



# **Certificate Issuance Policy and Procedure**

## **Version 1.5**

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## Certificate Issuance Policy and Procedure

### 1. Purpose

The document discusses the policy and procedures for issuing certificates to students who meets all requirements of training products in the enrolled vocational education and training (VET) accredited course. The College will abide by regulatory requirements and standards (e.g., Standards for Registered Training Organisations (RTOs) 2015, National Code of Practice for Providers of Education and Training to Overseas Students 2018).

### 2. Scope

This policy and procedure apply to Certificate issue team, College Personnel, and Students.

### 3. Definition

**AQF:** Australian Qualification Framework.

**College:** refers to Australia Institute of Business and Technology.

**Compliance Officer:** refers to delegated personnel from Quality Assurance Department who has been assigned with the responsibility to manage certificate issuance.

**Certificate:** includes Transcript of Academic Record.

**Student:** is a student or trainee of the College.

**UoC:** Unit of Competency.

**School Manager:** is a delegated college staff who has the responsibility to oversee the day-to-day functioning of the school.

**SOA:** Statement of Attainment.

**Verified or Attested:** stamp all the documents and sign them

**USI:** Unique Student Identifier.

### 4. Related Documents

- Standards for Registered Training Organisations (RTOs) 2015
- Nationally Recognised Training (NRT) logo Specifications
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Standards for NVR Registered Training Organisations 2012

## 5. Responsibility

**Course Coordinator(s) and SM** are responsible for

- notifying Quality Assurance Department for the request of certificates.
- rectification of issues from compliance check.

**Quality Assurance Department** is responsible for the certificate issuance:

- **Compliance Officer (s)** is responsible for compliance check and the issue of certificate

## 6. Policy

### Conferral of Certificates

1. A student will qualify for granting of a certificate in recognition of academic achievement when the student meets the requirements of training course and pays all required tuition fee and any other outstanding fees (e.g., the outstanding fees incurred from library, workshop, and/or kitchen) to the College.
2. A student will qualify for granting of a SOA in recognition of academic achievement when the student meets the requirements of units of competency and pays all required tuition fees and any other outstanding fees (e.g., the outstanding fees incurred from library) to the College.

### Compliance Check

1. Check the packaging rules (e.g., TASs)
  - Check the UoC outcomes against TASs
2. Check the finance portal and all relevant departments (e.g., library) for any outstanding unpaid balance.

### Issue Certification Documents

1. The College will issue a student's certificates at the successful completion of a student's training course within 30 calendar days.
2. The College will issue a student's SOAs within 30 calendar days when the student's enrolment is ended on a certain qualification (e.g., withdrawal, change of qualifications, release, etc) and the student must successfully complete at least one UoC.
3. The College will issue a student's certificates or SOAs that are within the scope of registration.
4. Prior to the issue of a student's certificates or SOAs, a student must have a Unique Student Identifier (USI).
5. Certificates or SOAs which are issued must contain the required information:
  - a. the full name of the individual to whom the transcript relates;
  - b. the student number;
  - c. the date the transcript was prepared;

- d. the name and identifier (e.g., unit codes) of each unit of competency or module of a VET course
  - e. the date the unit or module was commenced (if applicable);
  - f. if completed, the date the unit or module was completed (if applicable);
  - g. the name and identifier of the registered training organisation that delivered the unit or module;
  - h. the source of funding for the unit or module (if needed);
  - i. the outcome for each unit or module (for example, whether or not the competency was achieved);
  - j. The methods (Competent, Recognised Prior Learning, and/or Credit Transfer) a student utilises to meet the requirements of training course.
6. Certificates and SOAs must be issued within **30 calendar days** when a student completes the course.

### Storage

1. All issued certificates and SOAs from the College are stored for a period of thirty (30) years.

### Charge and Fee

1. The College will not charge any fee for the issuance of a student's certificates or statements of attainment.

## 7. Procedures

The below steps explain the procedures for the certificate issuance within the Quality Assurance Department.

### Step 1a – Request of a Certificate

When a student meets all requirements of training packages, a Course Coordinator and/or SM submits the request of a certificate for compliance check upon the completion of students' courses. The request must contain the information below:

- i) Student name and ID.
- ii) The name and Code of Qualifications for certification.
- iii) Any other relevant information.

**Note:** a student can lodge the request for certificate issuance by sending an email to the Course Coordinator and/or SM.

### Step 1b – Request of a SOA

When all relevant parties receive the request of a SOA, a Course Coordinator and/or SM submits the request for compliance check.

