

<p><b>Policy and Scope</b></p>	<p>Armstrongs Driver Education will only issue AQF qualifications or units of competency on its scope of registration to students whom it has assessed as meeting the requirements of the training product, that they have enrolled in and completed as specified in the relevant training package or VET accredited course and providing all agreed fees and charges have been paid and the USI has been verified.</p> <p><b>Scope</b> This policy and procedure outlines the processes Armstrongs Driver Education must follow to issue, not issue and/or re-issue qualifications to its students.</p>
<p><b>Responsibility</b></p>	<p>The Compliance Administrator is responsible for the issuance/non issuance of qualifications. The CEO is responsible for signing all qualifications.</p>
<p><b>Definitions or Reference Documents</b></p>	<p><b>Definitions</b></p> <ul style="list-style-type: none"> <li>● <b>VET Quality Framework</b> – outlines the standards for achieving consistency in the way Registered Training Organisations (RTOs) are monitored. The VET Quality Framework comprises: <ul style="list-style-type: none"> <li>○ The Standards for RTOs 2015 (The Standards)</li> <li>○ The Australian Qualifications Framework (AQF)</li> <li>○ The Fit and Proper Person Requirements</li> <li>○ The Financial Viability Risk Assessment <b>Requirements</b></li> <li>○ The Data Provision Requirements</li> </ul> </li> <li>● <b>Australian Qualifications Framework (AQF)</b> – The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework</li> <li>● <b>National VET Regulator (NVR)</b> – The Standards: Sets out the requirements that an organisation must meet to be a Registered Training Organisation</li> <li>● <b>VET</b> - Vocational Education and Training</li> <li>● for the delivery of nationally recognised training</li> <li>● <b>VRQA</b> - The Victorian Registration and Qualifications Authority (VRQA) is Victoria's education and training regulator</li> <li>● <b>VRQA Guidelines</b> – The Guidelines' purpose is to ensure the quality of training and assessment services in Victoria reflects a nationally consistent approach to VET regulation. The Guidelines align Victoria's regulatory settings to the national Standards for Registered Training Organisations 2015.</li> <li>● <b>AQTF Essential Standards and Conditions</b> – a national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system</li> <li>● <b>Testamur</b> – AQF Qualification</li> <li>● <b>Statement of Attainment</b> – a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement</li> <li>● <b>Record of results</b> – list of competencies successfully achieved</li> <li>● <b>AQF</b> - Australian Qualifications Framework</li> <li>● <b>USI</b> – Unique Student Identifier</li> </ul>

	<ul style="list-style-type: none"> <li>● <b>Student</b> – a person being trained and or assessed by Armstrongs Driver Education Pty Ltd</li> <li>● <b>COC – Certificate of Competency – issued to applicants</b> hat hold a current and valid interstate licence who have successfully passed all assessment requirements</li> </ul>
<p><b>Purpose</b></p>	<p>Armstrongs Driver Education issues Qualifications, Statements of Attainment and Transcript in accordance with the following to ensure nationally consistent use of certification documentation and appropriate use of logos:</p> <ul style="list-style-type: none"> <li>● Australian Qualifications Framework (January 2013) Second edition</li> <li>● Nationally Recognised Training Logo: Specifications for use</li> <li>● Conditions for the use of the Australian Qualifications Framework Logo</li> <li>● AQTF Essential Conditions and Standards</li> </ul>

## Procedure

### 1. Producing Certification

Administration is responsible for preparation and generation of Qualifications and Statements of Attainment using their respective templates as per the following processes:

- On completion of a course or unit of competency the Student's file is audited by the Administration to validate that the required evidence is on file to prove that the Student has successfully achieved competency(ies) for the course/unit of competency they have enrolled in accordance with the ***Student File Management Policy and Procedure***.
- Once the file has been audited, results (competencies satisfactorily achieved) are entered into the Student Management System (JobReady) and a report printed off and placed on the Student's file.
- All fees must be paid before a Qualification will be issued. The Training Manager will follow up any outstanding fees with students to enable the printing and issuance of a Certificate within the 30 days of completion. Any actions undertaken will be entered into the Student's Record in JobReady by the Training Manager. If the fees are not paid in full by the student within the 30 days, the Qualification will not be raised until all fees have been paid. This will be noted by the Training Manager in the Student Management System.

