

RTO Policy 9: Issuing Qualifications

OWNERSHIP

This policy is the responsibility of CPA Australia's Registered Training Organisation (**CPA Australia RTO**) working group (**CPA Australia RTO Working Group**).

Scope

CPA Australia Ltd (**CPA Australia**) has established this policy to support the Australian Skills Quality Authority (ASQA) *Standards for Registered Training Organisations (RTO) 2015*. The policy has been developed and implemented by the CPA Australia RTO Working Group to support and provide clear instruction and guidance to program Candidates and CPA Australia RTO Personnel. This policy applies to all nationally recognised qualifications and statements of attainment issued by CPA Australia RTO under the Australian Qualifications Framework (AQF).

Review and Maintenance

Maintenance and review of the CPA Australia RTO Qualifications Issuing Policy is the responsibility of the CPA Australia RTO Working Group. The CPA Australia RTO Working Group will maintain ongoing records of the elements and application of this policy. The CPA Australia RTO Working Group will provide ongoing reports to all relevant stakeholders.

Change Record

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Author	CPA Australia RTO Working Group
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* This policy replaces the previous RTO CPA Qualifications Policy V1.1 (#417295_1) document used when registered with VRQA.

CONTENTS

OWNERSHIP	2
Scope	2
Review and Maintenance	2
Change Record	2
CONTENTS	3
POLICY	4
Our Commitment	4
The Australian Qualifications Framework (AQF)	4
Issuing Certification	4
Certification Issued by CPA Australia RTO.....	5
Certification Issued by Other RTOs	5
Types of Certification Issued by CPA Australia RTO	5
Statement of Attainment (SOA).....	5
Academic Transcript (AT)	5
Diploma (Dip)	5
Lost Certification	5
Elements of Qualifications Issued by CPA Australia	5
Elements of Statements of Attainment Issued by CPA Australia	6
Procedure: Actions and Responsibility	6
Associated Documentation	8

POLICY

Our Commitment

CPA Australia RTO is committed to operating in accordance with the practices defined by the Australian Qualifications Framework (**AQF**) relating to the issuing, recording and reporting of AQF qualifications, statements of attainment and related certification. CPA Australia RTO will ensure all Candidates who undertake a program of study with the organisation, are issued the correct certification in a timely manner and in accordance with the requirements of the Training Package or VET accredited course.

The Australian Qualifications Framework (AQF)

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the vocational education and training (**VET**) sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and statements of attainment.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification, which must always be reproduced accurately.

The AQF aims to;

- accommodate the diversity of purposed Australian education and training now and into the future
- contribute to national economic performance by supporting contemporary, relevant and nationally consistent qualification outcomes which build confidence in qualifications
- support the development and maintenance of pathways which provide access to qualifications and assist people to move easily and readily between different education and training sectors and between those sectors and the labour market
- support individuals' lifelong learning goals by providing the basis for individuals to progress through education and training and gain recognition for their prior learning and experiences
- underpin the national regulatory and quality assurance arrangements for education and training
- support and enhance the national and international mobility of graduates and workers through increased recognition of the value and comparability of Australian qualifications
- enable the alignment of the AQF with international qualifications frameworks.

The AQF provides a comprehensive guideline for each AQF qualification, including a summary of the learning outcome characteristics and their distinguishing features for each VET related AQF qualification. CPA Australia RTO programs have been developed considering these learning outcome characteristics.

Issuing Certification

All Candidates who complete a full program of study offered by CPA Australia RTO that results in an AQF qualification will receive on completion;

- A testamur;
- A statement of attainment (per module completed) and
- An academic transcript (per module completed)

Candidates who complete part, but not all, of the program of study will receive a statement of attainment listing the units of competency completed as part of learning and assessment, credit transfer, or recognition of prior learning pathways and an academic transcript.

CPA Australia RTO will record the details of all certifications awarded.

Certification Issued by CPA Australia RTO

CPA Australia RTO will only issue certifications (such as testamur or records of results) from within its scope of registration with ASQA.

Certification Issued by Other RTOs

In accordance with CPA Australia RTO's mutual recognition obligations, CPA Australia RTO will recognise certification issued by other RTOs. Where a Candidate requests a transfer of credit or recognition of prior learning towards a full AQF qualification offered by CPA Australia RTO, the Candidate will be required to submit verified copies of any certification issued by another RTO, including copies of full certificates issued, statements of attainments and academic transcripts. CPA Australia RTO reserves the right to verify all information submitted requiring mutual recognition and reserves the right to challenge and/or test participants seeking mutual recognition when required.

Types of Certification Issued by CPA Australia RTO

CPA Australia RTO issues a number of types of certification depending on the Candidates' progress through a program of study.

Statement of Attainment (SOA)

Candidates who successfully complete a module from a program of study (containing a selection of units of competency) will be issued a statement of attainment for the units involved in the module.

CPA Australia RTO recognises that Candidates may not always study a full AQF qualification, instead choosing to complete only one/some units of competency from a program. The issuing of a statement of attainment acknowledges the completion of the accredited unit(s) contributes to the Candidates' lifelong learning goals.

Academic Transcript (AT)

An academic transcript is issued to all Candidates. A list of the unit(s) studied including full name a code and a result of 'Competent' (**C**) or 'Not Yet Competent' (**NYC**) is recorded. Candidates who have not been successful in their study of a unit(s) of competency are issued an academic transcript but not a statement of attainment.

