



OZFORD COLLEGE OF BUSINESS

RTO No: 21442 CRICOS No. 02573B

Issuance of Statement of Result, Award and Statement of Attainment Policy

1 PURPOSE

Provide students and staff with guidelines on how Ozford College of Business (Ozford) issues Statements of Results, Awards and Statements of Attainment so that:

- Graduates receive the certification documentation to which they are entitled that documents their skills and knowledge in a timely manner
- AQF qualifications are correctly identified in certification documentation in accordance with the Standards for RTO
- Ozford Certification documents are protected against fraudulent issuance
- A clear distinction can be made between AQF and non-AQF qualifications
- Ozford graduates are confident that the qualifications they have been awarded are part of Australia's national qualifications framework – the AQF.

To maintain the integrity and national recognition of training products, AQF certification must be consistent in presentation and Ozford must accept the certification issued by other RTOs. This is the purpose of nationally agreed requirements about the nature of certification content, presentation and maintenance. Learner needs should be met through timely issuance of AQF certification documentation and access to their records. Ozford is not obliged to issue any certification that would be entirely comprised of units or modules completed at another RTO or RTOs.

Please also see: Assessment Outcome Record Policy and Procedures and VET Records Management Policy and Procedures

2. SCOPE

This policy and procedure applies to all staff, contractors and students involved with delivery of VET courses. References to testamurs on this policy and procedures refer **only** to official documents that confirm that an AQF qualification has been awarded to an individual.

3. POLICY

- 3.1 Ozford issues AQF certification documentation only to a learner who has:
- a) Been assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course;
 - b) A verified Unique Student Identifier (USI), unless an exemption applies under the Student Identifiers Act 2014 and;
 - c) No outstanding debt/material owing to Ozford.
- 3.2 AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to Ozford have been paid.
- 3.3 Ozford must not include the learner's Student Identifier on the testamur or statement of attainment consistent with the *Student Identifiers Act 2014*.
- 3.4 Ozford will maintain records of learner AQF certification documentation including:

- retain registers of AQF qualifications they are authorised to issue and of all AQF qualifications issued;
- retain records of AQF certification documentation issued for a period of 30 years; and
- provide reports of Records of Qualifications Issued to its VET Regulator on a regular basis as determined by the VET Regulator.

Issuing AQF Qualifications (Testamur)

3.5 Ozford must include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:

- the name (Ozford Business College Pty Ltd), RTO code (21442) and logo;
- the code and title of the awarded AQF qualification;
- includes the NRT logo in accordance with current conditions of use – the Nationally Recognised Training (NRT) logo and the words “The qualification is recognised within the Australian Qualifications Framework”.

The following elements are to be included on the testamur as applicable:

- the State / Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts);
- the industry descriptor, e.g. Engineering;
- the occupational or functional stream, in brackets, e.g. (Fabrication);
- where relevant, the words, ‘achieved through Australian Apprenticeship arrangements’; and
- where relevant, the words, ‘these units/modules have been delivered and assessed in <insert language> followed by a listing of the relevant units/modules.

A record of results will be provided in addition to the AQF Qualification or testamur.

3.6 Sufficient information must be provided on a certification document to ensure that the documentation is able to be authenticated and to reduce fraudulent use. All testamurs issued by Ozford contain a unique certificate number for authentication purpose. An Academic Seal stamp is used to reduce fraudulent use.

Issuing Statements of Attainment

3.7 Ozford College of Business will issue a **Statement of Attainment** upon the student’s request when a student has completed:

- One or more units from a VET qualification or an accredited short course;
- A training package identified skill set which meets a licence or regulatory requirements; or
- A training package identified skill set which meets a defined industry need.

3.8 A Statement of Attainment will list all units students have attained during their enrolment at the College.

3.9 The issuance of a Statement of Attainment recognises that students do not always study a whole AQF qualification. They may choose to complete only a unit or units of competency or study from an accredited qualification or an accredited short course.

