Certificate and Statement of Attainment Issue

Policy

Training Masters will issue AQF Qualifications upon the successful completion of the course, which is specified in each Students Acceptance Agreement. Where a Student has partially completed a course, and has met the requirements of this policy, Training Masters will issue a Statement of Attainment to the eligible student.

Training Masters will ensure all Qualifications and Statement of Attainments that are issued from Training Masters are within its Scope of Registration and meet the requirements as stipulated in the relevant nationally endorsed Training Packages, qualifications, competency standards or modules specified in accredited courses. Note that Training Masters will not issue AQF certification documentation to an individual without being in receipt of a verified Unique Student Identifier (USI) for that individual, unless an exemption applies under the Student Identifiers Act 2014.

Training Masters 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 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.

1.0 Procedure for Certificate Issuing

1.1 Student Results (Units of Competency achieved) are entered in TM's Student Management System by the Student Services Officers

1.2 Once a student has completed their course, the student requires to complete the Certificate Issue Request Form, which is available at Reception

1.3 TM Student Services Staff will also remind students of this process in week 5 and 7 of each term and will conduct necessarily follow up measures in conjunction with Course Progress Monitoring and Completion within Expected Duration procedures.

1.4 Statements of Results are issued in conjunction with Certificates upon successfully meeting criteria's outlined below.

Certificate and Statement of Attainment Issue   Page 1 of 6
Version: 1.1
Implemented: June 2018
To be reviewed: June 2019
Responsibility: Academic Manager
© Training Masters Pty Ltd

2.0 Certificate checks:

2.1 It is the responsibility of the Student Services Department upon receipt of the request form, to conduct the following checks.

2.2 Results: The Statement of Results (SOR) are checked for any outstanding units or requirements for the students successful completion of studies

2.3 If all units of competency are completed successfully, the Admin and Account Officer will provide a copy of the completed Statement of Results (SOR) to the Academic Manager and Principal Executive Officer to confirm the results and on approval, the students status will be changed from 'Current' to 'Complete' in the Student Management System (Step 1 of the Certificate Issue Request Form)

2.4 Fees: A check is conducted with the Finance Department that all fees are paid (Step 2 of the Certificate Issue Request Form)

2.5 If any of the above requirements are not met, the student is notified by email or by a letter and advised on how to rectify the situation

2.6 If all of the above requirements are met, the Principal Executive Officer will confirm that the certificate issuing process can proceed and the student's certificate request will be forwarded to the Admin and Account Officer for processing (Step 3 of the Certificate Issue Request Form)

3.0 Certificate registration

3.1 The Admin and Account Officer is to access and complete the appropriate register upon receiving the PEO approved Certificate Issue Request Form.

3.2 Register student number/name/issuing date/payments approval/certificate registration number

3.3 Copy the allocated registration number onto the certificate master correlating to the relevant course

3.4 The collection date is entered when the student collects or requests the Certificate to be mailed

4.0 Certificate issue

4.1 The Admin and Account Officer accesses the appropriate certificate template and completes the individual details. Note: Student name as requested by student on the Certificate Issue Request Form

4.2 Copy the allocated registration number on the certificate (as noted above)

4.3 Ensure that the Institute's name, RTO ID, CRICOS Provider Code, NRT logo, AQF logo, course code and title and date that the certificate is being issued for is listed in the certificate

Certificate and Statement of Attainment Issue   Page 2 of 6
Version: 1.1
Implemented: June 2018
To be reviewed: June 2019
Responsibility: Academic Manager
© Training Masters Pty Ltd

4.4 Save an electronic copy of the completed certificate as the student number

4.5 Print the certificate on Training Masters certificate paper

4.6 Certificates are issued within 10 working days of receipt of a complete Certificate Issue Request Form, provided all aspects of point 2 of this policy has been met and the student has opted not to receive it at TM's graduation ceremony

5.0 Signing of certificates

5.1 The certificate, along with a copy of the statement of results (SOR) is presented to the Principal Executive Officer for authorized signatures

6.0 Certificate collection/delivery

The student is contacted in line with details provided on the Certificate Issue Request form and advised the certificate is ready. Certificate may only be delivered or collected with the appropriate student verification.

6.1 Certificates to be posted:

  a) email/phone student and advise certificate is ready and will be posted
  b) prepare letter and post
  c) update register comments to show date and postal address

6.2 Certificates to be collected:

  a) email/phone student and advise certificate is ready for collection
  b) Certificates are held by Student Services until collection

7.0 Procedure for Statement of Results (SOR) issuing

7.1 On completion of a course and completion of the Certificate Issue Request Form, a student will automatically be issued with a copy of their SOR's.

