COURSE COMPLETION AND QUALIFICATION ISSUANCE POLICY & PROCEDURE

Introduction

The Australian Academy of Commerce (AAC) is dedicated to upholding the integrity, accuracy, and timeliness of course completion records and the issuance of qualifications. This commitment aligns with the requirements of the VET Quality Framework, the National Vocational Education and Training Regulator Act 2011, the Standards for Registered Training Organisations (RTOs) 2015, and the National Code of Practice for Providers of Education and Training to Overseas Students (2018).

Purpose

This purpose of this policy is to describe the process by which AAC records and issues nationally recognised qualification and statements of attainment to students who have met the requirements for a qualification.

Scope

This policy applies to all students, trainers and assessors (VET) and administrative staff involved in the completion of courses and the issuance of qualifications at AAC.

Policy Statement

AAC ensures that:
- Students receive timely and accurate certification upon completion of their training and assessment.
- All issued qualifications and statements of attainment comply with the requirements of the Standards for RTOs 2015 and the Australian Qualifications Framework (AQF).
- Effective processes are in place to manage the issuance, replacement, and verification of certification documents.

Definitions

Academic Transcript	See Record of Results.
Australian Qualifications Framework (AQF)	The framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.
Qualification	A certificate or statement of attainment awarded upon successful completion of a course or unit(s).
Record of Results	A record of results is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised issuing organisation. In Australia, this may be called a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'.
Statement of Attainment (SoA)	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.
Testamur	Official certification document confirming a qualification has been awarded.

References

- ESOS Act 2000
- ELICOS Standards 2018
- ESOS National Code 2018
- NVR Act 2011
- Standards for RTOs 2015: Specifically, Standard 3

Related AAC Policies and Procedures

- Complaints and Appeals Policy and Procedure
- Course Progression and Risk Intervention Policy and Procedure
- Data Integrity and Provision of Information Policy and Procedure
- Fees Management and Refund Policy and Procedure
- Quality Assurance and Risk Management Policy and Procedure
- Reporting International Students (PRISMS) Policy and Procedure
- Student Records Management Policy and Procedure
- VET Assessment Policy and Procedure
- VET Training and Assessment Policy and Procedure

Course Completion and Qualification Issuance Procedure

1. Course Completion Verification

1.1 Assessment Finalisation
Trainers and assessors confirm that students have successfully completed all required units of competency.

1.2 Student Management System Records (SMS)
Trainers or assessors record the completed units in the Student Management System (SMS).

1.3 Administration Review
The administration team verifies the student's academic progress and financial status to confirm their eligibility for qualification issuance.

1.4 Notification of Results
Students are notified of their competency results within two weeks of completing all required units.

1.5 Outstanding Fees
If a student has any outstanding fees, they will be notified. Payment of all outstanding fees is required before a testamur, record of results, or statement of attainment can be issued. This policy is communicated to students during induction to prevent misunderstandings.

1.6 Final Verification
Before a testamur is awarded, all units of competency for the qualification must be successfully completed and assessed as competent.

2. Qualification Issuance

Once eligibility is confirmed, the qualification or statement of attainment is prepared, ensuring accuracy in student details and course information.

The document is then issued to the student via email or hard copy, depending on their preference. A record of issuance is saved in the SMS. Students are notified of the issuance and provided instructions on how to collect their documents if necessary.

- All graduates of AAC receive certification documentation to which they are entitled within thirty (30) days of the learner being assessed.
- All AQF qualifications on AAC's scope of registration are correctly identified in certification documentation.
- AQF qualifications issued by AAC are protected against fraudulent issuance.
- Testamurs include the student's name, course code, title and date of issue.
- Statements of attainment lists units completed and are clearly marked to distinguish them from full qualifications.
- A clear distinction can be made between AQF qualifications and non AQF qualifications delivered by AAC.
- Graduates and others are confident that the qualifications they have been awarded are part of the AQF.

2.1 Testamur

AAC will ensure that:

- the testamur will include the organisation name, RTO code and organisation logo
- the testamur will include the code and title of the awarded AQF qualification; and
- the NRT logo in accordance with the current conditions of use
- the testamur includes authorised signatory
- does not include a state or territory registering body logo
- the testamur 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

2.2 Statement of Attainment

AAC issues statements of attainment according to the following guidelines:

- the Statement of Attainment will include the organisation name, RTO code and organisation logo
- the Statement of Attainment will include 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 Statement of Attainment includes authorised signatory
- the Statement of Attainment includes the NRT logo in accordance with the current conditions of use
- the Statement of Attainment includes the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units';
- statements of attainment will not include the Australian Qualifications Framework (AQF) words or logo
- statements of attainment will not include a state or territory registering body logo
- statements of attainment will not include the learner's Student Identifier consistent with the Student Identifiers Act 2014.

