

Issuance of Certification Policy and Procedures

*Standards for Registered Training Organisations (RTOs)
2015 – Standard 3*



PURPOSE

Blue Dog Training issues Australian Qualifications Framework [AQF] certification documentation only to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package.

Blue Dog Training has robust controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the student has completed all requirements

PRINCIPLES

1. Australian Qualifications Framework Requirements

Blue Dog Training ensures:

- ✓ Students receive the certification documentation to which they are entitled
- ✓ AQF qualifications are correctly identified in certification documentation
- ✓ AQF qualifications are protected against fraudulent issuance
- ✓ A clear distinction can be made between AQF qualifications and non-AQF qualifications
- ✓ Certification documentation is used consistently across the education and training sectors
- ✓ Students and others are confident that the qualifications they have been awarded by Blue Dog Training are part of Australia's national qualifications framework.

2. Qualifications Pathways

Blue Dog Training accepts and provides credit to students for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- ✓ AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- ✓ An authenticated VET transcript issued by the Registrar*.

*The Student Identifiers Registrar is a Commonwealth statutory office established by the *Student Identifiers Act 2014* and is responsible for administering the USI initiative nationally.

Blue Dog Training ensures it maximises the credit students can gain for learning already undertaken, by:

- ✓ Enhancing student progression into and between AQF qualifications
- ✓ Recognising the multiple pathways students take to gain AQF qualifications and that learning can be formal, non-formal or informal and
- ✓ Supporting the development of pathways in qualifications design.

PROCEDURES

1. Unique Student Identifier (USI)

Blue Dog Training ensures that it meets the requirements of the Student Identifier scheme at all times, including:

- ✓ Verifying with the Registrar, a USI provided to it by an individual before using that USI for any purpose;
- ✓ Ensuring that XYZ RTO does not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the *Student Identifiers Act 2014 (Cth)*;
- ✓ Ensuring that where an exemption applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
- ✓ Ensuring the security of USIs and all related documentation under its control, including information stored in its student management systems.

To avoid possible delays in issuing certification, Blue Dog Training has processes in place to verify a student's USI on enrolment or as soon as possible thereafter well in advance of when certification is expected to be issued.

Blue Dog Training does not include the student's USI on any testamur documentation, consistent with the *Student Identifiers Act 2014 (Cth)*.

2. Testamur Documentation Requirements

All AQF certification documentation issued by Blue Dog Training meets the following requirements:

a) Issuing AQF Qualifications Requirements

All Blue Dog Training students who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of the qualification:

- ✓ A testamur; and
- ✓ A record of results.

Students who complete part of the requirements of an AQF qualification in which they are enrolled are also entitled to receive a record of results. Students are entitled to retain testamurs and records of results once they have been issued.

Blue Dog Training does not deliver or assess any part of a qualification in a language other than English.

Blue Dog Training testamur for all AQF qualifications issued identifies the qualification as an AQF qualification by using the words '*The qualification is recognised within the Australian Qualifications Framework.*' Blue Dog Training does not use the AQF logo. The AQF logo or these words are not used by Blue Dog Training on any type of certification documentation for non-AQF qualifications.

Blue Dog Training ensures sufficient information is provided on a testamur and record of results to ensure that the documentation is able to be authenticated and to reduce fraudulent use.

Blue Dog Training includes the following information on a testamur:

- ✓ The name, national RTO code and logo of Blue Dog Training as the issuing organisation
- ✓ The code and title of the awarded AQF qualification
- ✓ Student who is entitled to receive the AQF qualification
- ✓ The NRT Logo in accordance with the current conditions of use

- ✓ Date of issue/award/conferral
- ✓ Blue Dog Training representative authorised to issue the documentation
- ✓ Authenticity of the document, through the use of a document number
- ✓ The Blue Dog Training unique watermark.

The following elements are also included on the Blue Dog Training testamur as applicable:

- ✓ The industry descriptor, e.g. Engineering
- ✓ The occupational or functional stream, in brackets, e.g. (Fabrication); and
- ✓ Where relevant, the words, 'achieved through Australian Apprenticeship arrangements'.

Blue Dog Training ensures sufficient information is provided on a testamur and record of results to ensure that the documentation is able to be authenticated and to reduce fraudulent use.

b) Issuing Statements of Attainment Requirements

All Blue Dog Training students who have completed an accredited unit(s) of competency are entitled to receive a Statement of Attainment.