7.2 Students who require an interim copy of their SOR's for immigration purposes must complete a Student Document Request Form which is available to students at Reception

7.3 Interim and replacement SOR's are charged at a fee of $20.00 and are issued within 5 working days of TM's receipt of the complete Student Document Request Form

7.4 There is no fee for SOR's issued on the completion of training

Certificate and Statement of Attainment Issue
Version: 1.1
Implemented: June 2018
To be reviewed: June 2019
Responsibility: Academic Manager
© Training Masters Pty Ltd
Page 3 of 6

8.0 Statement of Attainments

8.1 Students who have not completed their full enrolment, but have completed units of competency within their enrolment are entitled to a Statement of Attainment for their completed units

8.2 Students must provide the Statement of Attainment issue request form to the Student Services Department and meet the criteria's outlined below

9.0 Statement of Attainment checks:

9.1 It is the responsibility of the Student Services Department upon receipt of the request form, to conduct the following checks.

9.2 Results: The Statement of Results (SOR) are checked for all completed units of competency. The Admin and Account Officer will provide a copy of the students Statement of Results (SOR) to the Campus Manager and Principal Executive Officer to confirm the results and on approval, the students status will be changed from 'Current' to 'Finished' in the Student Management System (Step 1 of the Statement of Attainment Issue Request Form)

9.3 Fees: A check is conducted with the Finance Department that relevant fees are paid up until students last day of study (Step 2 of the Statement of Attainment Issue Request Form)

9.4 If any of the above requirements are not met, the student is notified by email or by a letter and advised on how to rectify the situation

9.5 If all of the above requirements are met, the Principal Executive Officer will confirm that the statement of attainment issuing process can proceed and the student's statement of attainment request will be forwarded to the Admin and Account Officer for processing (Step 3 of the Statement of Attainment Issue Request Form)

10.0 Statement of Attainment registration

10.1 The Admin and Account Officer is to access and complete the appropriate register upon receiving the PEO approved Statement of Attainment Issue Request Form.

10.2 Register student number/name/issuing date/payments approval/statement of attainment registration number

10.3 Copy the allocated registration number onto the statement of attainment master correlating to the relevant course

10.4 The collection date is entered when the student collects or requests the statements of attainment to be mailed

Certificate and Statement of Attainment Issue
Version: 1.1
Implemented: June 2018
To be reviewed: June 2019
Responsibility: Academic Manager
© Training Masters Pty Ltd

Page 4 of 6

Training Masters Pty Ltd
RTO ID: 41479
CRICOS Code: 03510J
ABN: 72 611 635 128
T: 02 8278 7722
E: admissions@tm.nsw.edu.au
W: www.tm.nsw.edu.au
Level 5, 338 Pitt Street,
Sydney NSW 2000

11.0 Statements of Attainment issue

11.1 The Admin and Account Officer accesses the appropriate statement of attainment template and completes the individual details. Note: Student name as requested by student on the Statement of Attainment Issue Request Form

11.2 Copy the allocated registration number on the statement of attainment (as noted above)

11.3 Ensure that the Institute's name, RTO ID, CRICOS Provider Code, NRT logo, unit code(s) and title(s) and date that the statement of attainment is being issued for is listed in the statement of attainment

11.4 Save an electronic copy of the completed statement of attainment as the student number

11.5 Print the statement of attainment on Training Masters certificate paper

11.6 Statement of attainments are issued within 10 working days of receipt of a complete Statement of Attainment Issue Request form, provided all aspects of point 9 of this policy has been met

12.0 Signing of Statements of Attainment

12.1 The statement of attainment is presented to the Principal Executive Officer for authorized signatures

13.0 Statement of Attainment collection/delivery

The student is contacted in line with details provided on the Statement of Attainment Issue Request form and advised the Statement of Attainment is ready. Statement of Attainments may only be delivered or collected with the appropriate student verification.

13.1 Statement of Attainments to be posted:

a) email/phone student and advise the statement of attainment is ready and will be posted

b) prepare letter and post

c) update register comments to show date and postal address

13.2 Statement of Attainments to be collected:

a) email/phone student and advise statement of attainment is ready for collection

b) Statement of attainments are held by Student Services until collection

Certificate and Statement of Attainment Issue
Version: 1.1
Implemented: June 2018
To be reviewed: June 2019
Responsibility: Academic Manager
© Training Masters Pty Ltd

Page 5 of 6

14.0 Use of NRT logo

14.1 Training Masters will use the Nationally Recognised Training (NRT) logo on our Certificates and Statements of Attainments in accordance with the NRT logo usage specifications.

14.2 Training Masters will only use the NRT logo in advertisements only where it complies with the NRT usage specifications and Standards for Registered Training Organisations (RTOs) 2015

14.3 Training Masters only use the NRT logo with respect to training and or assessment within our scope of registration.

15.0 Use of AQF logo

15.1 Training Masters will comply with the AQF logo usage specifications and WILL NOT use the AQF logo on our Statements of Attainment.

15.2 We can only issue statements of attainment for the qualifications that are on our scope of registration.

Related Documents
Certificate Issue Request Form
Student Document Request Form
Statement of Attainment Issue Request Form

Certificate and Statement of Attainment Issue
Version: 1.1
Implemented: June 2018
To be reviewed: June 2019
Responsibility: Academic Manager
© Training Masters Pty Ltd

Page 6 of 6