

## Qualifications Issuance Policy & Procedure

---

**A qualification certificate is a Testamur and a unit of competence certificate is a Statement of Attainment.**

**AQF certification (testamurs and statements of attainment) cannot be issued without a verified USI.**

**All certification will be issued within 30 calendar days of course completion and receipt of payment of course fees (where applicable).**

### Qualifications Policy

AUSTRAIN management shall ensure qualifications issued by AUSTRAIN are those that are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and or units of competency/accredited courses.

### Qualifications Procedure

- The CEO shall ensure that a register of all AQF qualifications that AUSTRAIN is authorised to issue is maintained.
- The CEO shall ensure that a register of all AQF qualifications that AUSTRAIN has issued is maintained.
- Austrain Academy has in place enrolment procedures to ensure the Unique Student Identifier (USI) is verified well in advance of certificate issuance (as certificates may not be issued without a verified USI).
- Within 30 calendar days of the learner's final assessment being completed or their exiting their course, (providing all fees have been paid)
- The Office Manager shall formalise the competency decision by issuing a statement of attainment or testamur & record of results.
- Only the CEO shall have the authority to sign AQF qualifications and statements of attainment.
- Prior to generation of certificates, a completion checklist must be completed in our Student Management System (SMS). This includes all completed assessment items being sited by the RTO Manager prior to signing and issuance of certificate/s.
- Before signing AQF qualifications and statements of attainment the CEO shall ensure that these are formatted in accordance with the:
  - Australian Qualifications Framework Second Edition January 2013 especially the **AQF Qualifications Issuance Policy** and **NRT logo specifications**.
- The CEO shall ensure that all AQF qualifications and statements of attainment contain the following features:

#### **AQF Qualifications (Testamur)**

- name, code and logo of the issuing body;
- name of person receiving the qualification;
- awarded AQF qualification by its code and full title;

- date issued;
- authorised signatory;
- the AQF logo or the words, *'The qualification is recognised within the Australian Qualifications Framework'*
- the Nationally Recognised Training (NRT) logo
- 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); and
- the issuing organisation's seal/ watermark or corporate identifier
- A record of results will be issued together with the qualification.

#### **AQF Statements of Attainment**

- name and code of the issuing RTO
  - name of the person who achieved the competencies or modules
  - date issued
  - a list of competencies (or modules where no competencies exist) showing their full title and the national code for each unit of competency
  - authorised signatory
  - the Nationally Recognised Training (NRT) logo
  - 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 words *'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'*
  - the words *'These competencies form part of [code and title of qualification(s)/course(s) (this is optional, where applicable) '*
  - the issuing organisation's seal/ watermark or corporate identifier
  - Statements of Attainment issued to recognise achievement of a skill set identified in a particular Training Package contains 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.
- Any delivery of training and assessment in another language other than English shall be noted on AUSTRAIN's qualifications and statements of attainment.
  - AUSTRAIN Management permits the replacement of certification documentation. All re-issuance of certification documentation will be based on the verification and authentication of any replacement certification documentation prior to issue.

(Refer to AUSTRAIN's current fees schedule for replacement cost)

## Anti-Fraud Measures

- Austrain Academy has mechanisms in place to reduce fraudulent reproduction of certification. All Testamurs and Statements of Attainment are issued with the Austrain Academy Watermark on paper that includes the following security features:
  - Austrain Academy Watermark logo behind the text of the students name
  - A micro printed Line
  - A copy preventative background
  - Thermochromic security icon

The absence of any of the above could indicate a fraudulent document.

### ▪ Short Course /Skill Set / UOC

Please be aware that Statements of Attainment / Interim Certificates / Course Completion Certificates ARE NOT issued on the day / night of the course.

On successful completion of a Liquor & Gaming NSW (L&GNSW) course an interim certificate or course completion certificate will be issued to you within three working days by either Austrain Academy or L&GNSW (providing all course requirements have been completed and course fees paid). You will be required to take your Interim Certificate to participating Service NSW outlets with 100 points of Identification, BEFORE your interim certificate expires, to receive your photo card. To add the ARCG endorsement to your competency card, visit the competency card self-service portal to manage your competency card online.

**PLEASE NOTE:** Austrain Academy is not responsible for the issuing and / or replacement of your Photo Competency Card – Please contact the Liquor and Gaming NSW directly on 1300 024 720 or visit their website

<http://www.liquorandgaming.nsw.gov.au/> to request a replacement.

Arrangements can be made to express post your certificate if you require it urgently-ask your trainer for details.

Austrain Academy bears no responsibilities for the following events after the statements of attainment and or certificates have been sent. These events are:-

- The weather and subsequent damage to your statement(s) of attainment and or certificate(s) received by post to your address.
- The placement of your mail into your letter box by Australia Post and or a Contractor.
- The size of your letter box.
- Incorrect information on your enrolment form and or attendance sheet.
- A change of address (by the student) without notification between sitting a course and the posting of a statement(s) of attainment and or certificate(s).
- Failure to apply for the photo competency card within the specified time frame (90 days from date on the Interim Certificate).