Blue Dog Training includes the following information on a Statement of Attainment:

- ✓ The name, national RTO code and logo of Blue Dog Training as the issuing organisation
- ✓ A list of the unit/s of competency showing their full title and the national code for each unit of competency
- ✓ The name of the student who is entitled to receive the statement of attainment
- ✓ NRT Logo in accordance with the current conditions of use
- ✓ The date of issue
- ✓ Blue Dog Training representative authorised to issue the documentation
- ✓ Authenticity of the document, through the use of a unique document number
- ✓ The Blue Dog Training unique watermark.
- ✓ 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 also included if applicable:

- ✓ Include the words 'These competencies form part of [code and title of qualification(s)/course(s)]; and
- ✓ If applicable, include the words, 'These competencies were attained on completion of [code] course in [full title].'

Blue Dog Training statements of attainment are in a form that ensures it cannot be mistaken for a testamur for a full AQF qualification.

3. Fraud Prevention

Blue Dog Training confirms its responsibility for authentication and verification of a student's certification and Statement of Attainment documentation.

Blue Dog Training has mechanisms in place to reduce fraudulent reproduction of its certification. All Blue Dog Training documentation includes the Blue Dog Training logo and unique watermark and unique document number.

Blue Dog Training has mechanisms in place to verify that the person Blue Dog Training is enrolling, training and assessing is the same person that will be issued with a qualification or statement of attainment. At enrolment a student must provide proof of identify.

4. Third Parties

Blue Dog Training does not allow third parties to create qualifications or statements of attainment on behalf of Blue Dog Training.

Blue Dog Training may include additional relevant information on AQF certification documentation, including the name and/or logo of a third party involved in the training and assessment. Whenever used, Blue Dog Training ensures such information is accurate and does not introduce confusion about which organisation is issuing the certification.

5. Issuance Timelines

Blue Dog Training ensures AQF certification documentation is issued to a student within thirty (30) calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owes to Blue Dog Training have been paid.

The exception to this is situations where contractual arrangements, which Blue Dog Training has entered into, specify that results are unable to be withheld from a student for non-payment of fees. A case of this is if the student is a Queensland apprentice or trainee funded under the Queensland Department of Employment Small Business and Training (DESBT), User Choice program. The department's User Choice program (Clause 2.6.9) specifies that Blue Dog Training as a Pre-Qualified Supplier (PQS) "must not withhold the results, statement of attainment or qualification from any apprentice or trainee due to non-payment of fees."

Blue Dog Training issues AQF certification documentation directly to the student, not to another party, such as an employer.

6. Testamur Register

Blue Dog Training:

- ✓ Retains an auditable quality register of all AQF qualifications issued
- ✓ Retains an auditable-quality register of all Statements of Attainment issued
- ✓ Retains records of qualifications and Statements of Attainment issued for a period of 30 years
- ✓ Provides reports of records of qualifications issued by ASQA on a regular basis as determined by ASQA.

The registers contain sufficient information to identify correctly the:

- ✓ Holder of the qualification or Statement of Attainment
- ✓ AQF qualification/unit of competency/skill set by its full title and
- ✓ Date of issue/award/conferral

7. Reissue of Testamur Documentation

Blue Dog Training ensures that current and past students are able to access records of their achievements.

All Blue Dog Training students who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system.

Where a student's achievements have not been recorded through the USI system, Blue Dog Training has processes in place to ensure that this student can access re-issues of their testamur documentation.

Details are as follows:

- ✓ Blue Dog Training does not charge a fee to re-issue testamur documentation.
- ✓ All documentation re-issues occur within twenty-one (21) calendar days of receipt of a request.

- ✓ For all re-issue of testamur documentation students must submit their request in writing (email is acceptable) and provide a certified copy of identification which must be signed by a Justice of the Peace or a Commissioner for Declarations.

Acceptable identification includes:

- ✓ Current and valid Australian driver licence
- ✓ Current and valid passport
- ✓ Current and valid proof of age card
- ✓ 100 points of identification (current and valid) with at least one item showing current residential address.

OTHER INFORMATION

Further information is available from the following documents:

- ✓ *AQF Qualifications Issuance Policy* https://www.aqf.edu.au/sites/aqf/files/aqf_issuance_jan2013.pdf
- ✓ *AQF Qualifications Register Policy* https://www.aqf.edu.au/sites/aqf/files/aqf_register_jan2013.pdf
- ✓ *AQF Certification Documentation: An Explanation* <https://www.aqf.edu.au/sites/aqf/files/certification-documentation-explanation.pdf>
- ✓ *ASQA Fact Sheet – Sample forms of AQF certification documentation for nationally recognised VET qualifications* https://www.asqa.gov.au/sites/g/files/net2166f/Fact_sheet_-_Sample_AQF_documentation.pdf
- ✓ *Users Guide 'to the Standards for Registered Training Organisations (RTOs) 2015 – Standard 3* at <https://www.asqa.gov.au/standards/about-standards-rtos-2015/standard-three>
- ✓ *ASQA Issue qualifications and statements of attainment* www.asqa.gov.au/vet-registration/meet-requirements-ongoing-registration/issue-qualifications-and-statements