Issuing of Certificates and Statements of Attainment Policy and Procedure

**Purpose**

This policy and procedure outlines the process undertaken by ARC Training for the issuing of certificates and statements of attainment.

**Scope**

This policy applies to students, employees and any third parties acting on behalf of ARC Training.

**Definitions**

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| Statements of attainment | A transcript of the units of competency successfully completed by the student issued by the Registered Training Organisation. |
| Certificates | Document issued to demonstrate the student has completed the AQF training successfully. |
| AQF | Australian Qualifications Framework. |
| SMS | Student Management System |

**Aim**

To ensure students receive the correct certification in a timely manner that meets the requirements of the Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015, State and Commonwealth funding requirements and all other applicable legislation.

Policy

ARC Training ensures that certification is only issued when all required assessments have been completed to the level required. ARC Training endeavours to issue AQF certification which is subject to controls that safeguard against fraudulent reproduction. All certificates and statements of attainment are issued to students within a timely manner after completion of their training.

All student records pertaining to qualifications are retained and are available for access for a period of 30 years after the qualification has been attained. Students are informed that the qualification attained will be available to them for reprint if they require during this time.

Procedure

Issuing of Certificates and Statements of Attainment

1. All assessment are received within 14 days of completion and processed within 5 working days to ensure compliance timeframes are met for the issuing of certificates and statements of attainment.
2. On completion of all units of competency the file audit checklist is completed by the Training Administrator.
3. All assessments are checked against the enrolment report printed from the system.
4. Any other requirements outlined by the Training Packages rules or are requirements of the State are also checked as being present in the students file.
5. Once requirements are checked the qualification is added to the student’s record.
6. Certificates are produced on ARC Training printed certificate paper with company seal and the format produced directly from the Student Management System in accordance with the AQF guidelines.
7. All Qualifications for issue are submitted to the Administration Manager or elected Training Administrator for approval.
8. The Administration Manager or elected Training Administrator checks the credential numbers and ensures (for Certificates only) payments have been finalised by the student or employer for all mandatory fees outline by the RTO or required by the State.
9. All Qualifications are then posted to the student’s elected postal address and log books are kept for dates of postage.

Retention of records

1. All completed student files are archived electronically, ie. Scanned and saved to the archive drive.
2. The SMS records system retains the enrolment, assessment and certification information of all students. This system is regularly maintained, protected and backed up to ensure the retention of these records for 30 years as required.
3. Authorised staff may access and reproduce the certificate or statement of attainment as requested by the student. All requests are completed within 10 calendar days.

Requirements of Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015

ARC Training understands that all procedures must comply with the Standards for National VET Regulator (NVR) RTOs 2012/ Standards for Registered Training Organisations (RTOs) 2015, State and Commonwealth funding requirements and all other applicable legislation.