

Policy – Qualifications Issuance

Navitas Professional
ABN 25 100 404 199

Document

Document I.D.	NP-01.01-22P Qualifications Issuance Policy
Responsibility	National Learning and Teaching Manager, NP
Initial Issue Date	20 March 2017

Version Control

Issue Date:	Summary of Changes	Review Date
20 March 2017	Initial release, v1.0	20 March 2019
17 August 2018	Include non-award certificates; certificate storage and destruction; change Business Unit name and RTO responsibilities, v2.0	20 March 2019
31 October 2018	Correcting terminology as per Audit review, v2.1	20 March 2019
23 November 2020	Biennial review, update to position titles, v2.2	23 November 2022

1. Purpose and Scope

The purpose of this policy is to ensure that the testamurs and statements of attainment issued by Navitas Professional (NP) are in accordance with the Australian Qualifications Framework (AQF) Qualifications Issuance Policy.

NP will only issue testamurs and/or statements of attainment for which they are approved and accredited to deliver as shown on its scope of registration.

In addition, any non-accredited certificates of completion issued by NP are done so in accordance with the relevant Professional Body guidelines or partnership agreement.

2. Policy

- 2.1.1 All AQF testamurs and statements of attainment issued by NP will comply with the requirements of the AQF Qualifications Issuance Policy at the date of their issuance.
- 2.1.2 NP will only issue testamurs and statements of attainment for nationally recognised accredited qualifications and units of competency that are within its scope of registration using a compliant protected electronic template that fully meets the requirements the AQF Implementation Handbook.
- 2.1.3 All testamurs and statements of attainment are to be printed on approved Certificate paper, which contains the embossed RTO Seal feature to ensure authenticity of the certificate and reduce fraud.
- 2.1.4 Printed testamurs and approved certificate paper will be securely stored in a locked cabinet accessible by Navitas Professional administrative and operations staff.

2.2 Information to be included on testamurs

- 2.2.1 In accordance with the AQF Qualifications Issuance Policy, Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015, all testamurs issued for AQF qualifications include the following information:
 - RTO name, national RTO code and logo
 - name of person entitled to receive the AQF qualification
 - the code and title of the awarded AQF qualification
 - date of issue/award
 - the authorised signatory
 - the words, 'The qualification is recognised within the Australian Qualifications Framework'
 - where relevant the words, 'achieved through Australian Apprenticeship arrangements'
 - the Nationally Recognised Training (NRT) logo
- 2.2.2 Statements of attainment are clearly distinguished from AQF qualifications bearing the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.'
- 2.2.3 All statements of attainment issued include the following information:
 - RTO name, national RTO code and logo
 - name of the person who achieved the competencies or modules
 - a list of units of competency or modules showing their full title and the national code for each unit of competency
 - date of issue/award
 - the authorised signatory
 - the Nationally Recognised Training (NRT) logo
 - If any part of the qualification has been delivered and/or assessed in a language other than English, NP will include a statement that this has occurred.
- 2.2.4 Statements of attainment issued to recognise achievement of a skill set identified in a particular Training Package contain the name of the skill set and a statement using the wording given in the Training Package to indicate whether the skill set meets a licensing or regulatory requirement or an identified industry need.

2.3 Issuing of Qualifications and Statements of Attainment

- 2.3.1 Participants will only be enrolled in AQF qualifications that appear on NP's scope of registration.
- 2.3.2 All participants assessed as being competent in all required units in a qualification will receive on completion of the program a testamur with a record of results.
- 2.3.3 Statements of attainment will be issued to participants who have partially completed a qualification when they withdraw or cancel their enrolment in the qualification.
- 2.3.4 The NP Program Administrations Officer/ e-Learning Coordinator is responsible for checking that the participant has completed all assessments required, to be awarded a qualification.
- 2.3.5 The NP Program Administrations Officer/Programs and e-Learning Coordinator is responsible for obtaining final approval for issuance of qualifications/statements of attainment from the National Learning and Teaching Manager
- 2.3.6 The NP Program Administration Officer/ e-Learning Coordinator is responsible for the timely issuance of AQF testamur/statements of attainment within 30 calendar days of the learner being assessed as meeting the requirements of the training product (subject to all fees having been paid) in keeping with ASQA standards for RTOs 2015.
- 2.3.7 The General Manager of NP or delegated authority is advised of updates to the qualifications and statement of attainment issuance register.
- 2.3.8 Printed testamurs and statements of attainment will be issued to participants in accordance with the authorised issuance register after the USI has been verified.

