

1.0 Purpose

As an RTO, Sonic HealthPlus has the authority to issue certification as per their scope of registration outlined on www.training.gov.au and according to the Australian Qualifications Framework (AQF). The purpose of this document is to outline the certificate issuance processes and ensure graduate students receive certification that they are entitled to in a timely manner.

2.0 Scope

This policy and procedure is for Sonic HealthPlus, Registered Training Organisation (RTO Code 51535), and includes all:

- Vocational Education and Training (VET) graduate students, and
- Training products in Sonic HealthPlus scope of registration as per the national register www.training.gov.au

This policy and procedure excludes students who have studied successfully non-accredited courses with Sonic HealthPlus.

3.0 Responsibilities

It is a trainer and assessor's role and responsibility to:

- Ensure students are academically eligible to receive certification
- Be confident students have the required skills and knowledge to perform relevant course duties in the workplace
- Complete training and assessment records that indicate the student's competence in the course
- Inform RTO staff when a student is eligible for their certificate/s.

It is the role and responsibility of authorised certificate issuing staff to:

- Assist their staff undertake, and complete their studies in the set course time period.

It is a trainer and assessor's role and responsibility to:

- Ensure students are administratively eligible to receive their certificate documentation
- Resolve administrative issues that prevent certificate issuance
- Store training and assessment records needed to prove a student's competence as outlined in this document, and
- Issue the certificate document, within 30 days of the student being deemed competent by the trainer and assessor to the eligible student.

It is the role and responsibility for the RTO Coordinator to:

- Assist with academic and administrative issues preventing the issuance of certificates
- Monitor certificate issuing processes and outcomes.

4.0 Definitions

Academically Eligible	A student who has met the course's: <ul style="list-style-type: none"> • Training and Assessment Strategy requirements • Training.gov.au requirements (Training package, Qualification, or Unit of Competency requirements)
Administratively Eligible	A student who has: <ul style="list-style-type: none"> • Completed the SMS enrolment requirements • Provided verified USI • Received a Satisfactory outcome for each assessment item activity, whether that be on the student's first or second attempt • Received a Competent outcome for each unit/module on a Competency record • Their trainer and assessor has provided a complete and accurate competency record.
AQF	Australian Qualifications Framework
Assessor	Is a person who assesses a learner as competent in accordance with Standards for Registered Training Organisations (RTO's) 2015; Clauses 1.13 to 1.16.
Credit Transfer (CT)	Is the Process of awarding a learner recognition of prior formal learning
Learner/Student	Student/Learner/Participant is an individual who is formally enrolled to study at Sonic HealthPlus. The individual person is the person who appears on the RTOs documents such as enrolment and admission document, and who is assigned an individual student number
Module	Means a group of learning outcomes in a VET accredited course where it can be established that it is not possible to develop an appropriate unit of competency
RTO	Registered Training Organisation
Trainer	Is a persons who provides training in accordance with Standards for Registered Training Organisations (RTO's) 2015; Clause 1.13, 1.14 and 1.16
Training	Is the process used by Sonic HealthPlus RTO 51535 to facilitate learning and the acquisition of competencies for a training product
Training Product	Is a nationally recognised unit of competency, or accredited course, skill set, or qualification
Unit of Competency	Means the specifications of the standards of performance required in the workplace as defined in a training package
VET	Vocational Education and Training

5.0 Legislative Context

This policy and procedure reflects the following legislations, regulations, standards, and/or guidelines:

- Standards for Registered Training Organisations (RTO's) 2015; Standard 3; Clauses 3.1-3.4
- Standards for Registered Training Organisations (RTO's) 2015; Schedule 5, and the
- AQF Qualifications Issuance Policy.

6.0 Policy Statement

Issuing Certificate Documentation

Before issuing any certificate documentation, students must have successfully completed all academic areas of studies, have documented evidence of completing the studies and have a verified Unique Student Identifier (USI). Within 30 days of a student being assessed as meeting the requirements of the course in which the student is enrolled, certificate documents will be issued. However, a student can have a Statement of Attainment issued during their studies in special circumstances, for example for employment requirements or applications for further study.

