

CERTIFICATION

Policy Statement

This document provides a consistent set of principles under which REIWA Training qualifications, statements of attainment and records of attendance are issued.

Nationally Recognised Training

AQF REQUIREMENTS

All graduates who have completed a qualification that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A record of results.

A testamur for all AQF qualifications identifies the qualification as an AQF qualification and **must**:

- include the name, national RTO code and logo of REIWA Training
- include the code and full title of the awarded AQF qualification
- include the authorised signatory
- include the RTO's seal/watermark or corporate identifier to protect against fraudulent issuance.
- display the AQF, NRT and TAC logos.

The testamur or record of results **must not**:

- include the learner's Student Identifier.

Students who complete part of the requirements of an AQF qualification in which they are enrolled are entitled to receive a statement of attainment.

STATEMENTS OF ATTAINMENT

The issuance of a statement of attainment recognises that students do not always study a whole AQF qualification in which they are enrolled. They may choose to complete only a unit or units of competence from a qualification or part of a qualification.

The AQF acknowledges that completion of accredited units of competency contribute towards achievement of an individual's learning goals.

Students who have completed an accredited unit(s) in these circumstances are entitled to receive a statement of attainment.

The statement of attainment must be in a form that ensures that it cannot be mistaken for a testamur for a full AQF qualification.

The statement of attainment **must**:

- include the name, national RTO code and REIWA Training logo
- include a list of units of competency showing their full title and the national code for each unit

- include the authorised signatory
- include the words 'These competencies form part of [code and title of qualification]
- include the statement '*A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units*'.
- include the RTO's seal/watermark or corporate identifier to protect against fraudulent issuance.
- The NRT logo

The statement of attainment **must not**:

- contain the AQF logo or the words '*This statement of attainment is recognised within the Australian Qualifications Framework*'.
- include the learner's Student Identifier.

If any of the accredited units has been delivered and/or assessed in a language other than English, a statement that this has occurred will be included on the statement of attainment.

ISSUING QUALIFICATION AND STATEMENTS OF ATTAINMENT

Qualifications and statements of attainment will only be issued by REIWA Training for those students who meet the required outcomes of a qualification or unit of competency within its scope of registration.

REIWA Training will only issue certification which provides information in compliance with the *AQF Qualifications Issuance Policy* and the *Standards for Registered Training Organisations (RTOs) 2015*.

Qualifications and statements of attainment will be issued using pre-printed parchment which contains the REIWA watermark and logo, and has a pre-printed parchment number. Parchments will be securely stored to prevent the fraudulent issuance of certificates.

When a qualification or statement of attainment is issued, the parchment number used for that document will be recorded in the certification register, as well as the certificate number which is automatically issued by the Student Management System (SMS) on production of the certificate.

All AQF certification will be issued directly to the learner, not to another party, such as an employer.

Timeframe for issue of certificates

All AQF certification will be issued within 30 calendar days of the learner's final assessment completion or exiting their course (provided all fees have been paid).

The Compliance Coordinator will be responsible for conducting random audits to check that issue of certification is meeting this standard and take necessary steps to ensure that the standard is consistently met.

Unique Student Identifier (USI)

It is a condition for issuance of all AQF qualifications and statements of attainment that the student must provide their unique student identifier at the time of enrolment. The USI must be verified by REIWA Training prior to issue of certification.

Change of name prior to issue of qualification or statement of attainment

From time to time an enrolled student may change his or her name prior to the issue of an award. The student will be required to change the name in which their USI was registered with the USI registry. Once

the name change has been processed in line with their USI, REIWA Training must be notified of the name change and validate the USI in the student management system.

RECORDS RETENTION

REIWA Training will:

- maintain a register of all AQF qualifications and statements of attainment issued to graduates.
- record the date, certificate number and parchment number of all qualifications and statements of attainment issued.
- retain records of all AQF qualifications and statements of attainment issued for a period of no less than 30 years.
- provide returns of clients records of attainment of qualifications and units of competency to the Training Accreditation Council

ACCESS AND SECURITY OF STUDENT RECORDS

Access to the SMS is provided via a login and password for each team member. The Executive Manager Training determines the level of access required for each member of staff in accordance with the requirements of the job role.

