



# **QUALIFICATIONS AND STATEMENT OF ATTAINMENT ISSUANCE**

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## **POLICY AND PROCEDURE**

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## Purpose

Hallmark Institute will ensure it issues qualifications and statements of attainment (as appropriate) to persons whom it has assessed as competent in accordance with the requirements of a Training Package or VET accredited course, in accordance with regulatory requirements.

## Policy

It is a requirement of the Standards for Registered Training Organisations for Hallmark Institute to meet the following:

- *Clause 3.1. The RTO issues AQF certification documentation only to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package. This means that the student has been assessed in accordance with the standards and if being issued a qualification has achieved the required units of competency as specified in the training package.*
- *Clause 3.2. All AQF certification documentation issued by an RTO meets the requirements of Schedule 5. This means that any certificate issued by Hallmark Institute is produced in the required format as specified in Schedule 5 and includes integrity mechanisms to prevent its fraudulent production.*
- *Clause 3.3. AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owes to the RTO have been paid.*
- *Clause 3.4. Records of student AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners. This means that Hallmark Institute must maintain an accurate register of all AQF outcomes it has issued and that current and past students can access their records including obtaining a record of results or a re-issued certificate if this is requested by a student.*

In order to provide clarity throughout this policy and procedure, there are three types of AQF certificates that Hallmark Institute can issue. These are described below:

- **Statement of Attainment.** A statement of attainment recognizes that one or more accredited units has been achieved. A statement of attainment is generally issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification based course but the student did not achieve all of the units of competency to receive the full qualification.
- **Qualification.** An AQF qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an

individual. In Australia a testamur may also be referred to as an 'award', 'parchment', 'laureate' or 'certificate'. Within this policy, it is referred to as a qualification or an AQF qualification.

- **Record of Results.** A record of results is a record of all achieved units of competency leading to an AQF qualification. In Australia this may also be referred to as a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'. A record of results can be issued at any time during a student's enrolment and is often used to provide a student with a formal notification of their current progress in a course in which they are enrolled. A record of results is also issued with a testamur or AQF qualification to specify the units of competency that were issued to the student as part of the achievement of the qualification.

When we refer to AQF certificates, we are referring to all of the above documents generally. These requirements are outlined in detail in the Australian Qualifications Framework (AQF), Second Edition, 2013 and also within the Standards for Registered Training Organisations, Schedule 5.

In terms of issuing AQF certificates, Hallmark Institute is required to issue qualifications or statements of attainment to students who have achieved the required outcomes **within 30 days** of the final assessment being completed. In addition to achieving the required outcomes, students must have paid all fees owed to Hallmark Institute to be eligible to receive their certificate. The student must also hold and have provided to Hallmark Institute a valid Unique Student Identifier unless an exemption applies under the Student Identifiers Act 2014.

At Hallmark Institute we recognise our responsibility to comply with this requirement in accordance with the Standards for Registered Training Organisations. Specifically, Hallmark Institute will issue a qualification or statement of attainment (as appropriate) to a person it has assessed as competent in accordance with the requirements of the Training Package or accredited course.

Staff with responsibility for preparing certificates for issue must be familiar with the policy outlined on the ASQA website at the following address: [ASQA - Issuing qualifications and statements of attainment](#).

Specific reference should be made to the [Standards for Registered Training Organisations, Schedule 5](#).

## **Record Retention and Reporting**

Hallmark Institute is required to maintain a register of AQF qualifications and statements of attainment it has issued. Hallmark Institute is also required to retain records of AQF certification documentation issued for a period of **30 years** and must provide reports of qualifications and statements of attainment it has issued to ASQA on request. Further details on reporting obligations can be found within the reporting obligations policy.