Students shall be the only person certificates will be issued to, meaning certificates will not be issued to any other person, including a workplace, the student's direct manager, or another student.

Certification documents may be issued posthumously only to the deceased's nominated executors with appropriate paperwork presented as evidence. In the case where a student has issued a power of attorney to another party, the documents may be issued to that party on presentation of the paperwork regarding the power of attorney for evidence to be kept on the learner's file.

Testamur

Students that have successfully completed all of the required units of competency as specified in the training package for a qualification or accredited course are awarded a testamur. The testamur will include:

- The student's details, including:
 - A student number allocated to the learner on enrolment
 - The student's full name as per their Unique Student Identification (USI) and Student Management System (SMS) details
- Training product details including:
 - The qualification or accredited course code and title using a capital letter for every first letter of each word of the course
 - Nationally Recognised Training (NRT) logo as per the NRT Logo specifications
 - Statement – This qualification is recognised within the Australian Qualifications Framework.
- Sonic HealthPlus details
 - Date of Issue
 - Certificate number (a unique number given to each certificate document)
 - Authorised person name - Authorised signatory

- Sonic HealthPlus RTO name, code and logo
- Helix watermark to indicate the original document.

The testamur must include the statement:

This certificate is to certify that (Insert student name)

Has fulfilled the requirement for the (Insert Qualification or Accredited code and title)

Testamurs are issued with a Record of Results. That is, a student learner who has completed a course leading to an AQF qualification is entitled to a testamur and a Records of Results.

Record of Results

A Record of Results is awarded to students who have successfully completed all of the required units of competency as specified in the training package for a qualification or accredited course and is to be combined with the relevant testamur.

The following information is to be included on a Record of Results:

- Student details
 - A student number allocated to the student on enrolment
 - The student's full name as per their Unique Student Identification (USI) and Student Management System (SMS) details
- Training product details including:
 - The qualification or accredited course code and title using a capital letter for every first letter of each word of the course the units where gained in
 - A list of units of competency (or modules where no units of competency exist) showing their code and title using a capital letter for only the first word in the unit of competency name
 - The date in which the student enrolled in each of these units/modules
 - The result awarded for each unit/module. That is Competent (C); Credit Transfer (CT); or Recognition of Prior Learning (RPL)
 - Nationally Recognised Training (NRT) logo as per the NRT Logo specifications
- Sonic HealthPlus details
 - Date of Issue of Record of Results
 - Authorised person
 - Authorised signatory
 - Sonic HealthPlus RTO name, code and logo
 - Helix watermark to indicate the original document.

Statement of Attainment

A Statement of Attainment will be issued to a student who has not completed a whole AQF qualification or accredited course. For example a student who has withdrawn from a course before all the units/modules have been completed, or a course which only require a single unit of competency. The following information is to be included on a Statement of Attainment:

- Student details, including:
 - A student number allocated to the student on enrolment
 - The student's full name as per their Unique Student Identification (USI) and Student Management System (SMS) details
- Training Product details including:
 - A list of unit/s of competency (or modules where no units of competency exist) showing their code and title using a capital letter for only the first word in the unit of competency name
 - Nationally Recognised Training (NRT) logo as per the NRT Logo specifications
- Sonic HealthPlus details
 - Date of issue
 - Certificate number (a unique number given to each certificate document)
 - Authorised person
 - Authorised signatory
 - Sonic HealthPlus RTO name, code and logo
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The Statement of Attainment must include the statements:

- *"A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units." This statement must be prominent to ensure the statement of attainment is not mistaken for a testamur, and*
- *"This is a statement that [Insert learner name] has attained [Insert list of units of competency/modules]"*.

USI Transcript

Whilst the RTO does not issue USI Transcripts these training records are available online to students who hold a verified USI from the federal government. The transcript holds a record of all; non-exempt nationally recognised training from Sonic HealthPlus and other educational organisations since 2015. The government advises the online transcript has many uses such as backup for lost records, but it is important to note that it does not replace the RTOs certificate documentation.