3.10 The Statement of Attainment will be in a form that ensures it cannot be mistaken for a testamur for a full qualification. It must include the statement “A statement of attainment is issued when an individual has completed one or more accredited units”.

3.11 Ozford must include the following information on a Statement of Attainment:

- Ozford’s name, RTO Code and logo;

- a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency;
- the authorised signatory;
- the NRT Logo. Statement of Attainment must include the NRT logo but NOT the words “The qualification is recognised within the Australian Qualifications Framework”.
- the issuing organisation’s seal, corporate identifier or unique watermark; and
- the words ‘A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units’.

The following elements are to be included on the statement of attainment as applicable:

- the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities);
- the words ‘These competencies form part of [code and title of qualification(s)/course(s)]’;
- the words, ‘These competencies were attained in completion of [code] course in [full title]’; and
- where relevant, the words, ‘these units / modules have been delivered and assessed in <insert language>’ followed by a listing of the relevant units/modules.

Record of Results

- 3.12 A Statement of Result (transcript) is a statement that records the cumulative units that a student has attained for the entire duration of the course enrolment at the College.
- 3.13 All record of results must NOT include the NRT logo and the words “The qualification is recognised within the Australian Qualifications Framework”.

4. DEFINITIONS

AQF certification documentation is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

AQF qualification (or testamur) means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

Authenticated VET transcript has the meaning given in the *Student Identifiers Act 2014*.

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Nationally Recognised Training (NRT) Logo means the logo used nationally to signify training packages and VET accredited courses.

RTO code means the registration identifier given to the RTO on the National Register.

Statement of attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*.

Testamur is defined by the AQF as 'an official certification document that confirms that a qualification has been awarded to an individual'.

5. PROCEDURES - ISSUING AQF QUALIFICATIONS AND COMPLETION LETTERS

- 5.1 A learner who has successfully completed all of the required units of competency or modules (as specified in the training package qualification or accredited course) is entitled to receive the following certification documentation on award of the qualification:
- a testamur, and
 - a record of results
 - a completion letter
- 5.2 Ozford will not issue a testamur until students have completed their enrolled course. Students will receive an award if they have satisfied the requirements for qualifying of the enrolled course. That is, if they are enrolled in an Advanced Diploma, they will **only** receive their testamur after they have fulfilled the requirements for the Advanced Diploma.
- 5.3 Before the end of each term, VET Admin Officer uses the VETTrak to identify a list of students who are due to complete their course enrolment at the College. Students are advised to complete a “Notice to Issue Academic Statement” form.
- 5.4 VET Admin Officer checks each of the student’s academic performance and identifies qualified students (students who have achieved competency on all scheduled units).
- 5.5 At this stage the VET admin Officer raises proforma IQ01 shown as Attachment 1 to this policy and procedure.
When IQ01 has been completed a testamur and Statements of results will be prepared for qualified students with a USI number recorded and validated in VETTrak (VETTrak USI Status: Valid). Non-exempt students without USI numbers or USI status invalidated are contacted. They are informed that a testamur cannot be issued unless a USI number is provided and validated. Students are advised to apply and supply a USI number to Ozford before a testamur is prepared.
- 5.6 The testamur is printed for qualified students via VETTrak using pre-printed stock papers that identifies Ozford College of Business by its national provider number (RTO Provider No: 21442) from the National Training Information and includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use. Each pre-printed stock paper has a unique certificate number for tracking purpose. All pre-printed Awards templates are stored in the Head of Student Service office locked cabinet.
- 5.7 The form IQ01, the statement of results and the printed but not signed testamur is forwarded to the Secretariat of the OzfordTAC for tabling at the next OzfordTAC meeting for endorsement and recommendation to the CEO for signature. The chair of the OzfordTAC signs IQ01 as confirmation of the committee’s endorsement. The names of all students and the qualifications recommended for award will be stated in the minutes of the Ozford TAC. The OzfordTAC may request further information on actual student assessment material as part of their quality assurance processes.
- 5.8 On receipt of the signed IQ01 by the chair of the OzfordTAC the Vice President or delegate will sign the Award as the Authorised Signatory. The signature is accompanied by an official Ozford College of Business academic seal, which is kept in the CEO’s office. The Vice president or their delegate are the only persons that can approve issuance and act as the authorised signatory of Awards. The CEO is the only person that has access and can give approval to the use of the Academic seal.
- 5.9 The testamurs are then returned to the Head of Student Services and Administration to distribute to students according to student’s preferred collection method. Student Services will update VETTrak the date the certificate is given to students and add the details to the certificate central register.

