

CREDENTIAL ISSUANCE POLICY

Standards & Legislation

This policy incorporates the requirements of:

- AQF Qualifications Issuance Policy (refer to AQF website)
- Standards for Registered Training Organisations (RTOs) 2015 Schedule 4 and 5

Scope

This policy applies to the Student Services Administration Team and Compliance Team.

Purpose

This policy outlines the approach taken by Cultura to ensure Australian Qualification Framework (AQF) certification documentation is only issued to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Policy Statement

Cultura has robust controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the student has completed all requirements. Certification is only issued to students after they have fully demonstrated competence, with a detailed checklist completed on each student file prior to the issuing of documentation.

Cultura issues all AQF certification as per the AQF Qualifications Issuance Policy.

Policy

Cultura ensures that issuance of AQF certification documentation is compliant with the current RTO Standards 2015 Schedule 4 and 5 and in accordance with the AQF Qualifications Issuance Policy.

Cultura will issue students who have completed all units or modules in a qualification with a testamur and a record of results.

Cultura will issue a student who has completed one or more units/modules (but not a full qualification) and has finished their training with Cultura with a Statement of Attainment.

Cultura ensures that AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and if all agreed fees and charges have been paid.

Cultura does not issue AQF certification documentation to any student without being in receipt of a verified Unique Student Identifier (USI), unless an exemption applies under the Student Identifiers Act 2014 (Cth). To avoid any possible delays in issuing certification, Cultura collects and verifies a student's USI at enrolment.

Cultura issues AQF certification documentation directly to the student, not to another party, (such as an employer) unless written authorisation has been provided by the student and identification is provided by the other party at the time of collection.

1. Issuing AQF Qualifications

In compliance with Schedule 5 of the National Standards for RTOs 2015, Cultura includes the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:

- The name, RTO code and logo of the issuing organisation;
- The code and title of the awarded AQF qualification; and
- The NRT Logo in accordance with the current conditions of use contained in Schedule 4 of the National Standards for RTOs 2015.

The following elements are included on the testamur as applicable:

- The State / Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts);
- 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'; and
- Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language> followed by a listing of the relevant units/modules.
- Cultura does not include the student's USI on the testamur, consistent with the Student Identifiers Act 2014.

2. Issuing Statements of Attainment

Cultura includes the following information on Statements of Attainment:

- The name, RTO Code and logo of the issuing organisation;
- A list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency;
- The authorised signatory;
- The NRT Logo;
- The issuing organisation's seal, corporate identifier or unique watermark;
- The words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'.

The following elements are included on the Statement of Attainment as applicable:

- The State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities);
- The words 'These competencies form part of [code and title of qualification(s)/course(s)]';
- Where relevant, the words, 'these units / modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.

Cultura does not include the student's USI on the Statement of Attainment consistent with the Student Identifiers Act 2014.

3. Records management

In line with the Cultura Records Management Policy, Cultura:

- Maintains a register of all AQF qualifications it is authorised to issue;
- Maintains a register of all AQF qualifications and Statements of Attainment it has issued to graduates;
- Keeps records of AQF certification documentation for a period of 30 years;
- Ensures students can access records of certification issued to them;
- Provides reports of its records of QAF qualifications and Statements of Attainment issued to its VET Regulator on a regular basis, as determined by the VET Regulator.

4. Re-issuing award

Students may require a replacement testamur (Certificate or Statement of attainment). The replacement will need to be requested in writing via the administration team, Cultura Training will re-issue the testamur within 30 calendar days at the cost of \$20.

Related Documents

- Processing Award Work Instructions
- Records Management Policy
- Privacy Policy
- Marketing Policy
- AQF Qualifications Issuance Policy (refer to AQF website)
- Standards for Registered Training Organisations (RTOs) 2015 Schedule 4 and 5