The register of allocated staff with access to the student management system is held by the Executive Manager Training and the Data Integrity Coordinator - who is the direct contact between the SMS provider and REIWA Training. The SMS provider's data security protocols and privacy policy are contained on their website.

RE-ISSUE OF QUALIFICATIONS OR STATEMENTS OF ATTAINMENT

In the case of a misplaced or lost qualification or statement of attainment, a replacement may be issued upon request. The request must be in writing and requires the completion of a Request for Replacement Certificate Form by the student. Production of photo ID will be required to prevent fraudulent issuance of certificates.

On the replacement documents, the date will remain the original date of issue.

The re-issued documents will be prepared in accordance with the requirements for issuance of a qualification or statement of attainment using numbered parchment paper. The re-issue details will be recorded in the certification register, including the date, parchment number and certificate number, and linked to the original issuance of the document.

A fee will be charged for the replacement of a qualification or statement of attainment in accordance with the current Schedule of Fees and Charges.

CHANGE OF NAME ON REQUEST FOR RE-ISSUE OF A QUALIFICATION OR STATEMENT OF ATTAINMENT

Where a request is received for re-issue of a qualification or statement of attainment in a different name, for example, where the person has married, divorced or effected a name change for any other reason, it must be determined if the certification was issued prior to the requirement for a USI and the appropriate reissue procedures completed.

Prior to Implementation of USI (January 2015)

- A written request must be received and original or certified evidence of name change is to be sighted.
- An alert is to be created in the student management system to indicate a name change has been affected and new certification issued.
- The reissue details will be recorded in the certification register, including the date, parchment number and certificate number and linked to the original issuance of certificate
- The date will remain the original date of issue.

If the student has a USI (after January 2015)

The student will be required to change the name in which their USI was registered with the USI registry. Once the name change had been processed in line with their USI, REIWA Training must be notified of the name change and the procedure above is to be followed then validate the USI in the student management system.

Non-accredited Training

REIWA Training issues certification to participants who meet the required outcomes of a non-accredited training program with a record of attendance to note their achievement. Non-accredited certifications **must not** include the AQF, NRT or TAC logos and **must not** contain wording that is attributed to nationally recognised qualifications or statements of attainment.

RECORD OF ATTENDANCE

This document is given to an individual who has attended a non-accredited training program. A record of attendance may be provided in print or as an electronic certificate.

RECORD OF COMPLETION

This document is given to an individual who has participated in a distance learning non-accredited training program where an assessment has been completed to meet the standards set by the Department of Mines, Industry Regulation and Safety (the Industry Regulator). A record of completion may be provided in print or as an electronic certificate.

ISSUING RECORDS OF ATTENDANCE

Records of attendance will only be issued by REIWA Training for those students who meet the requirements of attendance at a training program. ‘

Approved CPD programs

If the program is approved by the Industry Regulator, for the accumulation of points towards the compulsory professional development (CPD) requirements of a licensed or registered real estate practitioner, the fulfilment requirements for issue of a record of attendance are in accordance with the *Information for Training Providers* available from the Regulator's website.

RECORDS RETENTION

Records of attendance issued to participants in non-accredited training programs will be retained for a period of no less than four years.

CHANGE OF NAME

During the period of retention of records for participants in non-accredited training programs, a participant may change their name, for example, through marriage, divorce or other official determinations. This may become apparent when a report to the Industry Regulator is rejected when the registration/licence number no longer matches the name.

In the event that a name change has occurred the participant will be asked for a written request and an original or certified evidence of name change is to be sighted.

An event is to be created to note the date of name change and previous name.

RE-ISSUE OF RECORDS OF ATTENDANCE

In the case of a misplaced or lost record of attendance, an electronic replacement may be issued upon request. An email request may be accepted. No fee will be charged for this service.

ISSUE OF A RECORD OF COURSES COMPLETED WITH REIWA TRAINING

A list detailing attendance at non-accredited training courses may be issued to participants on request. An email request may be accepted.

No fee will be charged for this service.

PROCEDURE

NATIONALLY RECOGNISED TRAINING

All qualifications and statements of attainment issued for students must follow the steps outlined below and be completed within 30 calendar days of the learner being assessed as eligible to receive certification or on exiting the training course.

