Certificate Issuance Procedure

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Last review	28 December 2022
Implementation Date	1 January 2023
Authority	Chief Executive Officer or Nominee
Next review	27 December 2022
Related policies	▪ Enrolment Policy ▪ RPL and Credit Transfer Policy ▪ Fee Administration and Refund Policy ▪ Records Management Policy ▪ Privacy Policy
Related procedures	▪ Enrolment Procedure ▪ Credit Transfer Procedure ▪ Records Management Procedure ▪ RPL Procedure
Forms and supporting documents	▪ Completion Checklist ▪ Training Plan ▪ AQF Certificate Template ▪ Record of Results Template ▪ Statement of Attainment Template

Australian Polytechnic Institute Certificate Issuance Procedure	
PURPOSE	This process serves as the guide and reference document for the issuance of certification documentation of **Error! Reference source not found.**. Changes to this procedure must only be made upon approval of the Admin Coordinator.
ROLE UNDERTAKING TASK	Admin Team
DOCUMENT UPDATE	28/12/2022

Step 1 – Monitoring and updating students' completion records		
No.	**Who**	**Actions**
1.1	Trainer and Assessor	a. Monitors / tracks completion of course / qualification by student. b. Update unit results in Learner Portal. c. Sends the final assessment results to student (via Learner Portal).
1.2	Admin Staff	d. Assessment results are automatically updated in the Learner Portal. If they are not, update the unit results in the Learner Portal manually. e. For RPL/ Credit Transfer results, update the unit results in the Learner Portal. f. Update the student record with the descriptions of units completed. g. Run the Learner Portal completion report weekly to check for completions. h. Where a student has successfully completed all the course assessments, use the Completion checklist to start the completion check for the student.

Step 2 – Checking of Packaging Rules and other student requirements		
No.	**Who**	**Actions**
2.1	Admin Staff	a. Get the most recent copy of the student's training plan. The last page of the training plan includes a list of all the units the student has completed. Confirm against the learner portal to ensure that all activities marked as completed have been completed successfully.

No.	Who	Actions
		b. Do a final check on completed units to see if see if they align with packaging rules (if applicable).
		c. Check if the course requires work placement and if the requirement has been completed by the student (if applicable).
		d. Notify and send a request to the **Error! Reference source not found.** if the units are not aligned to the packaging rules (if applicable).
		e. Notify and send a request to the student if the work placement requirement has not been completed (if applicable).
2.2	Trainer and Assessor	f. Assess required units as per the packaging rules (if applicable).
		g. Update unit in the Learner Portal.
		h. Send back assessment results to **Error! Reference source not found.**.
2.3	Student	i. Completes workplace requirement (if applicable).
		j. Submit all paperwork requirement.
2.4	Admin Staff	k. Verify results by repeating step 2.1.
		l. If all requirements are completed and units are aligned proceed to Step 3.

Step 3 – Verification of USI and Outstanding Payment Check

No.	Who	Actions
3.1	Admin Staff	a. Completion is automatically updated in the Learner Portal. If it is not, update the enrolment status in the Learner Portal manually by setting it to "complete" when recording the award/completion.
		b. For students who are eligible for the issuance of certification documentation, verify USI and that all outstanding fees are paid in full (Click here to learn more about Exemptions from the USI).
		c. Confirm with the student the email to send the electronic copy of the certification documents.
		d. For students requesting hard copy of the certification documents: Confirm existing postal address on record/ request for the best address to post certification.
		e. For students with outstanding invoices:
		1) Send email to student requesting full payment, advising certification documentation cannot be supplied when payment of invoices is outstanding.
		f. Check regularly for payment.

Step 4 – Add Award and Generate Certificate

No.	Who	Actions
4.1	Admin Staff	a. Enter details of the award in the Learner Portal.
		1) Record the date of completion.
		2) Record the date when the status was changed.
		b. Check the unit end dates if they are aligned with the actual course end date.
		c. Adjust the award type based on the certification documentation to be issued.

		d. Check all necessary details before printing the certificate: *1) Name* *2) Dates / Completion Dates* *3) Unit Code* *4) Result Type*
4.2	Admin Staff	a. Update the student status to inactive. b. Generate Award for the student. c. Print the certificate and check for certification compliance. d. Revise as required. If no revisions are needed, prepare the certificate to be sent to the student. e. Provide Certification to student within 30 days from student completion via email. f. For students requesting a hard copy of the certification documents, advise the ETA once the certification has been posted. g. Once the certificate is sent out, update student record in the Learner Portal. h. Tick "Parchment has been issued to client" / "Electronic copy has been issued to client" accordingly.

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DEFINITIONS

1. **SRTOs 2015** means Standards for Standards for Registered Training Organisations (RTOs) 2015.
2. **ASQA** means Australian Skills Quality Authority.
3. **USI** means Unique Student Identifier.
4. **AQF** Qualification means a qualification type endorsed in a training package or accredited in a VET
5. accredited course.
6. **NRT** means Nationally Recognised Training.
7. **Unit of competency** (UoC) means the specification of the standards of performance required in the workplace as defined in a training package.
8. **SOA** means Statement of Attainment
9. **ROR** means Record of Results
10. **AQF Certificate** means Australian Qualifications Framework Certificate
11. **VET** means Vocational Education and Training.

RELATED LEGISLATION AND DOCUMENTS

1. **References**
   - Standards for Registered Training Organisations (RTOs) 2015: https://www.legislation.gov.au/Details/F2019C00503
   - Users' guide to Standards for RTOs 2015: https://www.asqa.gov.au/standards/enrolment
   - Sample forms of AQF certification documentation: https://www.asqa.gov.au/resources/fact-sheets/sample-forms-aqf-certification-documentation

2. **Related Polices**
   - Enrolment Policy
   - RPL and Credit Transfer Policy
   - Fee Administration and Refund Policy
   - Records Management Policy
   - Privacy Policy

3. **Related Procedures**
   - Enrolment Procedure
   - Certificate Issuance Procedure
   - Credit Transfer Procedure
   - Records Management Procedure
   - RPL Procedure

4. **Forms and Supporting Documents**
   - Completion Checklist
   - Training Plan
   - AQF Certificate Template
   - Record of Results Template
   - Statement of Attainment Template

FEEDBACK

AuPI staff and learners may provide feedback about this document by emailing info@aupi.com.au.

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REVISION HISTORY

Date / Version no.	Revision details	Person Responsible	Status	Comments
1.1	First version provided by the registration consultant was reviewed. Minor changes were made	Dr Ehsan Ahmed	Reviewed	
1.2	Version 1.1 was reviewed and minor changes were made	Dr Ehsan Ahmed	Reviewed and uploaded to the AUPI website	Next review due 27 December 2023