INSTITUTE OF INTELLECT BLENDING

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Issuance of Certificates Policy and Procedure

Purpose & Scope

This policy is in place to ensure Institute of Intellect Blending (IIB) issues a Qualification for students when the course that is outlined in the agreement is successfully completed, or issues a Statement of Attainment for partial completion of the course where eligibility for a full qualification is not met.

IIB has implemented the following process to ensure consistency and accuracy in the issuance of Certificates, be they a full qualification or Statement of Attainment to ensure IIB is compliant with the Standards for Registered Training Organisations 2015 and to ensure Certificates are issued in line with the Australian Quality Framework (AQF).

IIB will only issue Certificates for courses that are within the IIB's scope of registration and will issue AQF certification documentation to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product.

This policy applies to IIB's RTO and CRICOS operations. This policy satisfies the requirements of the Australian Qualifications Framework and Standards for Registered Training Organisations (SRTOs) 2015 Standard 3.

Policy

IIB will ensure all Qualifications and Statements of Attainment that are issued by IIB are within its Scope of Registration and meet the requirements as stipulated in the relevant nationally endorsed Training Package applicable for VET courses. The issuing of Qualifications and Statements of Attainment will also meet the requirements of the Australian Qualifications Framework (AQF).

IIB will issue an AQF qualification (Certificate and Record of Results Achieved) to all students whom it has assessed as successfully meeting the requirements of the education and training product the student has enrolled in, or a Statement of Attainment for all units successfully completed to all students who do not fully meet the requirements of an AQF qualification or who withdrew their enrolment with only a partial completion.

Qualifications (for completed courses) or Statements of Attainment (for partially completed qualifications) will be issued within the required thirty (30) calendar days threshold of the student completing their final assessment or their exiting of the course, providing all fees have been paid and a valid and verified Unique Student Identifier (USI) is recorded for that student on the Student Management System.

Original Qualifications and Statements of Attainment will only be issued to students directly, **not** to any third party, unless students explicitly request for copies of their Qualification or Statement of Attainment to be issued to a third party via formal written request.

IIB permits the replacement of certification documentation and transcript documentation and maintains processes to authenticate and verify replacement documentation. Replacement of certification documentation will attract an administrative charge.

Records of certifications issued will be retained in a format that allows re-issue of certification for the required 30-year period and will be archived in accordance with archiving and record keeping policy and procedures.

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Procedure

To ensure consistency in the issuance of certificates by IIB, the following procedure will be followed:

1) Upon successful completion of their studies with IIB, irrespective of location or mode of delivery, all students will be issued with a Qualification or Statement of Attainment in partial completion where eligibility for a full qualification has not been met.

2) A Record of Results Achieved will also be issued along with the Qualification. A Statement of Attainment showing outcomes against Units of Competency achieved to those students not attaining the full qualification. IIB does not issue graded (percentage-based) outcomes for students undertaking competency-based qualifications.

3) Upon receiving the relevant form, it is the responsibility of the authorized administration team member allocated to the relevant student group to ensure that the following requirements are met:
   a. check on the Student Management System (RTO Manager and Moodle) to ensure all Units of Competencies the student has enrolled in have been delivered and requirements have been met;
   b. check on the Student Management System to ensure all fees have been paid, as applicable;
   c. check on the Student Management System that a valid and verified USI is on file.

4) If any of the above requirements are not met, the administrator is to cross reference the student file against the information on the student management system for any information not entered. Where there are identified gaps, including missing competencies, signatures, no USI on file, misalignment of dates and so on, the Education Manager allocated to the student is notified within five (5) working days and advised what is needed to rectify the situation. Where student fees have not been fully paid, the administrator will follow up with the student or employer.

5) If all requirements are met, students are issued with a Qualification or Statement of Attainment, including a Record of Results Achieved.

6) All Qualifications are securely signed by IIB's Principal Executive Officer.

7) Statements of Attainments and Records of Competencies achieved are securely signed by IIB's Principal Executive Officer.

8) All Qualifications, Statements of Attainments and Record of Results Achieved are issued securely in English only by authorized staff via the Student Management System following sample formatting in 'Fact sheet – Sample forms of AQF certification documentation' suggested by ASQA and a copy is kept on the Student Management System for record keeping purposes. In all instances, copies are also placed into the student's hard file for archiving.

9) Students will be notified of a collection date and must collect their documents in person, nominate a postal address for the documents to be sent to, or nominate in writing an authorized third-party to collect on their behalf.

