Certificate Issuance Policy

1. Context

FCIA Training Academy (FCIATA), as a Registered Training Organisation, must comply with the NVR *Standards for Registered Training Organisations 2015 v2.2 October 2019 Standard 3, Clause 3.1, 3.2, 3.3, 3.4.*

The FCIA Training Academy will comply with all required policies and guidelines set for the issuance of certificates pertaining to professional accreditation or recognised industry skills sets for students where FCIATA is an approved provider of such an accredited course or skills set.

2. Scope

This policy applies to all staff of FCIA Training Academy.

3. Definitions

FCIATA	FCIA Training Academy
AQF	Australian Qualifications Framework
NRT	Nationally Recognised Training
RTO	Registered Training Organisation
SoA	Statement of Attainment
USI	Unique Student Identifier
VET	Vocational Education and Training
VQF	VET Quality Framework

4. Statement of Policy

4.1 Legislative Requirements

4.1.1 FCIATA will issue to students, whom it has assessed as competent in accordance with the requirements of a Training Package or VET accredited course, a VET qualification, VET SoA and a Record of Results (as appropriate) that:

   a. **MUST** meet the AQF requirements;
   b. Identifies FCIATA by is national provider number from www.training.gov.au
   c. Comply with the *Student Identifiers Act 2014 (compilation 5)*

4.1.2 All qualifications, SoA's and Record of Results issued by FCIATA for nationally recognised training will be in accordance with its scope of registration.

4.1.3 FCIATA will ensure the integrity of all qualifications, SoA's and Record of Results through clearly defined training, assessment and administrative processes.

4.1.4 FCIATA **MUST NOT** issue an AQF certificate document to an individual without being receipt of a verified USI (Unique Student Identifier) for that individual.

4.2 Testamurs

4.2.1 FCIATA **MUST** issue AQF certification documentation to a student, within **30 calendar days** of the student being assessed as competent and meeting **ALL** the requirements of the training product if the training program in which the student is enrolled is complete, and provided all agreed fees (where applicable) the student owes to FCIATA have been paid.

Certificates will be accompanied by a Record of Results showing the units of competency achieved.

4.2.2 FCIATA **MUST** include the following information on the Testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:

a. The name, RTO code and logo of the issuing organisation
b. The code and full title of the awarded AQF qualification
c. The NRT logo in accordance with the current conditions
d. Name of student who is entitled to receive the AQF qualification
e. Date of certificate issuance note (this is not the date of completion)
f. Statement number
g. Name and signature of person(s) in FCIATA who is authorised to issue the documentation
h. Corporate identifier or unique watermark to ensure authenticity of the document

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

i. The State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Authorities)

ii. The industry descriptor eg Engineering

iii. The occupational of functional stream in brackets eg (Mechanical)

iv. Where relevant, the words "Achieved through Australian Apprenticeship Arrangements"

v. Where relevant, the words "these units have been delivered and assessed in <INSERT LANGUAGE> followed by a listing of the relevant units".

4.2.3 FCIATA **MUST NOT** include the learners "Student Identifier (USI)" on the testamur consistent with the Student Identifiers Act 2014 (compilation 5).

4.2.4 FCIATA reserves the right to withhold the issuance of qualification certificates until all course fees (where applicable) have been paid in full, except where FCIATA is not permitted to do so by law of contract.

4.3 Statement of Attainments

4.3.1 FCIATA **MUST** issue SoA's to students within **30 calendar days** and upon payment of all course fees (where applicable), where the student has provided completed assessments and been deemed competent, meeting all requirements of:
a. One or more units from a VET qualification or an accredited short course
b. A Training Package identified skill set which meets a license or regulatory requirement
c. A Training Package identified skill set which meets a defined industry need

4.3.2   FCIATA **MUST** include the following information on a SoA:
   a.   The name, RTO code and logo of the issuing organisation
   b.   The code and full title of the awarded AQF qualification *(see below point ii.)*
   c.   The list of units of competency (or modules where no units of competency exist) showing their full title and national code for each unit of competency
   d.   The NRT logo in accordance with the current conditions
   e.   Name of student who is entitled to receive the AQF qualification
   f.   Date of issue (this is not the date of completion)
   g.   Statement number
   h.   Name and signature of person(s) in FCIATA who is authorised to issue the documentation
   i.   Corporate identifier or unique watermark to ensure authenticity of the document
   j.   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 SoA as applicable:

   i.   State/Territory training authority log (only where use of the log is directed by State/Territory Training Authorities)
   ii.   The words "These competencies form part of [Code and Title of qualification(s)/Course(s)]
   iii.   Where relevant, the words, "these units have been delivered and assessed in <INSERT LANGUAGE>" followed by a listing of the relevant units.

4.3.3   FCIATA **MUST NOT** include the learner's Student Identifier (USI) on the Statement of Attainment consistent with the Student Identifiers Act 2014 (compilation 5).

4.4   Record of Results

4.4.1   A Record of Results **MUST** be issued to all enrolled students' even if they have withdrawn from training – the result code must be recorded as "Withdrawn".

4.4.2   FCIATA **MUST** include the following information on a Record of Results:
   a.   The name, RTO code and logo of the issuing organisation
   b.   The code and full title of the awarded AQF qualification
   c.   The list of units of competency (or modules where no units of competency exist) showing their full title and national code for each unit of competency
   d.   Semester or year
   e.   Result code (Competent, Credit Transfer, Recognition of Prior Learning, Withdrawn)
   f.   Name and signature of person(s) in FCIATA who is authorised to issue the documentation
   g.   Corporate identifier or unique watermark to ensure authenticity of the document
   h.   Name of student
   i.   Student number
   j.   Date of issue (this is not the date of completion)

4.5 Issuing Certificates

4.5.1 FCIATA will mail (express post) all testamurs, SoA's and Record of Results to eligible students **ONLY**. These will be sent to the student's address listed in their student file. Where their address has changed, the student **MUST** notify FCIATA via email.

4.5.2 Any unclaimed testamurs, SoA's and Record of Results, where FCIATA have been unable to contact the student will be returned the student file and held until the file is disposed.

4.5.3 It is against the Privacy Act 1988 to share personal information about students to others (other than report to Government departs as per the NVR Act) without the students expressed permission.

4.5.4 Where testamurs, SoA's and Record of Results need to be sent to the employer – FCIATA **MUST** obtain, in writing, the students authorisation. Where this is not authorised by the student FCIATA WILL NOT sent out a certificate.

4.6 Issuing Replacement Certificates

4.6.1 FCIATA **MUST** retain client's testamurs, SoA's and Record of Results for thirty (30) years. Student may apply for replacement certificates at any time at a cost ($50 plus GST) using the *Application for Replacement Certificate form*.

4.6.2 FCIATA will mail (via Express Post) replacement certificates to the student's address as listed on the *Application for Replacement Certificate form*.

4.7 Recording Issued Certificates

4.7.1 FCIATA will ensure a hard copy of every testamur, SoA and Record of Result will be placed on each students file. A softcopy of all issued certificates will be saved on the computer system under the year it was issued.

4.7.2 FCIATA **MUST** record every testamur and SoA on the Certificate Register.

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