

Issuing Certification Policy

1. Purpose and Legislative Background

Glen Institute is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Glen Institute is required to issue and maintain AQF certification documentation and provide those documents to clients.

2. Policy Statement

Glen Institute 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.

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

- **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'.
(Extract from Australian Qualifications Framework)

Policy Principles

Glen Institute is obliged to issue certification in accordance with Schedule 5 of Standards for Registered Training Organisations (SRTOs 2015). Glen Institute offers training and assessment against both nationally recognised training and non-nationally recognised training programs. Nationally recognised training is aligned to national competency standards from Training Packages and VET Accredited Courses. Glen Institute 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.

Student Identifier (USI) must NOT be included on the testamur, consistent with the Student Identifier Act 2014.

Glen Institute will, using the Student Management System:

- Maintain a register of all AQF qualifications issued.
- Retain records of all AQF certification documentation for a period of 30 years; and
- Provide reports of records of qualifications issued to the VET Regulator on a regular basis as requested by the VET regulator.

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:

- If the training program in which the client is enrolled in is complete; and
- Providing all agreed fees, the client owes to the RTO have been paid.

AQF certification documentation will not be issued to an individual without Glen Institute 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.

If an exception applies, in accordance with SRTOs, Glen Institute 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.

Testamur

All clients who have completed a training program which leads to the award of a full AQF qualification will receive:

- A testamur, and
- A record of results.

Each AQF qualification issued will comply with the 'AQF Qualifications Issuance Policy' and the 'Standards for RTOs 2015' - Schedule 5, and will include:

- Glen Institute name and logo
- Glen Institute national provider number (RTO Code: 41380)
- The full name of the individual receiving the award.
- The full title and national code of the unit/s of competencies or AQF qualification awarded.
- A certificate numbers.
- The date of issue
- The signature of an authorized person
- The relevant National and State logos (in accordance with the Standards for RTOs – Schedule 4)
- Authentication mark (Glen Institute seal, Corporate identifier, unique watermark)
- The industry descriptor, e.g., Engineering
- The occupational or functional stream, in brackets e.g. (Fabrication)
- Where relevant, the words, 'achieved through Australian Apprenticeship arrangements'
- Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.

All testamurs will identify the qualification as an AQF qualification either:

- by the inclusion of the words, 'The qualification is recognised within the Australian Qualifications Framework; or
- the use of the AQF logo authorised by the AQF Council.

Statement of Attainment

Each Statement of Attainment issued will comply with the 'AQF Qualifications Issuance Policy' and the 'Standards for RTOs 2015' - Schedule 5, and will include:

- Glen Institute name and logo
- Glen Institute national provider number (RTO Code: 41380)
- The full name of the individual receiving the award
- The full title and national code of the unit/s of competency / modules awarded
- A certificate number
- The date of issue

- The signature of an authorized person
- The relevant National and State logos (in accordance with the Standards for RTOs – Schedule 4)
- Authentication mark (Glen Institute seal, corporate identifier, unique watermark)
- The words, ‘A statement of attainment is issued when an individual has completed one or more accredited units’
- Where relevant, the words, ‘achieved through Australian Apprenticeship arrangements’
- Where relevant, the words, ‘these units/modules have been delivered and assessed in <insert language>’ followed by a listing of the relevant units/modules.
- Where relevant, the words, ‘These competencies form part of [code and title of qualification]’
- Where relevant, the words ‘These competencies were attained completion of [code] course in [full title]’ – for an Accredited course

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

- Glen Institute abides by ‘Conditions of Use of NRT Logo’ as prescribed in Schedule 4 of STROs 2015.
- AQF logo will be used on all AQF documentation issued by Glen Institute.
- AQF logo must NOT be used on non-National recognised training certification issued by Glen Institute.
- Glen Institute will comply with the use of “State” regulator logo, in accordance with relevant Logo Specifications, when required to be used under funding arrangements.

Replacement of Certification Documentation

AQF certification documents can be re-issued to a client, upon written request. Replacement certification documentation will incur a fee, as noted in Glen Institute ‘Schedule of Fees’.

Glen Institute Responsibilities

The CEO Glen Institute is responsible for ensuring compliance with this policy.

The CEO Glen Institute will process approval for issuance of certification documentation, review and sign all printed certification documents, unless otherwise delegated to different functionary, such in case of ELIOCS, where the delegated Authority is the ELICOS Academic Manager / Course Coordinator. For VET courses, the RTO Manager will process creation/ issuance of certification documentation in preparation for authorised signatory.

Records Management

All documentation from Issuing certification documentation processes is maintained in accordance with Records Management Policy. (See Records Management Policy)

Monitoring and Improvement

All practices for issuing certification documentation are monitored by CEO Glen Institute and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

3. Management Action and Responsibility

The policy must be approved by the CEO before it takes effect.