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## Purpose

Duke College issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

The purpose of this policy is to provide a consistent set of principles under which qualifications and statement of attainments are issued by Duke College.

Duke College adheres to the following statement from 'Standard 3.6' of the 'Standards for Registered Training Organisations (RTOs) 2015'.

*"The RTO meets the requirements of the Student Identifier scheme, including:*

- a) Verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;*
- b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;*
- c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs 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; and*
- d) Ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems."*

<https://www.asqa.gov.au/standards>

## Scope:

This policy applies to:

Duke College Academic, Administrative staff and stakeholders.

All staff are made aware of the requirements of this policy through regular Administrative and Academic meetings, Staff Inductions staff updates.

## Requirements

All students who have completed a course 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 (academic transcript)

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

All AQF certification documentation issued by Duke College meets the requirements following requirements:

### Issuing AQF Qualifications

- Duke College will include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:
  - the name, National 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 (Standards for Registered Training Organisations (RTOs) 2015).
- The following elements are to be 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 English' followed by a listing of the relevant units/modules.
- Duke College will not include the learner's Student Identifier on the testamur consistent with the Student Identifiers Act 2014.

## Issuing 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 qualification. Through the use of the statement of attainment, the AQF acknowledges that completion of accredited units contributes to the progression towards achievement of an individual's lifelong learning goals. Students who have completed an accredited unit(s) in these circumstances are entitled to receive a statement of attainment. A record of results (interim transcripts) will also be issued.

- Duke College will include the following information on a statement of attainment:
  - the name, National RTO Code and logo of the issuing organization
  - 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 authorized signatory
  - the NRT Logo
  - the issuing organization's seal, corporate identifier or unique watermark
  - the words 'A statement of attainment is issued by a Registered Training Organization when an individual has completed one or more accredited units'
- The following elements are to be 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)]'*
  - *the words, 'These competencies were attained in completion of [code] course in [full title]', and*
  - *where relevant, the words, 'these units / modules have been delivered and assessed in English' followed by a listing of the relevant units/modules.*
- Duke College will not include the learner's Student Identifier on the statement of attainment consistent with the Student Identifier Act 2014.
- Duke College will:
  - retain registers of AQF qualifications they are authorized to issue and of all AQF qualifications issued
  - retain records of AQF certification documentation issued for a period of 30 years, and

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

## ***Authentication and verification***

- Duke College is responsible for authentication and verification of a student's statement of attainment. Duke College is also responsible for ensuring that it has in place mechanisms to reduce fraudulent reproduction and use of the statements of attainment it issues.

## ***Timeline***

- AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to Duke College have been paid.

## **Important Notes to the Students**

A Student is entitled to receive a qualification (certificate/testamur) of an enrolled course/qualification only upon successful completion of the requirement of the enrolled qualification. However, if a student decides to drop from an enrolled course in between or completes only a part of enrolled course, they will NOT be issued with any qualification even though the completed portion of the enrolled qualification may constitute the lower AQF level qualification; they will rather be issued with a Statement of attainment.

For example, if a student is enrolled in an Advanced Diploma of Business qualification and student holds only one CoE (Confirmation of Enrolment) of Advanced Diploma of Business, however student decides to withdraw from the Advanced Diploma of Business qualification after one year of Study into the qualification, Duke College cannot issue some other qualification for student's one year study, even though one year of study may have met the requirement of Diploma of Business.

Student will be issued with a Statement of Attainment saying Student was enrolled in Advanced Diploma of Business and Student has partially completed the Advanced Diploma of Business qualification and it will also lists the unit of competencies student has successfully completed. However, if a student holds two separate CoEs, for example one of Diploma of Business and another for Advanced Diploma of Business, then the student is entitled for both qualifications upon completing the requirement of each qualification.

As a part of the quality indicator data reporting requirement, Duke College must report how many students were enrolled (based on the number of CoE issued) in each qualification per calendar year and how many students have successfully completed the qualification in each calendar year.

## **Definitions**

- RTO – Elizabeth Bence Pty Ltd t/a Duke College
- AQF – Australian Qualifications Framework
- NRT – Nationally Recognized Training
- ASQA – Australian Skills Quality Authority
- Department of Education and Training - The Australian Government Department of Education

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- NCVER- National Centre for Vocational Education Research Training Package - A set of nationally-endorsed standards, guidelines and qualifications used to recognize and assess the skills and knowledge needed to perform effectively in the workplace

The conferring of certificates is an important stage in the delivery of Duke College training programs. As a RTO, Duke College will follow all relevant Standards for Registered Training Organizations (RTOs) 2015, ASQA and AQF guidelines on the issuing of accredited course qualifications. Duke College confers the following types of certificates:

- AQF qualifications or statements of attainment
- Academic Transcripts or interim transcripts

It is the responsibility of the Chief Executive officer (CEO) and Director of Studies (DOS) of Duke College to ensure that all certification complies with this policy.

## Legislative Contexts

- The AQF :- Australian Qualifications Framework <https://www.aqf.edu.au/>
- Standards for Registered Training Organisations (RTOs) 2015 <https://www.asqa.gov.au/standards-vac>
- National Vocational Education and Training Regulator Act 2011 <https://www.legislation.gov.au/Details/C2017C00245>

This policy and procedure is subject to ongoing revision to reflect continuous improvements.

## Procedure for issuing certificates

All certificates issued for Duke College students must follow the steps as outlined below:

- a) On completion of the course or unit of competency students apply for certificates/ transcripts.
- b) The Student Support Officer ensures that students are eligible for receiving certificates.
- c) The Student Support Officer ensures that students have a Unique Student Identifier (USI).
- d) All results and relevant information is forwarded to the Director of Studies who ensures the student has completed all requirements to issue certificates and enters the details into the resulting database.
- e) The approved form is forwarded to the Student Support Officer who produces certificates/statements/transcripts.
- f) The certificates/statements/transcripts are returned to the Director of Studies to ensure everything is accurate and in compliance as per the requirements before signing the certificates.
- g) All certificates along with all associated documents are forwarded to the Chief Executive Officer to further check and verify. The Chief Executive Officer signs after ensuring that all requirements are met.

## Design requirements for a qualification

All certificates design and text must correctly refer to the Australian Qualification Framework (AQF) guide and National VET regulator (NVR) requirements.



# Issuing of qualifications and statement of attainment Policy and Procedures

Version: 2.0

Last Modified: 9 August 2018

## Re-issue of Qualifications

In case if a student lost or misplaced the certificate issued by Duke College, a replacement certificate will be issued which incur AU\$ 50 per document. On the replacement qualification, the date will remain the original date of issue. Requests for re-issue of a qualification must be provided in writing to the Director of Studies outlining the reason for the reissue providing supporting evidence.

## Register of issued AQF qualifications

Duke College maintains this register of the AQF qualifications that it has issued. The register will contain sufficient information to identify correctly the holder of the qualification, AQF qualification by its full title, and date of issue/award/conferral.

## Reference:

This policy/procedure supports:

National Vocational Education and Training Regulator Act (2011), Standards for Registered Training Organisations (RTOs) 2015, Standard 3'. Duke College issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

## Documents/Forms:

1. Register of issued AQF qualifications
2. Statement of Attainment (Template)
3. Record of Result (Template)
4. Certificate Template
5. Certificate Processing Checklist

## Revision History

| Version | Date             | Revision Description                  |
|---------|------------------|---------------------------------------|
| 2.0     | 9 August 2018    | Changes to reflect National Code 2018 |
| 1.0     | 12 February 2015 | Original                              |