

# QUALIFICATIONS ISSUANCE POLICY & PROCEDURE

## 1. PURPOSE

The policy describes the process by which The Lan-Grove Office Training Centre Pty Ltd trading as The Sydney Business and Travel Academy and The Sydney English Language Academy herein known as “The Academy” will record and issue AQF qualifications which is listed on The Academy’s scope of registration. This policy applies to all students of The Academy who have completed or partially completed a qualification.

## 2. POLICY STATEMENT

The Academy will ensure that:

- ❖ graduates receive the certification documentation to which they are entitled to
- ❖ AQF qualifications are correctly identified in certification documentation
- ❖ AQF qualifications are protected against fraudulent issuance
- ❖ a clear distinction can be made between AQF qualifications and non-AQF qualifications
- ❖ certification documentation is used consistently across the education and training sectors, and
- ❖ graduates and others are confident that the qualifications they have been awarded are part of Australia’s national qualifications framework – the AQF.

## 3. PROCEDURE

- a) The Academy will only issue a testamur, record of results or statement of attainment from within its scope of registration with the Australia Skills Quality Authority (ASQA) or Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- a) All students who have completed a full program of study that leads to the award of an AQF qualification are entitled to receive the following certification documentation provided that there are no outstanding fees due:
  - ❖ a testamur, and
  - ❖ a record of results
- b) The Academy will ensure that it will issue all AQF certification documentation within 30 calendar days of the learner’s final assessment being completed or the learner exiting their course, providing all fees have been paid.
- b) Students who complete only partial qualification will be issued with a statement of attainment for the unit/s successfully completed provided the students do not have any outstanding fees. A record of results may also be issued.
- c) All testamurs, records of results or statement of attainment will contain sufficient information to ensure it can be authenticated in accordance with the Australian Qualifications Framework ([www.aqf.edu.au](http://www.aqf.edu.au)) and the Training Package requirements.
- d) Testamurs and statements of attainment will be issued within 30 calendar days of the student being assessed as meeting all the requirements of the course and is subject to payment of all course fees.
- e) The Academy will ensure that whilst the student has obtained a Unique Student Identifier (USI) number, the USI number will not be included on the qualification as per



the Student Identifier Act 2014. Students must however provide their USI number prior to any awards being issued by The Academy.

- f) All certification will be issued directly to the student and/or recipient of the award and not to a third party.
- g) The Academy will maintain a register of all Award and non-Award qualifications issued to graduated students in our Student Management System (ACAS).
- h) All testamurs, records of results or statements of attainment issued by SBTA are protected against fraud by The Academy's company seal.
- i) The Academy will retain records of all testamur, record of results or statements of attainment that have been issued to students for a period of 30 years. All documents issued will be scanned and saved in ACAS.

#### **4. REPLACEMENT OF CERTIFICATION**

Students can request replacement certification by completing the "Document Request Form" and paying the required fee. The following process will be followed for replacement of certification.

- a) The Academy will replace testamurs for qualifications if they have been destroyed, damaged, stolen or lost. The replacement testamur will have a statement at the bottom that indicates that it is a replacement testamur and the date on which the replacement was re-issued.
- b) Students will be required to provide identification such as Passport, Birth Certificate, etc, complete the "Document Request Form" which can be obtained from the reception or from our website detailing why a replacement testamur is being requested (i.e. what happened to their original testamur) and pay a replacement fee of \$100 prior to the request being processed.
- c) To replace a testamur due to damage or name change as the result of marriage, divorce or deed poll, students must return the original testamur. In cases of name change, students must also provide original or certified copies of relevant documentation to support their specific situation e.g. Birth Certificate, Marriage Certificate, Notice of Dissolution of Marriage, and Change of Name Certificate.
- d) The replacement will be available within four weeks and can be either mailed to the student's address or picked up in person.

#### **5. PROCEDURE**

##### **Issuance of Award certification documentation**

- a) Student Services Coordinator will contact all finishing students at least one (1) term in advance to allow them to complete any outstanding units and advise the students that AQF certification documents will be issued within 30 days of the students completing their course.

- b) If an international student has left Australia and returned to their own home country, the student's document will be posted to their home country after the student pays a postage fee of \$40.
- c) Student Services Coordinator will audit all the completed assessments task and check student outcomes in ACAS and inform the Technical Administrative Systems Officer (TASO) once completed.
- d) TASO will generate a report which will establish which student should receive their final qualification or a Statement of Attainment.
- e) Based on the report, TASO will review each student's academic file in the student management system and ensure that each student has met all the study requirements, including any credit transfer or recognition of prior learning arrangements and all documentation has been completed.
- f) If the student's academic file is deemed to be compliant, the TASO will sign the Qualification Request Form and pass it on to the student administration for processing.
- g) Student administration will check to ensure that the student has a verified USI recorded in the student management system and all fees are paid.
- h) If the student does not have a verified USI recorded in the student management system, the enrolments officer will notify the student before issuing the certification.
- i) If all fees are paid, the student administration will print a copy of the testamur, record of results and/or Statement of Attainment.
- j) Once the certification has been printed it will be checked for compliance by the Principal and signed by the Chief Executive Officer and the Principal Executive Officer.
- k) The student administrative officer will send an SMS to all finishing students advising them to pick up their documentation from the reception.
- l) If the final documentation is not picked up within 30 days, the final documentation will be archived. Students will be required to complete the "Student Document Request Form" and pay a postage fee of \$40 if they wish to have the final documents posted to them.

## **6. Associated documents**

- ❖ Student Handbook
- ❖ Training and Assessment Strategies
- ❖ Policies and Procedures Manual

## **7. Related Standards**

- ❖ Standard 1, Clause 1.7
- ❖ Standard 1, Clauses 5.1 – 5.4
- ❖ ESOS Act 2000
- ❖ National Code of Practice 2018

## **8. Responsibilities**

- ❖ Chief Executive Officer



- ❖ Principal Executive Officer
- ❖ Technical Administrative Systems Officer
- ❖ Student Services Coordinator
- ❖ Student Administration

Approved by: Jane Koch

Position: Chief Executive Officer

Signature: *Jane Koch*

Date: 07 March 2018

<b>Version</b>	<b>Created by:</b>	<b>Date created</b>	<b>Reason for update</b>	<b>Implementation date after circulation of draft to all stakeholders</b>
1	CEO	2015	Initial creation	2015
2	CEO	March 2017	Updated to reflect plain English for international students	04/04/2017
3	CEO	03/04/2018	Updated to align with National Code of Practice 2018 and updated procedures	7 March 2018