- AAC has developed the statement of attainment in a format so that it cannot be mistaken for a full AQF qualification:
- The words 'statement of attainment' are placed at top of document (just below RTO logo) in prominent upper case
- The number of the statement of attainment is titled: Statement of Attainment No. xxxxxx

2.3 Record of Results

AAC will ensure that:

- the Record of Results includes the organisation name, RTO code and organisation logo
- the Record of Results includes the code and title of the awarded AQF qualification
- the NRT logo is not used on the record of results
- the AQF logo or words 'The qualification is recognised within the Australian Qualifications Framework' is not used on the record of results

Results will be shown on the record of results as follows:

C	Competent
NYC	Not Yet Competent
CT	Credit Transfer
RPL	Recognition of Prior Learning
W	Withdrawn

The Student Services Officer (SSO) is responsible for the resulting and issuing of testamurs, statements of attainment and records of results, including replacement certification documents and preserving the Student Management System (SMS) in current, compliant and operational status.

The SMS maintains all data, including all relevant student details and a register of Certificates, Diplomas, Advanced Diploma and Statements of Attainment issued.

3. Fraud Prevention Measures

AC has implemented the following measures to minimize the risk of fraudulent reproduction of qualifications and statements of attainment:

- Every qualification and statement of attainment is assigned a unique ID number for verification purposes.
- High-quality, tamper-resistant paper is used for all physical documents.
- Testamur and statement of attainment templates are securely built into the Student Management System (SMS).
- Electronic copies of student records are securely stored and maintained within the SMS.
- Access to SMS templates is password-protected to ensure only authorized personnel can generate or modify documents.

4. Record Retention and Reporting

4.1 Retention
- All qualifications and statements of attainment are recorded in the SMS and backed up regularly.

- Copies are stored securely and retained for thirty (30) years.
- AAC maintains a comprehensive register of all AQF qualifications issued to graduates.
- Copies of testamurs, statements of attainment, and academic transcripts are stored in the student's academic file.
- Scanned copies are maintained electronically in the SMS and backed up to an external hard drive.

4.2 Reporting

- AAC submits reports on issued qualifications and records of attainment to its VET regulator on a schedule determined by the regulator.
- AAC provides returns on client attainment records for units of competency and VET qualifications to the National VET Regulator as required.
- In the event that AAC withdraws its registration, it will return its Certificate of Registration to the NVR (ASQA) within ten (10) business days from the effective withdrawal date.

5. Re-Issuing Qualifications

AAC adheres to the following procedure for the re-issuing of qualifications:

- If the testamur or statement of attainment is misplaced or damaged, the student or prior student may contact AAC to order a replacement.
- AAC will not re-issue a testamur or statement of attainment or academic transcript; however, we will issue a 'Certified Copy' of the original certification documentation with a statement on the documentation stating: 'this is a replacement of original document.'
- Students or prior students making requests for replacement certification must provide proof of identity including the student identification number in addition to a current Australian driver's licence or a current passport. The Compliance Officer will then complete a verification check to ensure the person requesting documentation is the person previously enrolled in stated course.
- The cost for a certified copy of the original award documentation is $100.00, which is to be paid at time of application for replacement documentation. It may take up to two weeks for the copy award document to be completed.

Roles and Responsibilities

Role	Responsibility
CEO	- Provide strategic oversight to ensure the integrity and compliance of qualification issuance. - Approve policies and procedures related to certification. - Ensure adequate resources for policy implementation and monitoring.
Compliance Officer	- Oversee adherence to regulatory requirements and ensure compliance with the Standards for RTOs. - Manage the qualification preparation, issuance, and replacement processes. - Conduct internal audits related to records and reporting.
Student Services Officer (SSO)	- Manage the SMS to ensure accurate recordkeeping of student details, qualifications, and statements of attainment. - Oversee the issuance, replacement, and secure storage of testamurs, statements of attainment and academic transcripts.

Director of Studies (DoS) ELICOS / VET	• Review and ensure accurate finalisation of assessment results. • Verify that all units of competency have been successfully completed and meet the requirements for qualification issuance.
Trainers and Assessors / Teachers (ELICOS and VET)	• Ensure accurate assessment completion and timely submission of student results to the SMS. • Verify competencies for all units before recommending qualification issuance.

Monitoring and Review

AAC's Course Completion and Qualification Issuance policy is reviewed annually and updated to reflect changes in legislation, regulatory standards, or organisational requirements.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V2.0	Feb 2025	Redeveloped from Course Completion policy.			Compliance Team	Feb 2026

Policy and Document Information

Author:	Compliance Team
Policy owner:	Compliance Officer
Approved by:	CEO
Approved date:	20 February 2025
Status:	Approved
Next review due:	February 2026