Issue of certificates

1. The Compliance Coordinator or Executive Manager Training ensures that students are eligible to receive the qualification or statement of attainment.
2. The compliance team ensures that the student has provided their USI and that it has been verified.
3. The student result is recorded in the Student Management System and the award is created.
4. The correct parchment is selected for the award and the certificate(s) printed.
5. A record of the issue of the qualification or statement of attainment is recorded in the appropriate register.
6. The certificate(s) are posted to the student using a certificate backing sheet and with a covering letter.
7. The envelope will be stamped to advise post handlers that it contains a certificate.

Collection of certificates

1. If a student wishes to collect his or her certificate, he/she will have to provide photo ID to prevent fraudulent issuance.
2. If a student wishes another person to collect his or her certificate, he/she will have to provide a written and signed request that contains the name, address and contact telephone number(s) of the collector. The collector will then have to provide photo ID that matches the provided information.

Re-issue of certificates

1. A Request for Replacement Certificate form must be received.
2. One photo identification document must be sighted
3. Replacement certificates may only be authorised by the Executive Manager or Compliance Coordinator. Every effort should be made to ensure that the re-issued certificate(s) are provided to the person eligible to receive them.
4. Checks should be made against the name, address, date of birth and contact details held on record with the details provided on the request form.
5. Formal contact with the eligible person should be made if there is any discrepancy or doubt relating to the request. Only when satisfied that the eligible person will receive the replacements, will the replacements be produced, recorded and dispatched.
6. The replacement certificate will be issued with the original date of issue.

NON-ACCREDITED TRAINING

Records of attendance will be issued at the conclusion of a training course when the participant has met the requirements for attendance. Records may be provided in print or electronic format. Where print format is selected:

1. The records of attendance will be prepared in advance of the training course.
2. An attendance record will be provided at each training course.
3. Participants will sign the attendance record on registration at the training course.
4. Records of attendance for participants who do not attend or meet the requirements for attendance will be removed and voided.
5. A participant who is not recorded on the course attendance record will enter his/her name on the record and sign against it. After examination of the participant's eligibility to attend or receive certification, a record of attendance will be prepared and emailed to the address provided on the enrolment form.

Re-issue of record of attendance certificate

A request for a replacement record of attendance may be accepted by email. A replacement may be issued electronically on checking that the email address matches that held in the Student Management System for that person.

Issue of a record of course completed

A request for a list detailing attendance may be accepted by email. The list may be issued electronically on checking that the email address matches that held in the Student Management System for that person.

ASSOCIATED DOCUMENTS

- AQF Qualifications Issuance Policy (AQF Framework Second Edition January 2013)
- Standards for Registered Training Organisations (RTOs) 2015
- TAC User's Guide : Standards for Registered Training Organisations (Schedule four and five)
- Information for Training Providers (Department of Mines Industry Regulation and Safety)
- Schedule of Fees and Charges
- Request for Replacement Certificate Form
- Records Management Policy
- Privacy Policy

CERTIFICATION

REVIEW OF THE POLICY

This is a controlled document. It may only be changed on the authority of the Executive Manager Training.

AUTHOR OF POLICY: Lesley Reagon - Executive Manager Training

DATE REVIEWED: Oct 2018

DATE TO BE REVIEWED: Oct 2020

VERSION CONTROL

Version	Page	Revision Details	Changed by	Date
1.0	All	New policy	Rhonda Stacy	12.12.2003
2.0	All	Review	Amanda Taylor	28.03.2006
3.0	All	Review	Sue Hartree	05.02.2007
4.0	All	Review in the context of AQTF 2007	Sue Hartree	02.04.2008
4.1	All	Review in the context of AQTF 2010	Sue Hartree	June 2010
5	All	Review	Liz McIlhone	July 2012
6	All	Update – AQF Qualification Issuance Policy Addition of Procedure	Liz McIlhone	August 2012
7	All	Revised against Standards for RTOs 2015 New branding applied	Liz McIlhone	February 2015
8	All	Change of job titles	Liz McIlhone	July 2016
9	All	Remove Learning Seat and minor edit	Liz McIlhone	May 2017
10	All	Changed titles Updated references to TAC and AQF documents Update change of name process as per TAC email in accordance with USI registry Inclusion of access and security of student records	Lesley Reagon	Oct 2018