Certificate IV (Cert IV)

Candidates who successfully complete the full program of study as defined in the related Candidate Handbook will be awarded a Certificate IV certificate.

Lost Certification

In the event that a Candidate loses their certification issued by CPA Australia RTO, they can apply to have additional copies supplied. Requests for lost copies of certification will incur an administrative fee (please see CPA Australia RTO Fees, Charges and Cancellation policy for more information).

Candidates will be required to complete a "Request for Certificate Reprint Form" when requesting replacement certification(s).

Elements of Qualifications Issued by CPA Australia

All qualifications issued by CPA Australia RTO will contain the following elements;

- Issuing organisation
- Name of Candidate who is entitled to receive the AQF qualification
- Awarded AQF qualification by its full title
- Identification of the AQF qualification by the words “The qualification is recognised within the Australian; Qualifications Framework” or the use of an AQF logo authorised by the AQF council
- Date of issue/award/conferral
- Person(s) in the organisation authorised to issue the documentation; and
- Authenticity of the documentation, in a form to reduce fraud, including the organisations seal, corporate identifier or unique watermark.

Elements of Statements of Attainment Issued by CPA Australia

All statements of attainment issued by CPA Australia RTO will contain the following elements;

- Issuing organisation
- Name of Candidate who is has achieved the competencies or modules
- A list (and/or attached list) of competencies (or modules where no competencies exist) including the national code for each unit of competency
- The words ‘A statement of attainment is issued when an individual has completed one or more accredit units’
- Date of issue/award/conferral
- Person(s) in the organisation authorised to issue the documentation; and
- Authenticity of the documentation, in a form to reduce fraud, including the organisations seal, corporate identifier or unique watermark.

Procedure: Actions and Responsibility

Action	Responsibility
The CPA Australia RTO Manager is responsible for ensuring all certification issued by CPA Australia RTO is within the approved scope of registration and is compliant with the requirements of the Training Package, VET accredited course and AQF.	CPA Australia RTO Manager
A Candidate will only be issued a certificate/statement of attainment once sufficient evidence has been gathered (through the assessment process) that adequately reflects their level of competence in a unit(s) of competency. Evidence of competency will be assessed by a qualified assessor.	Assessors CPA Australia RTO Manager
The CPA Australia RTO Manager will oversee the accurate recording of Candidate assessment results and units of competency achieved in CPA Australia RTOs Student Management System (SMS) , and accurate paperwork is contained within the Candidates file.	CPA Australia RTO Personnel CPA Australia RTO Manager
All certificates and statements of attainment produced by CPA Australia RTO will be compliant with the guidelines, templates and practices specified by the AQF. The CPA Australia RTO Manager in conjunction with the CPA Australia RTO Working Group will have final approval of all certificate templates. Each statement of attainment, academic transcript and/or Diploma certificate issued	CPA Australia RTO Manager CPA Australia RTO Working Group

will be allocated a number, which will be corded in the Student Management System (SMS).

Issuing Certification

No certification of any kind will be issued to Candidates who have not supplied to CPA Australia RTO a current and valid Unique Student Identifier (USI) number, which must be recorded on the Candidate’s record in My Online Learning.

CPA Australia RTO Personnel will check this record prior to the creation or order of a statement of attainment, academic transcript or Diploma certificate request. If a USI is not held, CPA Australia RTO Personnel will make all attempts possible to contact the Candidate and obtain this information.

If a current and valid USI is held on the Candidate’s record in My Online Learning, certification will be issued to the Candidate within 10 working days of receiving the relevant assessment paper work from the assessor. All correspondence will be sent directly to the Candidate’s address provided.

A copy of all issues statement(s) of attainment and/or academic transcript(s) documentation will be saved in the Candidate’s file.

Each certificate is printed on specific 300gsm certificate quality paper and stamped with a CPA Australia embossed seal.

Candidates are required to review all details and wording on the certification issued, and must contact the CPA Australia RTO Manager no later than 10 working days after receiving the certification if corrections are required. Corrections will only be made after this date upon payment of an administration fee (please see the CPA Australia RTO Fees, Charges and Cancellations policy for more information).

CPA Australia RTO
Personnel
CPA Australia RTO
Manager
Candidates

Lost Certification

Should a Candidate require a replacement copy of certification issued by CPA Australia RTO, they can apply to have additional copy(s) supplied by completing a Request for Certificate Reprint form available from the CPA Australia website. Requests for copies of lost certification will incur an administrative fee (for costs please refer to the CPA Australia RTO Fees, Charges and Cancellations policy).

All requests should be completed in full and returned to CPA Australia RTO either by email to RTO@cpaaustralia.com.au or by post to;

Qualifications Issuing
CPA Australia RTO
GPO Box 2820
Melbourne, VIC 3001
Australia

Candidates

Records Management

All Candidate records of results will be securely retained by CPA Australia for a period of 30 years as specified in the Essential Standards for Continuing Registration (Standards for NVR Registered Training Organisations 2011).

The CPA Australia RTO Manager is responsible for ensuring all information

CPA Australia RTO

supplied by Candidates relating to the issuing of certificates and/or statements of attainment is treated in accordance with the relevant privacy laws and legislation.

Associated Documentation

- Candidate Handbook
- CPA Australia Staff Policies and Procedures
- CPA Australia Privacy Policy
- CPA Australia RTO Fees, Charges and Cancellations Policy
- Request for Certificate Reprint form