- 5.10 A Letter of Completion is always issued to student with the testamur and the statement of results. The letter of completion will specify student's course commencement and completion date.

6. PROCEDURES - ISSUING STATEMENTS OF ATTAINMENT

- 6.1 Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, Ozford will issue a Statement of Attainment upon student's request.
- 6.2 Students need to complete a "Notice to Issue Academic Statement" form and submit the form to the Student Services Officer who passes the form to the VET Admin Officer.
- 6.3 The VET Admin Officer verifies student's details and records via VETTrak. A Statement of Attainment will be prepared for students with USI numbers (VETTrak USI Status: Valid) who have completed:
- One or more units from a VET qualification or an accredited short course;
 - A training package identified skill set which meets a licence or regulatory requirements; or
 - A training package identified skill set which meets a defined industry need.

At this stage the VET admin Officer raises proforma IQ01 shown as Attachment 1 to this policy and procedure.

When IQ01 has been completed a Statement of Attainment will be prepared for qualified students with a USI number recorded and validated in VETTrak (VETTrak USI Status: Valid).

- 6.4 Non-exempt students without USI numbers or USI status invalidated are contacted. They are informed that a Statement of Attainment cannot be issued unless a USI number is provided and validated. Students are advised to apply and supply a USI number to Ozford before a Statement of Attainment is prepared.
- 6.5 The form IQ01, the Statement of Attainment is forwarded to the Secretariat of the OzfordTAC for tabling at the next OzfordTAC meeting for endorsement and recommendation to the CEO for signature. The chair of the OzfordTAC signs IQ01 as confirmation of the committee's endorsement. The names of all students issued with an SoA will be stated in the minutes of the Ozford TAC. The OzfordTAC may request further information on actual student assessment material as part of their quality assurance processes.
- 6.6 The Statement of Attainment is returned to the Student Services Officer to distribute to students. Student Services will update on VETTrak the date statement is issued to students. A copy is made and saved in the student file.
- 6.7 All pre-printed Statement of Attainment templates are allocated a unique paper number for tracking purpose. All pre-printed Statement of Attainment templates are stored in the Academic Director's office locked cabinet.

7. PROCEDURES - ISSUING STATEMENT OF RESULTS

- 7.1 A Statement of Results is provided after the end of each semester or upon requests. If needed, the Statement of Results can be used as sufficient proof of the completed units until an Award or Statement of Attainment is available.
- 7.2 All student academic records are updated electronically by the VET Administrative Officer in the student management system (VETTrak).
- 7.3 At the end of every semester, Statement of Results are printed via VETTrak.

7.4 For current students, Statements of Results are distributed to students in class in the following semester. Statement of Results is usually available 2 to 4 weeks after completion of a semester.

8. PROCEDURES – DESIGNING TEMPLATE

8.1 All templates for AQF qualification certificates and Statements of Attainment must be checked against the AQF template and approved by the Ozford TAC before printing. Only approved pre-printed templates can be produced as stock papers in printing certificates and Statements of Attainment.

8.2 Ozford will maintain and retain a register of all AQF qualification and Statement of statement issued. All student academic results and records of qualification are to be kept in the secured network folder for a period of 30 years.

Ozford will provide reports of records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator.

8.3 Certification documents may be forfeited or required to be surrendered in the following circumstances:

- where it is shown that an award has been improperly obtained
- where an application is made for a replacement documents due to damage or legal name change
- where an award has been erroneously presented by Ozford.

8.4 Any request for replacement of certification documents will incur extra charges. A reissuance authentication and verification process is in place for any reissuance of the replacement of certification documents.