2.4 Issuing duplicate qualifications and statements of attainment

- 2.4.1 A participant requesting a duplicate qualification or statement of attainment should complete an application in writing, including a Statutory Declaration to the effect that the original was destroyed, to the NP Program Administration Officer.
- 2.4.2 All duplicates are to be issued within 10 working days from receipt of request and receipt of the \$25 re-issuance fee.
- 2.4.3 The written request of duplicate qualification or statement of attainment will be filed with the original participant record.
- 2.4.4 The reprinted certificate must retain the original Date Issued.

2.5 Revocation of AQF qualifications and statements of attainment

- 2.5.1 AQF qualifications or statements of attainment that have been issued will be revoked in the following instances:
 - The original testamurs contain errors made by NP.
 - A testamur has been illegally obtained by a third party
 - A qualification is obtained illegally, fraudulently or through bribery
- 2.5.2 Participants who have had their testamurs revoked will be contacted and informed of the revocation action in writing.
- 2.5.3 Where incorrect information has been used NP will immediately reissue a testamur and/or statement of attainment at no cost to the participant. The original printed testamur and/or statement of attainment must be returned to NP prior to reissue of an amended testamur and/or statement of attainment.
- 2.5.4 An internal investigation will be conducted to ascertain how the error occurred in order to mitigate any recurrence.

3. Procedures

3.1 Qualification Issuance

3.1.1 When a student has completed the full requirements to gain an AQF Qualification testamur, the NP Program Administration Officer will complete the following steps.

- Step 1. NP Program Administration Officer ensures the Assessor Observation Reports and all hardcopy evidence have been completed by both the Assessor and the participant at conclusion of Week 32 of the program.
- Step 2. NP Program Administration Officer will run a Moodle Assessment Report at conclusion of Week 32 of the program.
- Step 3. NP Program Administration Officer checks that the Moodle Assessment Report reflects results for all assessments submitted.
- Step 4. NP Program Administration Officer sends Moodle Assessment Report to National Learning and Teaching Manager, to apply final certificate sign off in Moodle.
- Step 5. NP Program Services Officer to send a confirmed certificate list to the NP Program Administration Officer.
- Step 6. NP Program Administration Officer enters into SMS results date per final sign off applied by NLTM.
- Step 7. NP Program Administration Officer prints a Certificate from SMS, ensures the General Manager NPs signature is correctly embedded and then distributes to relevant state offices.
- Step 7. NP Program Administration updates schedule of completed programs.
- Step 8. NP Program Services Officer ensures the upload of certificate records into participant electronic file.
- Step 9. NP Program Services Officer to email Participant to advise the certificate is ready for collection

3.1.2 When a student has not completed the full requirements to gain an AQF Qualification testamur, the NP Program Administration Officer will complete the following steps

- Step 1. NP Program Administration Officer will distribute the incomplete Moodle Assessment Report to the assigned Assessor and local Program Services Officer and SOM for action.
- Step 2. Ensure the student does not proceed to internship until all program work is completed
- Step 3. The NP Program Administration officer will monitor for two weeks and continue to provide updates to relevant staff and managers.
- Step 4. If required work is not successfully completed by week 35, a notice to the SOM/TOM to withdraw the student from the program will be sent.
- Step 5. Where the assessor and student finalise all required program work, Program Administration Officer will follow steps 3 to 8 of section 3.1.1 of this policy.

