

CT.01 Issuing Certification Policy & Procedure

1. Purpose

NSS is committed to providing quality training and assessment in accordance with the 2016 VRQA Guidelines for VET Providers and the Australian Quality Training Framework's Essential Conditions and Standards for Continuing Registration. As such, NSS is required to issue and maintain AQF certification documentation and provide access to those documents to clients.

2. Policy Statement

NSS is committed to ensuring AQF qualifications and Statements of Attainment are issued in accordance with the requirements of the AQF Qualifications Issuance Policy, 2016 VRQA Guidelines for VET Providers and the Australian Quality Training Framework's Essential Conditions and Standards for Continuing Registration, and the endorsed Training packages and VET Accredited courses within its scope of registration.

NSS will ensure that:

- AQF qualifications and statements of Attainment issued by the RTO are within its scope of registration and that they certify the achievement of qualifications or industry competency standards from nationally endorsed Training Packages or VET Accredited courses.
- A clear distinction can be made between AQF certification documents and non-AQF certification issued.

3. Definitions

The following words and expressions have the following specific meaning, as in the 2016 VRQA Guidelines for VET Providers and the Australian Quality Training Framework's Essential Conditions and Standards for Continuing Registration.

Accredited short course means a course accredited by the VET Regulator in accordance with the Standards for VET Accredited Courses that leads to an AQF statement of attainment.

AQF certification documentation is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Authenticated VET transcript has the meaning given in the *Student Identifiers Act 2014*.

Nationally Recognised Training (NRT) Logo means the logo used nationally to signify training packages and VET accredited courses.

Statement of attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*.

Testamur an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called an 'award', 'parchment', 'laureate' or 'certificate'.

4. Policy Principles

4.1 Underpinning principles

The following principles underpin this policy.

- a) NSS is obliged to issue certification in accordance with Condition 6 of the Australian Quality Training Framework's Essential Conditions and Standards for Continuing Registration.
- b) NSS offers training and assessment against both nationally recognised training and non-accredited training programs. Nationally recognised training is aligned to national competency standards from Training Packages and Accredited Courses.
- c) NSS only issues qualifications and Statements of Attainment to those clients who meet the required outcomes of a qualification, accredited course, unit of competency or module, as specified in the relevant Training Package or VET accredited Course.
- d) Student Identifier (USI) must NOT be included on the testamur, consistent with the Student Identifier Act 2014.
- e) NSS will, using the Student Management System:
 - i. Maintain a register of all AQF qualifications issued;
 - ii. Retain records of all AQF certification documentation for a period of 30 years; and
 - iii. Provide reports of records of qualifications issued to the VET Regulator on a regular basis as requested by the VET regulator.
- f) AQF certification documentation will be issued to a client within 30 calendar days of the client being assessed as meeting the requirements of the Training Package or VET Accredited course:
 - i. if the training program in which the client is enrolled in is complete; and
 - ii. providing all agreed fees the client owes to the RTO have been paid.
- g) AQF certification documentation will not be issued to an individual without NSS being in receipt of the verified unique Student Identifier for that individual, unless an exemption applies, as per the requirements of the Student Identifier Act 2014.
 - i. If an exception applies, in accordance with SRTOs, NSS will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever comes 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 Registrar.

4.2 Qualifications

- a) All clients who have completed a training program which leads to the award of a full AQF qualification will receive:
 - i. A testamur, and
 - ii. A record of results.
- b) Each AQF qualification issued will comply with the 'AQF Qualifications Issuance Policy' and the 'Condition 6', and will include:
 - i. NSS name and logo
 - ii. NSS national provider number (RTO Code: 21390)
 - iii. The full name of the individual receiving the award
 - iv. The full title and national code of the unit/s of competencies or AQF qualification awarded
 - v. A certificate number
 - vi. The date of issue
 - vii. The signature of an authorized person
 - viii. The relevant Nationally Recognised Training logo
 - ix. Authentication mark (NSS Logo, silver hologram, and watermarked paper)
 - x. The industry descriptor, e.g. Engineering
 - xi. The occupational or functional stream, in brackets e.g. (Fabrication)

- xii. Where relevant, the words, 'achieved through Australian Apprenticeship arrangements'
 - xiii. Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.
- c) All testamurs will identify the qualification as an AQF qualification either:
- i. by the inclusion of the words, 'The qualification is recognised within the Australian Qualifications Framework'; or
 - ii. the use of the AQF logo authorised by the AQF Council.

