

## Issue, Re-Issue and Recall Policy and Procedure

### Preamble

The AQTF Users Guide to the Essential Conditions and Standards for Continuing Registration Condition 6 – Certification & Issuing of Qualifications & Statements of Attainment states that the RTO must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:

- Meets the Australian Qualifications Framework (AQF) requirements
- Identifies the RTO by its national provider number from the National Training Information Service
- Includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.

MediQuest complies with Standard 1, (1.4 and 1.5) of the Essential Conditions and Standards for Continuing Registration.

Consideration has been duly given to the information contained in the document ‘Sample forms of testamurs and statements of attainment for nationally recognised VET qualifications’ published by the National Skills Standards Council, Version 1, March 2013 and confirmed as current by the Australian Government, Department of Industry on 3 April, 2014.

Further, the RTO must

- retain client records of attainment of units of competency and qualifications for a period of thirty years.
- have a student records management system in place that has the capacity to provide the registering body with AVETMISS compliant data.
- provide returns of its client records of attainment of units of competency and qualifications to its registering body on a regular basis, as determined by the registering body.
- meet the requirements for implementation of a national unique student identifier.

### 1. Purpose

- 1.1. This purpose of this policy is to ensure that MediQuest undertakes a fair and consistent approach to ensuring the issue of testamur only to eligible persons and that only eligible persons hold testamur issued by MediQuest.

### 2. Scope

- 2.1. All senior management and administrative staff of MediQuest Pty Ltd may be directly affected by this Procedure and the associated Records Management Policy.
- 2.2. Consultants with access to the student management system data may be affected by this Policy and Procedure and the associated Records Management Policy.

### 3. Authority

3.1. This procedure is issued on the Authority of the Director. It is the responsibility of the Compliance Manager to monitor compliance with the policy. All staff duly authorised with Administrator level security to the student management system are responsible for the implementation of the policy and procedure.

### 4. Review

4.1. This Procedure is reviewed in accordance with the Policy and Procedure Review Schedule or at need.

### 5. Definitions

Term	Definition
Certificate	Document issued to confirm a student has completed an AQF qualification
Record of Results	Accompanies a Certificate or Statement of Attainment, records the units of competence in the student's enrolment and the outcome for each unit
Completion Statement of Attainment	A completion statement of attainment recognises the competencies were attained in completion of the course
Partial Statement of Attainment	A partial statement of attainment recognises that one or more accredited units has been achieved but a course has not been completed
Testamur	A term that encompasses certificates, records of results and statements of attainment
Recall	Notification of revocation of qualification and request for return of all testamur
AQF	Australian Qualifications Framework
SMS	Student Management System (VETtrak)
AQTF	Australian Quality Training Framework

### 6. Policy Statement

- 6.1. MediQuest produces certificates, records of results and statements of attainment in accordance with Condition 6 of the AQTF Essential Conditions and Standards and the AQF Qualifications Issuance Policy.
- 6.2. MediQuest issues certificates, records of results and statements of attainment only for courses on its Scope of Registration.
- 6.3. Certificates, records of results and statements of attainment are issued through the Student Management System on the authorisation of the Director, Compliance Manager or their duly authorised delegate.
- 6.4. MediQuest recalls certificates, records of results and statements of attainment when warranted.

## 7. Issuance procedure

### Quality control and authorization

- 7.1. At the end of a course a print out of the course completion details for each student from the SMS is obtained.
- 7.2. A Client Enrolment Report and a Class Timetable Per Student Report will be generated and printed for each student prior to awarding a qualification or statement of attainment.
  - 7.2.1. The Class Timetable Per Student Report will be compared to the hard copy attendance records stored in the course folder to ensure that a true record of all attendances is entered to the SMS.
  - 7.2.2. The Client Enrolment Report for each student is printed and assessment results as recorded in the SMS are compared with the evidence on the student's file.
  - 7.2.3. The student hard copy file is compared to the Student File Audit Spreadsheet to ensure that all required documentation is on file and separately recorded.
- 7.3. Final authorisation for producing testamur is received from the Director or Compliance Manager.
- 7.4. Testamur is printed using the appropriate standard template that is loaded to the SMS.
- 7.5. A photocopy of the testamur is placed in the student file.
- 7.6. Testamur is issued to the student within 20 working days of the student's final assessment outcome being recorded.
- 7.7. The SMS automatically records the details of all testamur including a unique document number, date of award, qualification code, qualification name, candidate name and candidate ID in the certificate register.