## **Format for a Qualification**

All qualifications issued by Hallmark Institute will include the following elements:

- Legal name, RTO Code and ABN
- Logo of Hallmark Institute
- Name of person receiving the qualification
- Code and title of the awarded AQF (e.g. BSB50420 – Diploma of Leadership and Management)
- Date issued
- Name, title and authorising signatory (of the Chief Executive Officer)
- Contact details for enquiries relating to issued certificates
- Occupational or functional stream, in brackets (e.g. Training and Education)
- The words, ‘The qualification is recognised within the Australian Qualifications Framework’ or the AQF logo
- The Nationally Recognised Training logo.
- Hallmark Institute seal
- Where applicable, include the State / Territory Training Authority logo
- Where applicable, include the words, ‘these units/modules have been delivered and assessed in <insert language> (where relevant) followed by a listing of the relevant units/modules.
- All qualification certificates will be issued accompanied by a Record of Results (or otherwise known as a Transcript). This document identifies the units of competency issued within the qualification.

### **Format for a Statement of Attainment**

A Statements of Attainment issued by Hallmark Institute will include the following elements:

- The words “Statement of Attainment”
- Name and code of Hallmark Institute
- Logo of Hallmark Institute
- Name of the person who achieved the competencies
- Date issued
- A list including the national code for each unit of competency or modules where no units of competency exist) showing their full title and the national code for each unit of competency
- Name, title and authorising signatory (of the Chief Executive Officer)

- Contact details for enquiries relating to the Statement of Attainment
- The Nationally Recognised Training logo
- Hallmark Institute seal
- The words ‘A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units’
- Where applicable, the words ‘These competencies form part of (code and title of qualification / course)’
- Where applicable, include the State / Territory Training Authority logo
- Where applicable, include the words, ‘These competencies were attained in completion of (code and title of qualification / course)’

### Skills Sets

When a skill set has been achieved by a student a Statements of Attainment is issued to recognise achievement of a skill set. The statement of attainment is to contain the name of the skill set and a statement using the wording given in the Training Package to indicate whether the skill set meets a licensing or regulatory requirement or an identified industry need.

### Unique Student Identifier

In July 2014 the *Student Identifiers Act 2014* was approved and came into effect from the 1<sup>st</sup> January 2015. All students studying nationally recognised training in Australia from 1<sup>st</sup> January 2015, will be required to have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters. The USI will allow students online access to their training records and results (transcript) through their online USI account. In respect of certificates relating to nationally recognised training being issued by Hallmark Institute, the following rules apply:

- Hallmark Institute must **not** include the Student’s USI on either the qualification or statement of attainment. This requirement is specified within the *Student Identifiers Act 2014*.
- All Students who are **not** in receipt of a verified USI must not be issued a certificate relating to nationally recognised training, unless an exemption applies under the *Student Identifiers Act 2014*.
- Where an exemption applies to the above requirement, Hallmark Institute must 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.

### Issuing AQF Certificates

When the student has completed all required units of competency, administrative staff will update the student's enrolment record within VETtrak to record the completion of the student's training and enrolment. This then presents the opportunity to create the appropriate Qualification or Statement of Attainment and present this for authorisation by the Chief Executive Officer. Certificates are published direct from VETtrak and include a unique certificate number and the student's VETtrak number (not the student's USI). In addition to these items that uniquely identify the certificate it is also embossed with the Hallmark Institute seal. The embossed seal places a physical attribute to the certificate and together with the electronic signature of the Chief Executive Officer make the certificate uniquely identifiable as an authentic document issued by Hallmark Institute.

### Issuing AQF Certificates Procedure

The following section identifies the specific steps to be followed by administrative staff to publish, gain authorisation and issue AQF certificates:

