Provides secure certification Policy

Provides secure certification (3.1-3.4)

[Standard 3 – Clauses 3.1 to 3.4]

1.0 <u>Policy</u>

   1.1. The purpose of this policy and procedure will ensure that that Blue Lotus College has controls in place to:

      1.1.1. not issue qualifications, statements of attainment and records of results unless the learner has completed all requirements

      1.1.2. meet the AQF Qualifications Issuance Policy and any other specifications required within the VET sector, including the use of the NRT logo. see - Schedule 4 & 5 and of the Standards for Registered Training Organisations 2015, outlined in Standard 3 Appendix 1 and 2 of this document.

2.0 <u>Responsibility</u>

   2.1 The CEO and the COO are responsible for the implementation of this procedure and to ensure that staff are aware of its application and implement its requirements;

3.0 <u>Requirements</u>

   3.1 When issuing certification:

      3.1.1 issue in a timely manner (AQF certification documentation must be issued within 30 calendar days of the learner's final assessment being completed or their exiting their course, providing USI has been provided and verified, and all fees have been paid), so learners can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation

      3.1.2 issue AQF certification documentation directly to the learner, not to another party, such as an employer unless authorised by student with authority letter.

      3.1.3 issue learners who have completed all units or modules in a qualification with a testamur and a record of results

3.1.4 issue a learner who has completed one or more units/modules (but not a full qualification) and has finished their training with Blue Lotus College with a statement of attainment (a record of results may also be issued in this case), and

3.1.5 ensure learners can access records of certification issued to them.

3.2 To avoid delays, the learner's Unique Student Identifier (USI) will be verified well in advance of issuing any certificates or testamurs

3.3 Testamurs will only be issued for completed courses units of competence or accredited modules. Interim documents will not be issued.

3.4 All records of qualification and statements of attainments will be kept for at least 30 years. If the Blue Lotus College ceases to be an RTO, it ensure that all records are provided to ASQA or the current VET Regulator in digital form.

3.5 All records of qualification and statements of attainments will be recorded through the USI system so that learners and past learners may access their records through the USI system. Alternatively, learners and past learners may request copies of their qualification and statements of attainments directly through Blue Lotus College.

3.6 Blue Lotus College will ensure that certificates for qualifications or statements of attainments have security measures in place to provide security against fraudulent use or reproduction.

3.7 Blue Lotus College keep a record of qualification and statements of attainment that are issued to learners with the date of issue/distribution, as proof that they were issued and within a 30 day time frame.

4.0 Definitions

4.1 **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.

4.2 **Record of results** is a document that lists units of competence or accredited modules indicating the result for that unit of module. It does not indicate if a training product has been completed.

5.0 Procedure

Academic records

5.1   Competency records for each unit are maintained by trainers in the result record excel sheet maintained in the BLC one drive.

5.2   Based on the competency records updated by trainers at the end of each study period the achievement of units of competency for each student is recorded on the student records database by the student service department, or whoever the Training Manager delegates to undertake this task.

5.3   When it is believed that a student has completed all competencies required for the issuing of an award student service department will circulate the certificate issuance checklist to accounts and COO for approval to generate the certificate from the SMS.

5.4   Students completing one or more units / modules but not a complete qualification will be issued a Statement of Attainment on completion of their studies or upon withdrawing from a course.

5.5   When it is believed that a student is eligible for the issuing of a Statement of Attainment and or full qualification a transcript and or full qualification is generated and sent to the CEO along with the certificate issuing checklist for review and final approval.

5.6   A COO or course coordinator must verify eligibility for an Award or a Statement of Attainment on checklist for issuing certificate.

5.7   Verification requires checking student module / unit completions against the qualification requirements or packaging rules in the curriculum / training package. Applicable rules will be those that applied at or after the time of enrolment up until the time of completion.

5.8   After final verification of eligibility an Award or Statement of Attainment will be prepared and issued to the student.

5.9   The date of issue, title of the Award or Statement of Attainment, and sequence number of the document is recorded in the student records database.

Address and contact details

5.10   Remind students in writing at the beginning of their course and every quarter through email of the requirement to advise Blue Lotus College of any change in

their contact details, such as a new residential address and contact telephone number.

5.11 Maintain the current residential address as supplied by the student in the student management system and update PRISMS accordingly.

Confidentiality and access to records

5.12 Students wishing to access their own records must put the request in writing to the Administration Manager using the Student records request form

5.13 The Student Service Manager will then arrange for supervised access at a mutually suitable time.

5.14 Students must view their records at Blue Lotus College and cannot take records away from Blue Lotus College.

Testamur Security Policy

All testamurs (certificates and statements of attainment) are to be printed on templates included in the Student Management System.

The testamur will contain sufficient information to identify correctly the:

- issuing organisation

- graduate who is entitled to receive the AQF qualification

- awarded AQF qualification by its full title

- date of issue/award/conferral

- person(s) in the organisation authorised to issue the documentation, and

- authenticity of the document, in a form to reduce fraud such as the issuing organisation's seal,   corporate identifier or unique watermark.

- the NRT Logo in accordance with the current conditions of use contained in Schedule 4 of the Standards for Registered Training Organisation 2015 – for details, see Standard 3 Appendix 1

All Issuing AQF Qualifications

The following information must be included on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:

a. the name, National RTO code and logo of the issuing organisation

b. the code and title of the awarded AQF qualification, and

c. the NRT Logo in accordance with the current conditions of use contained in Schedule 4 of Standards for Registered Training Organisations 2015 – see Standard 3 – Appendix 1 of this document

The following elements are to be included on the testamur as applicable:

a. 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)

b. the industry descriptor, e.g. Engineering

c. the occupational or functional stream, in brackets, e.g. (Fabrication)

d. where relevant, the words, '*achieved through Australian Apprenticeship arrangements'*, and

e. where relevant, the words, '*these units/modules have been delivered and assessed in <insert language>* followed by a listing of the relevant units/modules.