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10) Upon successful collection or posting of the Qualification or Statement of Attainment, the Student Management System must be updated to include date of collection or posting of documents.

11) Records of certifications issued will be retained in a format that allows re-issue of certification for the required 30-year period and will be archived in accordance with archiving and record keeping policy and procedures.

Prevention of creating fraudulent qualifications

The creation of fraudulent qualifications is a significant risk for the VET sector. IIB have mechanisms in place to reduce fraudulent reproduction of its certification. IIB will protect their reputation by ensuring strong measures are in place to reduce the fraudulent issue of qualifications and statements of attainment, as people often judge the quality of an RTO by the competence of people who hold its qualifications.

At a minimum, IIB includes the RTO's seal, corporate identifier or unique watermark.

IIB also takes steps to reduce the chance of fraudulent qualifications by:

- Not allowing third parties to create qualifications or statements of attainment on behalf of IIB.
- Using documents that:
    o Use a template with 'copy protected' text that makes otherwise hidden text visible when the document is copied or scanned;
    o Are printed on corporate paper (e.g., letterhead with a multi-coloured background) that makes it clear when a document is not the original;
    o Include an embossed seal or logo in the paper;
    o Use a template that includes text or graphic design components that are 'micro-printed' and cannot be reproduced using generally available equipment;
    o Have all important details (e.g., graduate's name, qualification name, date) printed over a multi-coloured 'watermark' background, such as your RTO logo, so they are more difficult to change;
    o If digital documents are issued (e.g., PDF documents), include a digital signature that will show a visible warning if the document is altered. Note that a scan of someone's signature is not a digital signature.

Use of NRT Logo

IIB will use NRT logo in students' qualifications, statement of attainments and record of results in line with the Clause 4.1 of Standards for RTOs 2015.

Further Information

Further Information can be found in the Standards for Registered Training Organisations 2015, the Australian Qualifications Framework (AQF) and the National Vocational Education and Training Regulator Act 2011.

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Related Documents

- Monitoring and Reporting Course Progress Policy and Procedure
- Unique Student Identifier (USI) Policy and Procedure
- NRT Logo Specifications
- Fact sheet – Sample forms of AQF certification documentation

Appendix

Australian Qualifications Framework and Standards for Registered Training Organisations (SRTOs) 2015- Standard 3 and 4

Clause 3.1

RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Clause 3.2

All AQF certification documentation issued by an RTO meets the requirements of Schedule 5.

Clause 3.3

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 IIB have been paid.

Clause 3.4

Records of learner AQF certification documentation are maintained by IIB in accordance with the requirements of Schedule 5 and are accessible to current and past learners.

Clause 4.1

d. uses the NRT [Nationally Recognised Training] logo only in accordance with the conditions of use specified in Schedule 4.

Schedule 4:

Conditions of Use of NRT Logo

The Nationally Recognised Training (NRT) Logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to AQF certification documentation. The NRT Logo is a registered trade mark.

The following describes a range of situations and conditions for using the NRT Logo.

Advertisements and promotional information in any medium (print, television, radio, banners, internet, etc.)

1. RTOs registered by any VET Regulator may use the NRT Logo to promote nationally recognised training provided that training is within the RTO's scope of registration.

2. Impressions must not be created that may lead an observer to conclude the NRT Logo applies to all training provided by the RTO, if this is not the case. The NRT Logo cannot be used by an RTO where the training is accredited, but is outside the scope of registration of the RTO. Where training is being promoted and does not meet the requirements stipulated in the VET Quality

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Framework or is outside the RTO's scope of registration, it must be made clear the NRT Logo is not associated with that training.

3. Use of the NRT Logo is only permitted where there is a direct relationship to an AQF qualification and/or unit of competency as specified within training packages or VET accredited courses.

Student information (brochures, course handbooks, prospectuses, etc.)

4. When an RTO is promoting the training it offers and wishes to use the NRT Logo, its promotional material such as brochures, handbooks and prospectuses must clearly distinguish between nationally recognised training within the scope of registration and that which is not nationally recognised.

Corporate stationery, business cards, buildings, training resources and marketing products

5. The NRT Logo must not be used on products such as corporate stationery, business cards, building signage, mouse pads, pens, satchels, packaging around products nor learning resources supporting training.

Certificates, Statements of Attainment and other testamurs

6. The NRT Logo must be depicted on all AQF certification documentation issued by the RTO. These can only be issued by an RTO when the qualification and/or unit of competency are within the RTO's scope of registration. The NRT Logo must not be depicted on other testamurs or transcripts of results.

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