The RTO will update Sonic HealthPlus USI information annually via the National Centre for Vocational Education Research USI Transcript Update Tool. Updates will include adding new enrolment and program completion and editing or deleting current enrolment and program completion details. The RTO however does not include the student's USI on any certificate documentation as per the Student Identifier Act 2014.

Replacements

Replacement certificate documentation will be issued to a graduate student, at no cost in cases of lost, damaged, or stolen documents. Students may also access their certificate records through the USI system.

Cancellation

In the case of certificate documentation being incorrectly awarded, either through an administrative error or because of fraudulent or misleading information the RTO will cancel (rescind) the documentation.

Record Management

The RTO will retain a register of all training products issued under the AQF. The register will retain records of certificate documentation issued for a period of 30 years. The register will also contain the following information so certificate documents can be confidently re-issued if necessary:

- Student number
- Students' name
- Certificate number
- Document's date of issue
- Trainer and Assessor
- Course code and title.

A copy of the issued certificate and records of who issued the certificate will be housed in the enrolment history within the Student Management System (SMS) indefinitely.

Security

The RTO uses an electronic issuance system to protect certificates from fraudulent issuance. The SMS is only accessible to nominated staff with 'administration access rights' who can only use certificate templates for the process of issuing or printing academic documentation for their intended purpose. Nominated users cannot manipulate or edit certificate templates. The SMS vendor, with the RTO Coordinator's approval, is the only party who can edit or amend certificate templates.

A Helix watermark is placed on all nationally recognised certificate documents. The Helix is a symbol of the DNA logo that is taken from the RTO's parent company, Sonic Healthcare. The Helix is used to prevent manipulation of issued certificates for fraudulent purposes. The Helix is a watermark placed on the left-hand side of the page, running through certain areas of the certificate.

Students receive a course completion email when their certificate document/s have been issued. Students must log in to their Learning Management System profile with a unique user name and password set on enrolment to access their certificate/s.

Certificates Issued by Other RTOs

The RTO at Sonic HealthPlus will recognise certification issued by other RTOs. Where a student requests a transfer of credit or recognition of prior learning towards a training product offered by the RTO, the student will be required to submit copies of any certification issued by another RTO. The RTO reserves the right to verify all information submitted and reserves the right to challenge and/or test students seeking transfer of credit and recognised prior learning when required.

7.0 Procedure

Steps

Firstly, the trainer and assessor is to:

1. Ensure the student has completed all training and assessment tasks required
2. Record the student as satisfactory for each assessment item activity and the date the assessment was marked as satisfactory
3. Record the student as Competent for each unit/module outcome and the date the outcome was given
4. Provide these records to the authorised issuing RTO staff member.

The issuing staff member is to:

5. Ensure a USI has been supplied and verified. Certificates cannot be issued until a USI has been supplied and verified
6. Ensure the student has no reasons that would prevent a certificate from being issued such as outstanding fees, unresolved complaints, or appeals. Certificates cannot be issued until any concerns are resolved
7. Using the SMS Assess Task tab, enter the enrolment activity start, and end dates and select C as an outcome in the Outcome Identifier - Training Org, for each assessment task. Check the start date to ensure it is the student's original course enrolment date. Manually enter the end date, which is the date the assessment was marked by the trainer and assessor. Add comments if required such as if the student had more than 1 attempt at an assessment activity or reasonable adjustment details. Click apply and save to store the record
8. Using the SMS Unit Info tab, highlight the unit to be graded and enter the relevant details. Use the Update Selected Unit Enrolment Information section of the tab to enter the relevant details including, as a minimum the:
Outcome Identifier - National as Competency achieved 20/Pass 20
Outcome Identifier – Training Org as Competent C
Enrolment Activity Start Date as the student's original course enrolment date
Enrolment Activity End Date as the date the trainer and assessor deemed the student Competent on the competency record

Using the SMS Enrolment tab, change the Training Contract Status to Completed 04. Click Save. Clicking Save issues the certificate documents, populates certificate issuance dates, and initiates the distribution of the completion email to the student.

8.0 Related Policies and/or Documents

Fact Sheet, Sample forms of AQF certification documentation for nationally recognised VET qualifications