

Qualifications & Statement of Attainment Policy & Procedure V3.0

1.0 Policy

This Policy & Procedure has been designed to ensure that – Prospect Education Group Pty Ltd T/A Swanston Institute Issues Qualifications and Statements of Attainment in accordance with the RTO 2015 standard 3. This policy covers National Code 2018 in conjunction with the Australian Qualification Framework (AQF) requirements and updates.

The following procedures ensure that the required information and format is applied to all Qualifications and Statements of Attainment issued.

All students will receive appropriate testamurs for the successful completion of any nationally recognised training.

2.0 Procedure

2.1 Information to be included on Qualifications and Statements of Attainment

All Qualifications and Statements of Attainment issued by Swanston Institute will comply with the requirements of the Australian Qualifications Framework current at the date of the issuing of the Qualification or Statement of Attainment.

The **Admin Manager** is responsible for ensuring that Swanston Institute maintains the most current version of the 'AQF Handbook' and that testamurs contain the correct use of the NRT and AQF logos.

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For information on the NRT logo, see the: Nationally Recognised Training Logo specifications guide: (www.asqa.gov.au/rto/responsibilities/qualifications-and-statements-attainment)

For information on the AQF logo, see the: Conditions of use of the Australian Qualifications Framework Logo guide: (www.asqa.gov.au/rto/responsibilities/qualifications-and-statements-attainment)

See 'Appendix A' and 'Appendix B' for Swanston Institute Qualification and Statement of Attainment templates.

2.1.1 Issuing of Qualifications and Statements of Attainment

Qualifications:

- Certificates will be issued to students when they have been assessed as competent in the Units of Competency/competencies specified as being required for completion of the Qualification
- The Qualification certificate will be issued within 20 working days of the student completing all required units in the Qualification
- The Qualification certificate will also be supported by:
 - ❖ A Transcript of Results. This document is not a Statement of Attainment, but will list the units of Competency that were undertaken as part of the Qualification
 - ❖ A completion letter

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- In case a student needs to request a certain qualification document, they need to fill out the 'Credential Request and Clearance Form'. The requested document will be made available for the student to pick up within 10 working days.

Statement of Attainment:

- Statements of Attainment (SOA) will be issued to students when they withdraw or cancel their enrolment in a Qualification
- The Statement of Attainment will be issued within 20 working days of the RTO becoming aware of the student's withdrawal or cancellation
- A Statement of Attainment will normally consist of a single page; however, it may run on to a further page (the back of the document) where there is a long list of competencies.

2.1.2 Quality Control and Record Keeping

Prior to printing a Qualification or Statement of Attainment the following steps must be completed:

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Step 1 (Records)

- Once the student has completed the last unit of study, a request for final results is sent by the Records Officer to the trainer on the 12th day from completion date.

Step 2 (Trainer)

- Before providing the requested results and documents, the Trainer checks all assessments/ paperwork and ensures that they have been entirely and accurately filled and signed. The trainer provides requested results along with physical evidences (marked assessments) to the Records Officer by the 14th day from completion of the last unit.

Step 3 (Records)

- Final results are updated by the Records Officer on the 15th Day and the Credentials/ Qualifications are printed after checking that the student has successfully met the requirement for entitlement to Qualification, within three working days.
- Credential Issue Register with the name of students whose Credentials/ Qualifications have been printed, is sent to the Accounts Department by the Records Officer to check whether the due amount of fees has been paid by the student or not.

Step 4 (Accounts)

- Accounts staff member checks the outstanding fee and if clear, signs off and sends it back to the Records Officer. If there is fee due, accounts staff communicates with the student to clear the outstanding fee and sort the matter to grant the sign off.

Step 5 (Administration)

- The Records Officer then sends all the Credentials/ Qualifications to the Admin Manager, along with the updated Credential Issue Register. The Admin Manager performs a final check of the Credentials/ Qualifications and cross checks the Credential Issue Register. After making sure that all requirements have been met, Credentials/ Qualifications are handed over to the Student Support Officer.

Step 6 (Administration)

- The Student Support Officer performs a final check on the student's USI and asks them to complete the AQTF survey and then pick up their credentials.

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2.1.3 Reissuing Qualifications and Statements of Attainment

- A student wanting to request a duplicate Qualification or Statement of Attainment should complete student request form in writing and submit to the reception.
- Prior to re-issue, all Qualifications/ Credentials or Statements of Attainment must be approved by the **Admin Manager**.
- All reissue copies are to be issued within 2 weeks from receipt of payment as per the fees and refund policy of Swanston Institute.
- The written request and copy of duplicate Qualification or Statement of Attainment will be filed with the original client record.

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Appendix A: Qualification (front side)

LOGO

RTO: 12345 | CRICOS: 023456

This is to certify that

Learner Name

Has successfully completed the requirements for the
following qualification

Qualification Code
Qualification Name

THE QUALIFICATION IS RECOGNISED WITHIN THE AUSTRALIAN QUALIFICATIONS FRAMEWORK



CEO/Name & Signature



Certificate Number: 1234-56789-1

Issue Date: 01 June 2020

RTO Number: 12345

CRICOS No: 123456

Commencement Date: 23 May 2019

Completion Date: 22 May 2020

RTO Name T/A RTO Name

RTO Address

Phone: College Contact Details | Email: College Email Address | Website: College Website

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Appendix B: Statement of Attainment

LOGO

Record of Results

Name of Student: Learner name

Student ID: 4854

Name of Qualification: Qualification Code & Name

Unit of Competency Code	Unit of Competency Name	Outcome
BSBADM409A	Coordinate business resources	C
BSBMGT401A	Show leadership in the workplace	C
BSBMGT402A	Implement operational plan	C
BSBOHS407A	Monitor a safe workplace	CT
BSBWOR402A	Promote team effectiveness	C

C - Competency achieved/pass | CNA - Competency not achieved/fail | W - Withdrawn/discontinued | CT - Credit transfer/national recognition SUP
- Superseded subject | NAS (Non-assessable activity) - withdrawn or not satisfactorily completed | RPL - Recognition of prior learning

Certificate Number: 1234-56789-1

Commencement Date: 23 May 2019

Issue Date: 01 June 2020

Completion Date

RTO Number: 12345

CRICOS No: 123456

RTO Name T/A RTO Name

RTO Address

Phone: College Contact Details | Email: College Email Address | Website: College Website

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Relevant Documents :

- Fees and refund policy
- Certificate Clearance and Student Acknowledgment Receipt
- Credential Issue Register
- Certificate
- Transcript of Results
- Statement of Attainment
- Student request form