The learner's Student Identifier must not appear on the testamur consistent with the Student Identifiers Act 2014.

RTOs will:

retain registers of AQF qualifications they are authorised to issue and of all AQF qualifications issued

retain records of AQF certification documentation issued for a period of 30 years, and

provide reports of Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator.

Issuing Statements of Attainment

The following information must be included on a statement of attainment:

a. the name, National RTO Code and logo of the issuing organisation

b. 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

c. the authorised signatory

d. the NRT Logo

e. the issuing organisation's seal, corporate identifier or unique watermark

f. 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 to be included on the statement of attainment as applicable:

a. the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities)

b. the words '*These competencies form part of [code and title of qualification(s)/course(s)]*

c. the words, '*These competencies were attained in completion of [code] course in [full title]*, and

d. where relevant, the words, '*these units / modules have been delivered and assessed in <insert language>*' followed by a listing of the relevant units/modules.

The learner's Student Identifier must not appear on the statement of attainment consistent with the Student Identifier Act 2014.

Blue Lotus College will:

a. maintain registers of all statements of attainments issued

b. retain records of statements of attainment issued for a period of 30 years, and

c. provide reports of its records of statements of attainment issued to its VET Regulator on a regular basis, as determined by the VET Regulator.

If practical, the templates are to include a unique pre-printed watermark.

If practical, each testamur, (certificate or statement of attainment) is to be embossed after printing with the RTO logo and/or the signature of the Chief Executive Officer and/or another mark approved by the Chief Executive Officer.

5.15 Testamurs, (certificate or statement of attainment) may be verified free of charge by contacting the Blue Lotus College.

5.16 Testamurs, (certificates and statements of attainment) will only be reissued after applicants:

• Applying in writing indicating the reasons for requesting for a reissue; and

- confirming their identity using the 100 points system of identification; which may be provided through the service offered to businesses by Australia Post - http://auspost.com.au/business/in-person-id-checks.html
- The reissue must be approved by the Chief Executive Officer or a person specifically nominated by the Chief Executive Officer to approve a reissued testamur.

Additional fees may apply for reissuance of testamur

5.17   Statement of attainment must be in a form that ensures it cannot be mistaken for a testamur for a full AQF qualification. It must include the statement '*A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'*

5.18   The testamur or graduation statement for all AQF qualifications issued will identify the qualification as an AQF qualification either by the words '*The qualification is recognised within the Australian Qualifications Framework'* or the use of any AQF logo authorised by the AQF Council. The AQF logo or these words must not be used on certification documentation for non-AQF qualifications.

5.19   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.

6.0   Revocation of Certificates

BLC may require the graduate to return the certificates, record of results or SOA in the following circumstances:

(1)   In cases where an alleged fraud or dishonesty has been substantiated, BLC may revoke the qualification and require the return of documentation.

(2)   The certification or the SOA (whichever applies) if evident to the satisfaction of BLC that the qualification was improperly obtained.

(3)   Due to remedial action been put in place, where it has been identified that Gap training is required to be conducted, the graduate will be contacted and called in to complete the gap training and when that is

completed reissuance of the certification will be done after the graduate returns the original documentation.

(4)   When a request for replacement of original certificate, record of results or SOA is submitted due to damage, the graduate is required to return the original documentation prior to the replacement documentation being issued.

(5)   Due to an error, where the certificates, record of results or SOA was presented incorrectly or contained incorrect details, BLC will request the documentation to be returned.

(6)   If required by the national regulator for vocational education and training (VET) under National Vocational Education and Training Regulator Act 2011 (NVR Act) and the Standards for RTOs 2015.

7.0   Resources & Forms

7.1   Check list for issuing testamurs

8.0   Revision history

Revision	Date	Description of modifications
1	February 2018	Minor updates
2		

Standard 3 – Appendix 1

Conditions of use of the NRT Logo

Conditions of Use of NRT Logo

The Nationally Recognised Training (NRT) Logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to AQF certification documentation. The NRT Logo is a registered trade mark.

The following describes a range of situations and conditions for using the NRT Logo.

Advertisements and promotional information in any medium (print, television, radio, banners,

internet, etc)

1. RTOs registered by any VET Regulator may use the NRT Logo to promote nationally recognised training provided that training is within the RTO's scope of registration.

2. Impressions must not be created that may lead an observer to conclude the NRT Logo applies to all training provided by the RTO, if this is not the case. The NRT Logo cannot be used by an RTO where the training is accredited, but is outside the scope of registration of the RTO. Where training is being promoted and does not meet the requirements stipulated in the VET Quality Framework or is outside the RTO's Scope of Registration, it must be made clear the NRT Logo is not associated with that training.

3. Use of the NRT Logo is only permitted where there is a direct relationship to a AQF qualification and/or unit of competency as specified within training packages or VET accredited courses.

Student information (brochures, course handbooks, prospectuses, etc)

4. When an RTO is promoting the training it offers and wishes to use the NRT Logo, its promotional material such as brochures, handbooks and prospectuses must clearly distinguish between nationally recognised training within the scope of registration and that which is not nationally recognised.

Corporate stationery, business cards, buildings, training resources and marketing products

5. The NRT Logo must not be used on products such as corporate stationery, business cards, building signage, mouse pads, pens, satchels, packaging around products nor learning resources supporting training.

Certificates, Statements of Attainment and other testamurs

6. The NRT Logo must be depicted on all AQF certification documentation issued by the RTO. These can only be issued by an RTO when the qualification and/or unit of competency are within the RTO's scope of registration. The NRT Logo must not be depicted on other testamurs or transcripts of results.

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