testamur and a record of results.
4. issue a student who has completed one or more units/modules (but not a full qualification) and has finished their training with TACIS, with a statement of attainment (a record of results may also be issued in this case), and
5. ensure students can access records of certification issued to them.