### Certificates

- 7.8. All students who have completed a program of learning that leads to the award of an AQF qualification receive a certificate.
- 7.9. Certificates provided to clients will include the following:
  - 7.9.1. The RTO Name, Code and Logo
  - 7.9.2. Name of person receiving the qualification
  - 7.9.3. Awarded AQF qualification by its code and full title
  - 7.9.4. Industry descriptor if applicable
  - 7.9.5. (Occupational or functional stream)
  - 7.9.6. Where relevant, the words, 'Achieved through Australian Apprenticeship arrangements'
  - 7.9.7. Where relevant, the words, 'These Units/Modules have been delivered and assessed in <<Insert Language>> and identification of the related Units/Modules;
  - 7.9.8. Date awarded being the date that final competency is achieved.
  - 7.9.9. Authorised signatory
  - 7.9.10. The AQF logo or the statement 'The qualification is recognised within the Australian Qualifications Framework'
  - 7.9.11. The Nationally Recognised Training (NRT) logo.
  - 7.9.12. The State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities, for example within User Choice contracts).
  - 7.9.13. The issuing organisation's authenticity measure (seal/ watermark, corporate identifier or document number).
  - 7.9.14. The issuing organisation's authenticity measure (seal/ watermark, corporate identifier or document number).
  - 7.9.15. A list of "Units Successfully Completed" will be printed on the reverse of the Certificate. The following elements are included as applicable:
    - 7.9.15.1. The words "Units Successfully Completed"
    - 7.9.15.2. Name of student

- 7.9.15.3. Name of the qualification as Code and Title
- 7.9.15.4. The following tabulated information, code and title of each unit
- 7.9.15.5. The words -End of results (no alterations or erasures)- after the tabulated information

### **Record of Results**

- 7.10. A record of results will be issued to students.
- 7.11. The following elements are included as applicable:
  - 7.11.1. The RTO Name, Code and Logo
  - 7.11.2. The words 'Record of Results'
  - 7.11.3. 'Name of student' followed by the student's name
  - 7.11.4. Name of the qualification as Code and Title
  - 7.11.5. The following tabulated information - date of enrolment in each unit (year or semester), code and title of each unit, results achieved in each unit
  - 7.11.6. The words -End of results (no alterations or erasures)- after the tabulated information
  - 7.11.7. A key to the results
  - 7.11.8. Where relevant, the words, 'These Units/Modules have been delivered and assessed in <<Insert Language>> and identification of the related Units/Modules;
  - 7.11.9. Date that is consistent with the certificate
  - 7.11.10. Authorised signatory
  - 7.11.11. The issuing organisation's authenticity measure (seal / watermark, corporate identifier or document number)

### **Statement of Attainment**

- 7.12. All graduates who have successfully completed one or more units of competency from a nationally recognised qualification or course are issued a statement of attainment.
- 7.13. The following elements are included as applicable:
  - 7.13.1. The words 'Statement of Attainment'
  - 7.13.2. The words 'A statement of attainment is issued when an individual has completed one or more accredited units' must be prominently displayed
  - 7.13.3. The RTO Name, Code and Logo
  - 7.13.4. The words 'This is a statement that'
  - 7.13.5. The student's full name
  - 7.13.6. The words 'has attained'
  - 7.13.7. The code and full title of the unit/s of competency or module/s attained
  - 7.13.8. The statement 'These competencies form part of <<Insert code and title of the qualification or course>>' of the qualification or accredited course were not attained or where the course was attained, the statement 'These competencies were attained in completion of <<Insert code and title of the qualification or course>>
  - 7.13.9. Where relevant, the words, 'These Units/Modules have been delivered and assessed in <<Insert Language>> and identification of the related Units/Modules
  - 7.13.10. Date awarded being the date that final competency is achieved.
  - 7.13.11. Document number
  - 7.13.12. Authorised signatory
  - 7.13.13. Nationally Recognised Training Logo
  - 7.13.14. The State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities, for example within User Choice contracts).
  - 7.13.15. The issuing organisation's authenticity measure (seal / watermark, corporate identifier or document number).

### Reissue of testamur

7.13.16. Students may request a re-issuance of testamur. This will only be available to the student after the student has produced identification that verifies the student's identity. These may include the following

- Current Passport
- Birth Certificate
- Driver's License

7.13.17. The testamur will be re-issued at no cost but will be clearly stamped 'Reissue'

### Recall of testamur

7.13.18. MediQuest may require the return of a certificate, a statement of attainment or a record of results in the following circumstances:

7.13.18.1. where an alleged fraud or dishonesty has been substantiated and shows that the qualification was improperly obtained.

7.13.18.2. when a request for replacement of an original certificate, a statement of attainment or a record of results is submitted

7.13.18.3. where a certificate, a statement of attainment or a record of results was presented erroneously or contained incorrect details.

7.13.19. All recalls of certificates, statements of attainment or records of results will be authorised by the Director.

### Documents to be employed when implementing this policy and procedure:

- Training and Assessment Policy and Procedure
- Access and Equity Policy and Procedure
- Privacy Policy and Procedure
- Student Records Procedure

### Revision history

Date	Revision	Revised by
23/10/2017	Extracted from Records Management Policy and Procedure	Barrie Campbell
31/10/2017	Authorised	Denise Dawson
11/04/2018	Revised and updated	Denise Dawson
11/05/2018	Revised, recall added and title changed	Barrie Campbell
28/05/2019	Reviewed and amended	Barrie Campbell
13/02/2020	Logo Update	Denise Dawson