### 2. Issuing Testamurs

Administration are responsible for the following before issuing a Testamur as per the following steps:

- Check that all student payments have been paid in full – if not Administration are to advise the Training Manager who will follow up with the student
- Audit the Student's file to check that all evidence required to demonstrate competency for unit(s) of competency that they have enrolled in is on file (refer to Armstrongs Driver Education's ***Student File Management Policy and Procedure***)
- Follow up with the student and/or trainer/assessor if there is any evidence missing (refer to Armstrongs Driver Education's ***Student File Management Policy and Procedure***)
- Check all results are up to date and entered into the Students records in JobReady
- Check correct course start and completion dates
- Check correct unit of competency completion dates

Administration are responsible for generating Testamurs through the Student Management System (JobReady). Before printing the Testamur, the Compliance Administrator and CEO are required to preview the Testamur to ensure that the following information is included:

- The current Nationally Recognised Training (NRT) logo (in colour)
- The Australian Qualifications Framework (AQF) logo (in colour)
- The name of the RTO, the RTOs National Provider Number (toid) as listed on the training.gov.au website and RTO logo

- The code and title of the awarded AQF qualification
- The industry descriptor e.g., Community Services
- The occupational or functions stream in brackets e.g., (Aged Care)
- Where relevant the words, 'achieved through Australian Apprenticeship arrangements and
- Where relevant the words "these units/modules have been delivered and assessed in (insert language) followed by a listing of the relevant units/modules
- The Student's name as it appears on their enrolment form
- Unique internal student identifier
- Name and title of the authorised signatory
- Date the Testamur was generated
- Testamur number
- Armstrongs Driver Education must not include the Student's USI on the testamur which is consistent with the Student Identifiers Act 2014

### **3. Issuing Transcript of Results**

Testamurs must be accompanied by a transcript of results which list the units of competency that have been achieved by the student. Transcripts are issued on completion with the Testamur and are generated through the Student Management System.

Transcripts are to include the following information:

- The Name of the RTO, their logo and TOID (RTO National Registration Number)
- Code and descriptor of the qualification achieved
- Result codes for all modules/units of competency undertaken
- Name and ID of the Student to whom the transcript belongs – the name of the Student must match that on their enrolment form
- Date issued
- Name and title of authorised signatory
- Details are checked and amended before printing out through the Student Management System by Administration
- Transcripts are printed out using Armstrongs Driver Education's Certificate template by Administration. Details are checked against print out of results from the Student Management system and amended if required by Administration
- Correct Transcripts are forwarded to the CEO for signing

### **4. Issuing Statements of Attainment**

Statements of Attainment are generated through the Student Management System. The following information must be included before printing the Statement of Attainment,

- The current Nationally Recognised Training (NRT) logo (in colour)
- The name of the RTO, the RTOs National Provider Number (toid) as listed on the training.gov.au website and RTO logo
- A list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency

- The Student's name as it appears on their enrolment form
- A unique internal student identifier (USI)
- The words 'A Statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units
- The words 'These competencies form part of (code and title of qualification(s)/course(s))
- The words "These competencies were attained in completion of (code) course in (full title) and
- Where relevant the words, 'these units/modules have been delivered and assessed in (insert language) followed by a listing of the relevant units/modules
- Title and name of authorised signatory
- Corporate seal or logo

Armstrongs Driver Education must not include the Student's USI on the testamur consistent with the Student Identifiers Act 2014

Statements of Attainment are printed out using Armstrongs Driver Education's Corporate Certificate templates through JobReady. Details are checked and amended if necessary, before forwarding to the CEO for signing

## **5. Cultural Name Variation Requests**

Students who are graduating and wish to change the way their name appears on their qualification for cultural reasons can submit their request for a cultural name variation by completing a Section 2 on Armstrongs Driver Education Changes to Personal Details form and submitting it to the Training Manager for approval and processing.

Requests are to be submitted within 30 days of date of completion of their course.

## **6. Time frame for issuance of Qualifications**

Certification documentation will be issued to a student within 30 calendar days of the student being assessed as

- meeting all the requirements of the training program that they have enrolled in and
- that all fees have been paid in full; and
- having a verified USI number

If a student has withdrawn, cancelled or deferred from their training program, a qualification will be issued within 30 days of the date of withdrawal, deferral or cancellation if:

- the student has been assessed as competent in unit(s) of competency that they have enrolled in – this will be identified through the audit of the student's file to ensure all required evidence is on file for completed unit(s) of competency