4.3 Statement of Attainment

- a) Each Statement of Attainment issued will comply with the 'AQF Qualifications Issuance Policy' and the 'Standards for RTOs 2015' - Schedule 5, 2016 VRQA Guidelines for VET Providers and the Australian Quality Training Framework's Essential Conditions and Standards for Continuing Registration and will include:
- i. NSS name and logo
 - ii. NSS national provider number (RTO Code: 21390)
 - iii. The full name of the individual receiving the award
 - iv. The full title and national code of the unit/s of competency / modules awarded
 - v. A certificate number
 - vi. The date of issue
 - vii. The signature of an authorized person
 - viii. The relevant Nationally Recognised Training logo
 - ix. Authentication mark (NSS Logo, silver hologram, and watermarked paper)
 - x. The words, 'A statement of attainment is issued when an individual has completed one or more accredited units'
 - xi. Where relevant, the words, 'achieved through Australian Apprenticeship arrangements'
 - xii. Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.
 - xiii. Where relevant, the words, 'These competencies form part of [code and title of qualification]'
 - xiv. Where relevant, the words 'These competencies were attained completion of [code] course in [full title]' – for an Accredited course

4.4 Use of Logos (AQF, NRT, State Regulator, Funding body)

- a) NSS abides by 'Conditions of Use of NRT Logo'
- b) NSS will comply with the use of "State" regulator logo, in accordance with relevant Logo Specifications
- c) NSS will comply with the use of State/Territory funding body logo requirements, in accordance with contract obligations.

4.5 Replacement of Certification Documentation

- a) AQF certification documents can be re-issued to a client, upon written request. Replacement certification documentation may incur a fee.

5. NSS Responsibilities

The RTO Manager of NSS is responsible for ensuring compliance with this policy.

The CEO of NSS will review and sign all printed certification documents.

The Compliance Manager - RTO of NSS will process creation/ issuance of certification documentation in preparation for authorised signatory.

6. Legislation

Legislation applicable to this policy includes:

- Student Identifier Act 2014 and Regulations.

7. Access & Equity

The NSS Access & Equity Policy applies. (See Access & Equity Policy)

Appendix A: Issuing Certification Procedure		
1 – Certificate of Completion		
No.	Who	Actions
1.1	Trainer	a) Conducts final assessment and completes and signs student Training and Assessment Record.
1.2	Compliance Manager	a) Audits file to ensure all assessments are complete and compliant
1.3	Compliance Manager	a) Updates student results in VETtrack b) Check student has verified Unique Student Identifier c) Processes student record as complete in VETtrack d) Issues Certificate and Record of Results e) Enters details in Certificate Register
1.4	CEO	a) Approves and signs Certificate and Records of Results
1.5	RTO Manager	Awards Certificate and Record of Results to student at Graduation Ceremony or forwards by registered mail upon request.
2 – Statement of Attainment		
No.	Who	Actions
2.1	Client	a) Submits Withdrawal from Training Form
2.2	Trainer	a) Conducts any final assessment and completes and signs student Training and Assessment Record.
2.3	Compliance Manager	b) Audits file to ensure all completed unit assessments are complete and compliant
2.4	Compliance Manager	f) Updates student results in VETtrack g) Check student has verified Unique Student Identifier h) Processes student record as withdrawn in VETtrack i) Issues Statement of Attainment for all completed units
1.4	CEO	b) Approves and signs Statement of Attainment
1.5	RTO Manager	Awards Statement of Attainment to student in person or forwards by registered mail upon request.