9. PROCEDURES - REISSUE CERTIFICATION DOCUMENTS

9.1 All requests for reissuance certification document must be in writing outlining the reason for the re-issue providing supporting evidence (for example, a police report if the document was stolen, statutory declaration if the document was lost etc). The request must be accompanied by a formal ID and signature (passport, driver's licence) for authentication purpose. If possible, the original/certified copy of the certification document or the certificate number must be attached.

9.2 Payment of related charges must be made to the Accounts office prior to the request.

9.3 VET Administrative Officer will check and verify student record on VETTrak and certificate central register to see if an original certification document has been issued that matches the reissuance request.

9.4 If there is a record on VETTrak that student has successfully completed all of the required units of competency or modules (as specified in the training package qualification or accredited course), Ozford will reissue a testamur to student.

9.5 If there is a record on VETTrak that student has partially completed through the achievement of one or more endorsed units of competency of an AQF qualification, Ozford will reissue a Statement of Attainment upon student's request.

9.6 If there is no record of student achievements on any unit of competency or modules on VETTrak, students will be advised accordingly.

Attachment 1

<i>Form</i>	No:	IQ01
	Name:	Issuance of a Qualification or Statement of Attainment Checklist

Note: AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.

STUDENT DETAILS				
Given Name		Family Name		Student ID

COURSE DETAILS			
Qualification Code		Qualification Name	

DOCUMENTS TO BE ISSUED	
Completion Letter	<input type="checkbox"/> Yes Issued <input type="checkbox"/> No Not Issued
Certificate / Testamur	<input type="checkbox"/> Yes - to be Issued
Statement of Attainment	<input type="checkbox"/> Yes - to be Issued
Head of Student Services and Administration (name & signature)	

COMPLETION CONFIRMATION	
Head of Student Services and Administration to refer to "Record of results" document	
Certificate/ Testamur (Please see record of results attached)	Statement of Attainment (Please see record of results attached)
<ul style="list-style-type: none"> The student has achieved a "Competent" result for all units required for the award of the qualification. The units of competency completed by the student, are accurately described (code and title) and collectively met the packaging/ structural requirements of the qualification/accredited course. All required assessments for the listed units of competency had been appropriately marked and that feedback had been provided to the student by qualified assessors. 	<ul style="list-style-type: none"> The student has achieved a "Competent" result for some of the units in the qualification. The units of competency completed by the student, are accurately described (code and title) All required assessments for the listed units of competency had been appropriately marked and that feedback had been provided to the student by qualified assessors.
<input type="checkbox"/> Yes – confirmed	<input type="checkbox"/> Yes – confirmed
Head of Student Services and Administration Name & Signature:	
Date confirmed :	

FINANCE Confirmation

<ul style="list-style-type: none"> All fees have been paid and Fee related contracts and acceptance agreements have been securely stored 	<input type="checkbox"/> Yes	<input type="checkbox"/> No - Fees owing: \$ Organise for student to pay outstanding fees.
Finance Officer's Name & Signature:		
Date Confirmed:		

UNIQUE STUDENT IDENTIFIER (USI)			
USI generated	<input type="checkbox"/> Yes	USI No	

HEAD OF STUDENT SERVICES AND ADMINISTRATION CONFIRMATION	
Documents are properly stored	<input type="checkbox"/> Yes
Head of Student Services and Administration Signature	
Date confirmed:	

OZFORDTAC ENDORSEMENT	
Certificate/ Testamur endorsed for issuance	<input type="checkbox"/> Yes <input type="checkbox"/> No
Statement of Attainment endorsed for issuance	<input type="checkbox"/> Yes <input type="checkbox"/> No
Chair of OzfordTAC Signature	
Date of Endorsement- Minutes of OzfordTAC meeting:	

SIGNATURE on CERTIFICATE / SOA CONFIRMATION	
I confirm that I as the authorized signature have signed the Certificate/ Testamur or the Statement of Attainment.	
Vice president's Signature	
Date confirmed	