



Purpose

The purpose of this policy and procedure is to Veritas Institute Australia's approach to ensuring it only issues qualifications, statements of attainment and records of results to students who have completed all requirements of the program they are enrolled in.

It outlines the systems in place to ensure certification is issued correctly and only after students have fully demonstrated competence against the required units or modules.

This complies with Standard 3 of the Standards for RTOs 2015 Version Chapter 5 – Completions and the ESOS National Code Part D Standards.

Definitions

AQF means Australian Qualifications Framework which can be accessed at <http://www.aqf.edu.au/>

AQF Qualifications Issuance Policy means the national policy outlined in the AQF and available at http://www.aqf.edu.au/wp-content/uploads/2013/05/AQF_Issuance_Jan2013.pdf

ASQA means Australian Skills Quality Authority which is the national VET regulator and Veritas Institute Australia's registering body

Certification document means a Certificate, Statement of Attainment or Record of Results.

Course means any nationally recognised qualification, unit of competency, skill set or short course in which a student is enrolled with Veritas Institute Australia.

Record of Results is a record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment. Students who complete part of the requirements of an AQF qualification are entitled to receive a record of results.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Statement of Attainment confirms that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course.

Student Identifier means a unique number assigned to an individual by the Registrar, in accordance with the Student Identifiers Act 2014.

Testamur is an official certification document that confirms that an AQF qualification has been awarded to an individual.



Policy

1. In accordance with the Standards, Veritas Institute Australia issues AQF certification documentation to students who have been assessed as meeting the requirements of a unit, module, qualification or course as specified in the relevant Training Package or VET Accredited Course.
2. All AQF certification documents issued by Veritas Institute Australia meet the requirements of Schedule 5 of the Standards for RTOs 2015 as well as the requirements of the AQF Qualifications Issuance Policy.
3. Certification documents will be issued within 30 calendar days of the student being assessed as meeting the requirements of the Course, provided that all fees the student owes for the Course have been paid.
4. Records of learner AQF certification documentation are maintained by Veritas Institute Australia in accordance with the requirements of Schedule 5 and are accessible to current and past learners for a period of 30 years.
5. All testamurs and statement of attainments will be issued to the student only and not to any third parties or employers.
6. Student identifiers will not be included on the Certificate, Record of Results and Statement of Attainment. Veritas Institute Australia has processes in place to verify a learner's Unique Student Identifier (USI) well in advance of when certification is expected to be issued.
7. Veritas Institute Australia will ensure that current and past learners are able to access records of their achievements. All learners who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system. If a learner's achievements have not been recorded through the USI system, Veritas Institute Australia has a process in place to ensure that the learner can access their records in another way by applying directly to the Veritas Institute Australia head office through a request. There is a re-issue of certification fees of \$75 per page for any certification re-issues.
8. Veritas Institute Australia will only issue AQF certification documentation when a learner has completed their program of training and assessment with Veritas Institute Australia. Veritas Institute Australia will not issue 'interim' documentation at any time.

Procedure

1. Inclusions on certification documents

Procedure	Responsibility
Testamur The following information will be included on the Certificate. In the event that any of the following information is missing, the certificate is voided: <ul style="list-style-type: none">- The student's full name- The code and title of the awarded AQF qualification- The units achieved by their full title and national code- The name, National RTO Code and logo of Veritas Institute Australia- The AQF Logo- Date of issue or award- The authorised signatory of Veritas Institute Australia and their name- The NRT logo in accordance with its conditions of use outlined in Schedule 4 of the Standards- Veritas Institute Australia's seal, corporate identifier or unique watermark- A certificate number	Administration CEO / Director RTO Manager
Statement of Attainment The following information will be included on the Statement of Attainment. In the event that any of the following information is missing, the Statement of Attainment is voided: <ul style="list-style-type: none">- The student's full name- The units and/or modules achieved by their full title and national code- The name, National RTO Code and logo of Veritas Institute Australia	Administration CEO / Director RTO Manager