3.2 Statement of Attainment

3.2.1 When a student has withdrawn from a program, the NP Administration staff will complete the following steps.

- Step 1. NP e-Learning Coordinator ensures the Assessor Observation Reports and all hardcopy evidence have been completed by both the Assessor and the participant
- Step 2. NP e-Learning Coordinator will run a Moodle Assessment Report
- Step 3. NP e-Learning Coordinator checks that the Moodle Assessment Report reflects results for all assessments submitted
- Step 4. NP e-Learning Coordinator forwards the Moodle Assessment Report to National Learning & Teaching Manager for authorization on units completed in full, in line with current mapping documentation.
- Step 5. NLTM returns the finalised Moodle Assessment Report to NP e-learning coordinator and NP Program Administration Officer with units to issue

- Step 6. NP Program Administration Officer to enter into SMS – results date as appears on Record of Assessment
- Step 7. NP Program Administration Officer to print a Statement of Attainment from SMS, ensures the General Manager NPs signature is correctly embedded and then distributes to relevant state offices
- Step 8. NP Program Services Officer to upload statements of attainment records into participant electronic file.
- Step 9. NP Program Services Officer to email Participant to advise the statement of attainment is ready for collection

3.3 Completion Certificate - PYP

- 3.3.1 When a student has completed the Professional Year Program, the NP Administration staff will complete the following steps.
 - Step 1. NP Program Services Officers to send a 'request for certificate' spreadsheet to NP Assistant National Operations Manager or delegate one month before PYP intake confirmed graduation date using the current certificate request template.
 - Step 2. NP Assistant National Operations Manager or delegate to print requested certificates using relevant professional body & NP joint headed certificate paper and send to relevant state. Initially by scanned copy and then original in the post.
 - Step 3. NP Program Services Officer to ensure, once participant has completed their internship, all compliance documentation has been uploaded to PMS
 - Step 4. NP Program Services Officer to email Participant to advise the PYP certificate is ready for collection
 - Step 5. NP Program Services Officer to upload a copy of the certificates to participant's electronic file.
 - Step 6. NP Program Services Officer to update relevant fields on Salesforce

3.4 Completion Certificate – Short Course

- 3.4.1 When a student has completed a short course, the NP Administration staff will complete the following steps.
 - Step 1. NP Program Services Officer to ensure, once participant has completed their internship, all compliance documentation has been uploaded to PMS
 - Step 2. NP Program Services Officer receives Statement of Attainment from NP Program Administration Officer
 - Step 3. NP Program Services Officer issues relevant certificate using template on SharePoint and NP certificate paper
 - Step 4. NP Program Services Officer to email participant to advise Completion Certificate and Statement of Attainment are ready for collection
 - Step 5. NP Program Services officer to upload a copy of the certificates to participant's electronic file.
 - Step 6. NP Program Services Officer to update relevant fields on Salesforce

3.5 Storage and destruction

Participants are to be notified when certificates are ready for collection.

At time of notification, participants are to be informed their certificate will be held for a period of 90 days, after which it will be destroyed.

After 90 days, NP Program Services Officer will securely destroy certificates by shredding and/or secure bin discard.

NP Program Services Officer notifies NP Program Administration Officer of the certificate destruction, providing participant details and Certificate number.

NP Program Administration Officer records date of destruction on Certificate register.

All reissuance requests are managed in accordance with Section 2.3 of this Policy.

4. Responsibilities

- The **General Manager, NP** is accountable for the ongoing development, approval, implementation, awareness and effectiveness of this Policy and the supporting processes and documentation.
- The **National Learning and Teaching Manager, NP**, and **State/Territory Operations Managers, NP** are responsible for ensuring that all team members are aware of this Policy and their responsibilities defined herein.
- **NP employees** are responsible for being aware of and complying with this Policy.

5. Definitions

Unless the contrary intention is expressed in this Policy, the following words (when used in this policy) have the meaning set out below:

- **Testamur** – a certificate of successful completion of a qualification.
- **NLTM** – National Learning and Teaching Manager
- **SOM** – State Operations Manager
- **TOM** – Territory Operations Manager
- **SMS** – Student Management System
- **PMS** – Placement Management System

6. Review

This document is reviewed every 2 years by the relevant manager to ensure alignment to appropriate strategic direction and its continued relevance to Navitas Professional's current and planned operations.

The next scheduled review of this document is listed in the Version Control section on Page 1.

7. Records

All records in relation to this policy will be managed as follows

Record type	Responsible	Location	Retention
Records of qualifications and statements of attainment	National Operations Manager, NP	Student Management System	30 years

8. Related documents

- Assessment Policy
- Records Management Policy