- all training fees owed up to the date of withdrawal, deferral or cancellation have been paid in full
  - the student has a verified USI number
- 7. Distributing Qualifications**
- Certification documentation must be distributed within 30 days as from the date the Student's file is audited. The date that the Student's file is audited is noted on the Student File Audit Form. The due date by which the Certification is to be distributed is entered in the Issuance of Certification calendar in the SMS as
    - a Task; or
    - Status as completed; and
    - Priority as High.
  - This calendar is monitored on a weekly basis by the Training Manager to ensure that Certification is issued within the 30 days.
  - Should it be identified through auditing the student's file that there is evidence missing, students will have 20 days from the date of completion to submit missing evidence. Failure to do so will delay the issuance of a Qualification. Any missing documentation will be noted and entered into the Student's Record on JobReady to keep track of the collection of any missing documentation.
  - Once the Student File Audit form has been signed off as complete by the Training Manager who also gives approval for the qualification to be generated, the Training Manager will forward the student file to Administration to generate the qualification through JOBREADY
  - Administration are to forward all generated qualification documentation to the CEO for signing along with a time frame in which qualifications must be signed.
    - a. Once Testamurs, Statements of Attainment and Transcripts have been signed by the CEO – Armstrongs Driver Education and returned to Administration, they are copied and filed in the Student's file under Certificate Issued tab by Administration. They are also scanned and downloaded into the Student's Record in JobReady. Administration update the Student's record in JobReady to indicate that the certificate has been issued along with the date it was sent to the Student.
  - The audit form is updated in the Student's file to reflect that the qualification has been issued
  - Testamurs and Statements of Attainment (SoA) will only be provided directly to the learner via registered post or face to face delivery.
  - Testamurs and Statements of Attainment (SoA) will in any circumstances be provided to an employer or any third party even if they have paid for the learner's course fees.
  - If posting qualifications to students the original qualification documentation is posted out to the Student along with a congratulations letter and the AQTF Learner Questionnaire to complete. A self-addressed envelope is included so the Student can send the completed survey back to Armstrongs Driver Education for analysis as per Armstrongs Driver Education's Data Collection Policy.

## 8. Re-Issuance of Qualifications

Students have the right to request a re-issuance of their qualification. Students must provide a written and signed request which provides a valid reason to obtain the reissuance of an AQF qualifications, Statement of Attainment and/or Transcript of results issued by Armstrongs Driver Education. Students must also attach proof of identity to their request. This can include:

- Driver's license
- Passport
- Medicare Card
- USI number

No fee will be charged for the re-issuance of the qualification however if a hard copy is requested, a fee of \$22.00(GST inc) will be charged for each qualification re-issued. Refer to Armstrongs Driver Education's **Fees and Charges Policy**.

Before re-issuance of a student's qualification, administration will check the student's record in the Student Management System (JobReady) to:

- Identify the documentation that was originally issued
- The date that the documentation was originally issued
- Confirmation of the qualification level
- Review the former student's file to verify a qualification was issued and confirm the qualification requested
- Proof of student identity – Driver's license, passport, Medicare card, USI number

Administration are to submit the student's written request for re-issuance of a qualification once all details have been checked to the Training Manager for approval.

Once approval has been granted by the Training Manager, Administration will reissue the qualification within 20 days of a student making a request for re-issue and paying the reissue fee (if applicable). Each re-issued document will include its print date.

The names under which a student completed the qualification will NOT be changed subsequent to completion of the qualification.

The CEO will sign the qualification which will then be issued to the student and

Administration will update the student's record in JobReady stating the re-issue date and scan a copy of the written request, the qualification re-issued and proof of identity into the student's record in JobReady. Hard copy will be filed in the student's file by Administration.

## 9. Re-issuance Fees

Administration are to request from the Training Manager an invoice for a re-issuance fee of \$22 (GST inc) if a hard-copy of has been requested for re-issuance of the qualification.



The invoice will be emailed to the student requesting re-issuance of a qualification.

No further action will be undertaken for re-issuance of the qualification until the re-issuance fee has been paid.

Refer to Armstrongs Driver Education's ***Fees and Charges Policy***.

## **10. Revoking Qualifications**

Testamurs and Statements of Attainment will be officially revoked if subsequent to issue a major breach of policy or error is detected e.g. student plagiarism.

In the event of a qualification being issued to a Student, and it is discovered by the Training Manager that there has been plagiarism and/or cheating by the Student which has resulted in the issuance of the qualification the Training Manager has the right to revoke the qualification after a detailed investigation has been conducted.

The Student will be asked to meet with the Training Manager to discuss the evidence found to support the charge of plagiarism/cheating and the outcome of revoking the Student's qualification will be explained in the meeting.

All discussions held about revoking the qualification will be documented and filed in the Student's file and entered into the Student's Record in JOBREADY by the Training Manager.

If the decision is made to revoke the Student's qualification based upon the evidence provided by the Training Manager and the explanation provided by the Student – the qualification will have the status of "revoked" applied to it in the Certificate Register and the word "revoked" noted on the copy of the qualification on the Student's file by the Training Manager. The Student Management System will be updated to reflect the action taken. Any state or federal bodies affected by the decision will be notified by the Training Manager in writing such as:

- WorkSafe Victoria
- Employer

This action will also be entered in the Student's Record in JOBREADY by the Training Manager.