The request must contain the information below:

- i) Student name and ID
- ii) The name and Code of Qualifications for the requested SOA
- iii) Any other relevant information.

**Note:** a student can lodge the request for SOA issuance by sending an email to the Course Coordinator and/or SM.

## Internal College staff

### Step 2 - Compliance Check

After the Compliance Officer receives the request of a certificate or SOA, the Compliance Officer will perform a Compliance Check by following the process below.

- i) The Compliance Officer must ensure that a student's assessments are assessed/graded as 'Satisfactory' and the UoCs required by the training course are marked as 'Competent'.
- ii) In the case that the results do not match (e.g., 'not Satisfactory' assessments but 'Competent' UoCs), the request of a certificate and/or SOA will be rejected. The Compliance Officer provides the rejection notification to all relevant parties (e.g., Course Coordinator) and requests the rectification of the unmatched results.
- iii) The confirmation of no tuition fee balance or full tuition fee payment from the finance department. If the student has any outstanding tuition fee the finance department will send a reminder to student.

The results of the Compliance Check from the Compliance Officer will be released within 5 business days unless there are special circumstances.

### Step 3 – Issuing Certificate

After the Compliance Officer receives the approval for the issuance of a student's certificate and/or SOA, the Compliance Officer will check a student's information in order to generate the certificates and/or SOAs correctly.

The distribution of electronic copy and physical copy of certificate/SOA is shown in the table below.

Electronic copy of certificate/SOA	Physical copy of certificate/SOA
The electronic version of the requested certificate and/or SOA is sent to a student's email.	The physical version of the certificate and/or SOA is sent to the campus for a student to collect (checking student's photo ID).

### Important note for students:

- The physical copies of the certificates and/or SOAs will be available in a student's respective campus to be collected. The certificates and/or SOAs must be collected within 30 calendar days after the notification email from Compliance Officer is received.
  - If the certificates/SOAs are not collected within the 30 calendar days, a student must follow the procedures for certificate reissuance.
- The college will discard certificates and/or SOAs of any student who fails to collect the certificates and/or SOAs within the required timeframe.
- Procedures (for replacement of certificates and/or SOAs) will apply for the request to reissue the physical version of certificates and/or SOAs.

### 8. Procedures (for replacement of certificates and/or SOAs)

The below steps explain the procedures of the certificate reissuance within the Quality Assurance Department. The reissuance process will be completed within 30 calendar days.  
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### **Step 1 – Request of a Certificate and/or SOA**

When a student's certificates and/or SOAs have been lost or destroyed, he or she request for a replacement. Student can request for reissuance of a certificate through [Certificate Reissuance Application – Australia Institute of Business and Technology \(aibtglobal.edu.au\)](https://connect.portal.aibtglobal.edu.au/applications/). There is re-issuance application fee applicable.

### **Step 2 – Reissuing physical Certificates and SOAs**

After the Compliance Officer receives the request for the reissuance of a student's certificate and/or SOA, the Compliance Officer will check a student's information in order to reprint the certificates and/or SOAs correctly.

- The physical versions of the requested certificate and/or SOA will be printed by the Compliance Officer.
- The physical version of the requested certificate and/or SOA is sent directly to a student.

### **Step 3 – Reissuing Electronic copy of Certificates and SOAs**

After the Compliance Officer receives the request for the reissuance of a student's certificate and/or SOA, the Compliance Officer will check a student's information to resend the electronic copy of certificates and/or SOAs to a student.

## **9. Procedures for Credit Evaluation**

The below steps explain the procedure for applying for credit evaluations such as World Education Services (WES), Comparative Education Service (CES).

### **Step 1 – Request for evaluation**

When a student requires a Verified or Attested document, the student can lodge the request at <https://connect.portal.aibtglobal.edu.au/applications/>, a verification fee may be applied.

### **Step 2 – Verification of documents**

After Compliance Officer receives the request for the verification of documents, the Compliance Officer will verify the student documents with the compliance manager(s) and will approve if the documents are genuine.

If any fraud or misappropriation of documents is identified, the Compliance Officer will reject the application.

### **Step 3 – Dispatching the verified documents**

After the verification process is completed, the Compliance Officer will apply the rules of the specific credit evaluation (e.g., WES, CES).

The required documents will either be sent to the requesting student or to the evaluation companies.

- The student will be notified once the credit evaluation process is completed.

## Questions/Feedback

If you require any further information regarding this Policy, please email [qualityassurance@aibtglobal.edu.au](mailto:qualityassurance@aibtglobal.edu.au)