<ul style="list-style-type: none">- The date the statement is issued- The authorised signatory of Veritas Institute Australia and their name- The NRT logo in accordance with its conditions of use outlined in Schedule 4 of the Standards	
<p>Record of results</p> <p>The following information will be included on a Record of Results:</p> <ul style="list-style-type: none">- The student's full name- The units and/or modules achieved by their full title, national code and the relevant results and year- The name, National RTO Code and logo of Veritas Institute Australia- The date the record of results is issued <p>The following information will not be included on a Record of Results:</p> <ul style="list-style-type: none">• The AQF logo or reference to the AQF• The NRT logo	Administration CEO / Director RTO Manager

2. Issuing Testamurs and Records of Results

Procedure	Responsibility
<p>Check eligibility</p> <ul style="list-style-type: none">• Once a student has completed all the units or modules in a qualification they are eligible to have their qualification issued. Students who have completed a qualification and have paid all fees will have their qualification issued within 30 calendar days of completing the requirements of the qualification.• The student must have a valid USI at the time of certification which must be verified by Veritas Institute Australia before issuance• Where a student has completed the requirements of a qualification but have not paid all their fees, Veritas Institute Australia will follow up with the student. In this case, the qualification will be issued after receiving the final payment.• A certificate will be accompanied by a record of results	Administration CEO / Director RTO Manager Student records department
<p>Award the qualification</p> <ul style="list-style-type: none">• Record the award of the qualification on the Veritas Institute Australia's student management system.• The date of award will be the date on which the award is generated/issued	CEO / Director
<p>Print testamur and record of results</p> <ul style="list-style-type: none">• Use the approved template to print the certificate.• Use the approved template to print the record of results.• Ensure the testamur and record of results are signed by an authorised signatory of Veritas Institute Australia (CEO, Director, RTO manager, Campus Manager, Operations Manager, COO)• Ensure the details printed on the certificate and record of results are accurate.• Have the authorised person sign the certificate.• Keep a copy of the certificate and record of results on the student's file.	Administration

3. Issuing Statements of Attainment

Procedure	Responsibility
<p>Check eligibility</p>	Administration CEO



<ul style="list-style-type: none">• A student who has partially completed a qualification, or has completed a single unit, skill set or some VET Accredited Courses that commence with the words 'Course in...', will be issued with a Statement of Attainment. This includes a student who withdraws from a Course and has completed some units or modules.• A statement of attainment should only be issued if all fees due have been paid.• The student must have a valid USI at the time of certification which must be verified by Veritas Institute Australia before issuance.• Where a student has completed the requirements of a statement of attainment but have not paid all their fees, Veritas Institute Australia will follow up with the student. In this case, the statement of attainment will be issued after receiving the final payment.	RTO Manager Student records department
Record the statement of attainment <ul style="list-style-type: none">• A record of the issue of the statement of attainment will be entered into the Veritas Institute Australia's student management system as well as a physical copy in the student file	Administration
Print Statement of Attainment <ul style="list-style-type: none">• Use the approved template to print the Statement of Attainment• Ensure the details printed on the Statement of Attainment are accurate. Veritas Institute Australia's student management system will record the date of issue.• Ensure the testamur and record of results are signed by an authorised signatory of Veritas Institute Australia (CEO, Director, RTO manager, Campus Manager, Operations Manager, COO)• Keep a copy of the document in the student file.	Administration

4. Reissuing certification documents

Procedure	Responsibility
Re-issuance <ul style="list-style-type: none">• Upon request for re-issuing of a qualification certificate, record of results or statement of attainment, the details of the past student must be verified in Veritas Institute Australia's student management system and the physical student file.• A \$75 fees per page applied for the re-issuing of certificate, record of results and statement of attainments. Student will need to fill in the required documentation.• Ensure the document is printed with the same details as the original document.• Keep a copy of the re-issued document on the student's file.	Administration Student records department