

Issuance of Certificate Policy & Procedure

Purpose

This policy and procedure is designed to ensure Gen Institute issues AQF qualifications and Statements of Attainment in a timely and accurate manner. It further ensures that all student records are retained in accordance with the requirements of Clause 3.2 in the Standards for Registered Training Organisations 2015.

Scope

This policy applies to all staff at Gen Institute who are involved in the issuance of Certificates of Completion and Statements of Attainment to the students of Gen Institute.

Policy

Gen Institute will issue to students who have completed an accredited unit(s) a Statement. In accordance with the 'AQF Qualifications Issuance Policy', Gen Institute will maintain a register of

- all AQF qualifications they are authorised to issue
- all AQF qualifications and Statements of Attainment they issue to graduates

Gen Institute will retain student records of Statements of Attainment and qualifications for a period of 30 years and provide reports of its student records of Statements of Attainment and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

Where Gen Institute ceases to exist as an RTO, the Operations Manager will provide to ASQA an electronic copy of relevant information required to produce replacement certification documentation for any Gen Institute students.

Gen Institute permits any replacement of certification documentation.

For Course Completion:

AQF certification documents (statements of attainment, awards, and completion letters) will be issued within 30 days of course completion.

After the confirmation of achievement of all units of competency the Operations Manager shall formalize competency by issuing a Certificate of completion with Statement of Attainment.

Only the Operations Manager shall have the authority to sign Certificates of Completion. Before signing Certificates of Completion and Statements of Attainment, the Operations Manager shall ensure that these are in accordance with the Australian Qualifications Framework.

The Operations Manager shall ensure that all Certificates of Completion & Statements of Attainment contain the following information in accordance with the 'AQF Qualifications Issuance Policy':

- Issuing organisation
- Name of the student who is entitled to receive the AQF qualification
- Awarded AQF qualification by its full title
- Date of issue/award/conferral
- Person(s) in the organisation authorised to issue the documentation
- Authenticity of the document by using the Gen Institute stamp seal

- List of Units of Competency
- National provider number (TOID)
- CRICOS Code
- NRT logo
- Where appropriate the testamur will include the statement 'Obtained under an approved Victorian Government Funded Training Program'

Certification issued will identify the qualification as an AQF qualification by the words 'The qualification is recognised within the Australian Qualification Framework'. These words must not be used on certification documentation for non-AQF qualifications.

For Unit Completion:

Statements of Attainment will be issued within 30 days when:

- Upon the completion of the unit, the student makes a request in writing
- Notification of cancellation or withdrawal from a course for any units successfully completed

The Operations Manager shall formalize competency by issuing a Statement of Attainment. Only the Operations Manager shall have the authority to sign statement of attainment.

Before signing the Statement of Attainment, the Operations Manager shall ensure that it is in accordance with the Australian Qualifications Framework Implementation handbook. The Operations Manager shall ensure that all Statements of Attainment contain the identification of:

- Issuing organisation
- Name of the student who is entitled to receive the AQF qualification
- Awarded AQF qualification by its full title
- Date of issue/award/conferral
- Person(s) in the organisation authorised to issue the documentation
- Authenticity of the document by using the Gen Institute stamp seal
- List of Unit/s of Competency
- National provider number (TOID)
- CRICOS Code
- NRT logo
- Where appropriate the testamur will include the statement 'Obtained under an approved Victorian Government Funded Training Program'

Gen Institute is responsible for authentication and verification of a student's Qualifications and Statements of Attainment. Gen Institute will use a stamp seal to reduce fraudulent reproduction and use of the Qualifications and Statements of Attainment it issues.

Unique Student Identifier

- Gen Institute requires every enrolling student to provide their Unique Student Identifier (USI). This will be recorded within the Student Management System
- Gen Institute will verify the USI by using the automated service available in the Student Management System.
- Gen Institute will not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual.
- Certificates and Statement of Attainment do not have the USI number listed
- Where a student has an exemption from the USI requirement under the Student Identifiers Act Gen Institute will inform the student prior to either the completion of the enrolment or commencement of training and assessment, (whichever occurs first),

that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Student Identifiers Registrar.

- The USI is recorded in the student's file in the Student Management System
- Access to the Student Management System is restricted to ensure only a limited number of administration staff have editable access
- The Student Management System is regularly backed up to a remote and secure data centre.
- The Gen Institute Server is located in an electronically locked room with access only to staff approved by the CEO and is monitored by a surveillance camera
- Paper records of student files are stored in locked filing cabinets in locked rooms.

Qualification Issuance Register

Gen Institute will maintain a register of all qualifications issued to its students. This register is maintained on Gen Institute Pms.

The register includes the following fields:

- Authorized issuing organization (Gen Institute)
 - Student name
 - Student id
 - Enrolment Number
 - Start Date
 - End Date
 - Enrollment Outcome
 - Course code
 - Certificate number
 - Issued date
 - USI

Statement of Attainment Register

Gen Institute will maintain a register of all Statements of Attainment issued to its students. This register is maintained on Gen Institute Pms,

The register includes the following fields:

- Authorized issuing organization (Gen Institute)
 - Student name
 - Student id
 - Enrolment Number
 - Start Date
 - End Date
 - Enrollment Outcome
 - Course code
 - Certificate number
 - Issued date
 - USI

Re-issuing Certificates

- Any requests for the reissuing of a Certificate of Completion or Statement of Attainment needs must be made in writing by the student.

- The request will be addressed within 5 working days.
- There is an Administration Fee of \$50 for the re-issue of any Certificates of Completion and/or other formal documentation reissued or reprinted by Gen Institute. This information is provided to the student before enrolment.
- There is an administration fee of \$20 per unit capped at \$100 for the re-issue or reprint of any Statements of Attainment by Gen Institute. This information is provided to the student before enrolment.

Quality control

- All Qualifications and Statements of Attainment numbers are allocated manually.
- Gen Institute does not deliver non-AQF qualifications.
- The Qualification Issuance Register and Statement of Attainment Register are maintained in Gen Institute Pms
- Gen Institute management will ensure issuing staff use only the current version of the Qualification or Statement of Attainment template.
- Prior to signing, all Qualifications and Statements of Attainment are checked for compliance by two (2) staff members.