1. Receive completed student assessment records and check for their completeness accuracy.
2. Enter assessment outcomes into the student's training plan within VETtrak ensuring that the date assessed corresponds with the date the student was assessed by the assessor.
3. In order to comply with the requirement under the Standards for Registered Training Organisations to issue student's their certificates within 30 days of the student being assessed as meeting the requirements of the training product, all assessment results must be entered into VETtrak **within 10 working days** from the date the assessment was completed.
4. Recognise when all units of competency have been completed by the student (or the student's enrolment has otherwise ended) and commence the process to produce the certificate. **Note.** Before a certificate can be issued, administrative staff are to confirm that the student has paid all outstanding fees owed to Hallmark Institute and that we have a verified Unique Student Identifier for the student recorded within VETtrak. If either of these items are identified as not being outstanding, administrative staff are to contact the student via phone immediately (and send an email to confirm the discussion or message) and seek their assistance to resolve the issue as a matter of urgency. Detailed notes are to be recorded within the Student notes section of VETtrak of attempts to contact the student and to resolve these issues. The delay caused by these outstanding items does not impact on our obligation under the Standards for Registered Training Organisations to issue student's their certificates within 30 days of the student being assessed as meeting the requirements of the training product. The day count (for the 30 day requirement) is suspended until these items are resolved. It should be noted however that active collection of the students fees in accordance with the agreed fee schedule and early verification of the student's USI (at their enrolment) must occur in order to prevent these issues hindering the timely completion of the certification process.

5. Once all fee payment is confirmed and the student's USI is verified, enter a date into the "Qualification Issued Date" field or the "Statement of Attainment Issued Date" field, whichever is applicable. If a qualification is being issued the "Qualification Issued" Flag should also be changed to "Y" for yes.
6. The Chief Executive Officer may want to review the student's records to confirm the validity of the certificate being issued. Once the Chief Executive Officer is satisfied the certificate is valid, the Chief Executive Officer is to approve the certificate as the authorised person. The CEO's Executive Assistant at Head Office will prepare the certificates containing the E-Signature of the CEO but this will only happen after official authorisation.
7. The Executive Assistant to the Chief Executive Officer is to then retrieve the Hallmark Institute seal and emboss the certificate. This should only be accessible by the Chief Executive Officer and other authorised representatives. The embossed seal is a key attribute seeking to prevent the fraudulent production of the certificates issued by Hallmark Institute and to maintain the integrity of the Hallmark Institute certification and compliance with the Standards for Registered Training Organisations.
8. With the certificate now properly authorised, together with the letter of completion; it is passed back to administration at Hallmark Institute.
9. With the certificate now authorised, it along with the letter of completion is then to be issued to the student. In such instances, these details are to be recorded within the Student notes section of VETtrak and any written instructions received from the student are to be retained on their student file.
10. In order to comply with the requirement under the Standards for Registered Training Organisations to issue student's their certificates within 30 days of the student being assessed as meeting the requirements of the training product, all assessment results must be dispatched (or handed) to the student **within 25 working days** from the date the assessment was completed.

## Re-issue of Certificates

Hallmark Institute acknowledges the requirement to provide past and present students with re-issued qualifications and statements of attainment when required. The following principles are to be applied to reissuing Qualifications and Statements of Attainments:

- Re-issues will only be produced for the individual to whom the Qualification or Statement of Attainment was originally issued. The individual must make a written request to Hallmark Institute for a re-issue and must verify their identity by providing a license, birth certificate, passport or other formal identity document in support of the request.
- All reissues are to be authorised by the Chief Executive Officer. No other staff member of Hallmark Institute is authorised to re-issue Qualifications and/or Statements of Attainments under any circumstances.

- Hallmark Institute charges a fee for reissue of Qualifications or Statements of Attainments. For a full list of current fees and charges please refer to the Hallmark Institute schedule of fees and charges.
- All re-issues issued by Hallmark Institute will be replicas of the original document, including the 'student name', 'student number' and other distinguishing features such as paper weight and the logo or corporate identifier in the top centre of the certificate. The only detail which is to be changed is the 'issued on' date, which will be the date of re-issue and specified as 're-issued'.
- Hallmark Institute will cross check the information for the relevant certificate with the scan of the original which has been retained in the student file.
- Re-issues are required to comply with the AQF requirements; identify the RTO by its national provider number from Training.gov.au; include the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use. These requirements are consistent with those for the original issue of a Qualification or Statement of Attainment.
- Once authorised, the re-issue is to be issued to the student. A photocopy or scanned copy is to be retained by Hallmark Institute on the student's file and will be clearly labelled as being a re-issue. The written request from the student for re-issue will also be retained alongside the scan of the reissue.