## **11. Non Issuance of Qualifications**

The Training Manager – Armstrongs Driver Education reserves the right not to issue a Certificate

- if there is insufficient evidence provided by the Student to demonstrate that they have successfully completed their course; or
- If there is evidence of plagiarism – refer to Revoking Qualifications
- If international/domestic students have not paid course fees in full
- If the student has breached visa conditions (International Students)



- Student misbehaviour resulting in cancellation, suspension or deferral of enrolment (International and domestic students)

Students have the right to appeal the non issuance of qualifications as per Armstrongs Driver Education's ***Complaints and Appeals Policy and Procedure.***

## **12. Managing Qualifications**

Armstrongs Driver Education will:

- maintain a register in the Student Management System (JobReady) of AQF qualifications they are authorised to issue and all AQF qualifications issued
- Retain records of AQF certification documentation issued for a period of 30 years
- Provides returns of its students records of attainment of units of competency and qualifications to ASQA on a regular basis, as determined by ASQA in compliance with the VET Quality Framework
- Has current and readily available policies and procedures that details the processes for compliance with the AQF Qualifications Issuance Policy
- Issues certification, which provides information in compliance with the AQF Qualifications Issuance Policy and VET Quality Framework as applicable
- As required by the VRQA and other contractual obligations, reports will be provided to the authority on a regular basis, as determined by the regulator and other relevant authorities, and in the approved and requested format.
- All reviews and updates to Certificates, Statements of Attainment and Records of Results are logged in the continuous improvement register.

### **Issuing of qualifications for VicRoad approved courses**

#### **Heavy Vehicle Certification of Competence**

A CoC can only be issued to applicants that hold a current and valid interstate licence who have successfully passed all assessment requirements.

In all other instances (excluding overseas holders) Armstrong Diver Education must enter the applicants details on the myVicRoads Partner Portal. The CoC is valid for 12 months from the date it is issued.

For more information please review the myVicRoads Partner Portal documents/work instructions displayed on the HV HUB.

#### **Lost Certificate of Competency**

Where an applicant loses a CoC, the following process applies:

- Armstrong Driver Education must send to VicRoads via email to [provider@roads.vic.gov.au](mailto:provider@roads.vic.gov.au) the applicant's full name, licence number, heavy vehicle endorsement type, Assessor number, transmission type and a scanned copy of that CoC.

	<ul style="list-style-type: none"> <li>• VicRoads will verify the document, record it on the applicant’s record on VicRoads system and advise Armstrong Driver Education when they can provide <b>the applicant with the copy of the original document.</b></li> </ul> <p>Motorcycle licence receipt</p> <ul style="list-style-type: none"> <li>• A motorcycle licence receipt must be issued to an applicant who successfully passed all licence tests and assessments.</li> <li>• The receipt is valid for three months from the date it is issued or until the licence card is received in the mail, whichever occurs first.</li> </ul> <p><b>Lost score sheet or licence receipt</b></p> <p>Where an applicant loses a score (record) sheet or licence receipt, the following process applies:</p> <p>Armstrong Driver Education must send to VicRoads Accredited Provider Scheme via email <a href="mailto:provider@roads.vic.gov.au">provider@roads.vic.gov.au</a> the full applicant’s name, licence number, type of document that was lost and include a scanned copy of that document.</p> <p>VicRoads Accredited Provider Scheme group will verify the document, record it on the applicant’s record on VicRoads system and advise Armstrong Driver Education when they can provide the applicant with the copy of the original document.</p> <p>Where the applicant presents the copy of the score sheet to another provider, the provider must contact VicRoads Accredited Provider Scheme group via email <a href="mailto:provider@roads.vic.gov.au">provider@roads.vic.gov.au</a> to verify the document.</p>	
<p><b>Related/Relevant Legislative/Policy Frameworks</b></p>	<p>Legislation/Policy Frameworks</p>	<p>Relevant Website</p>
	<p>Vocational Education and Training Act 1990</p>	<p><a href="http://www.austlii.edu.au">www.austlii.edu.au</a>  <a href="http://www.dms.dpc.vic.gov.au/">http://www.dms.dpc.vic.gov.au/</a>  <a href="http://www.comlaw.gov.au">www.comlaw.gov.au</a></p>
	<p>National Vocational Education and Training Regulator Act 2011</p>	<p><a href="http://www.austlii.edu.au">www.austlii.edu.au</a>  <a href="http://www.dms.dpc.vic.gov.au/">http://www.dms.dpc.vic.gov.au/</a>  <a href="http://www.comlaw.gov.au">www.comlaw.gov.au</a></p>

	Tertiary Education Act 1993	<a href="http://www.austlii.edu.au">www.austlii.edu.au</a> <a href="http://www.dms.dpc.vic.gov.au/">http://www.dms.dpc.vic.gov.au/</a> <a href="http://www.comlaw.gov.au">www.comlaw.gov.au</a>
	Standards for Registered Training Organisations (RTOs) 2015 Cth	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
	Disability / discrimination Act 2005	<a href="http://www.austlii.edu.au">www.austlii.edu.au</a> <a href="http://www.dms.dpc.vic.gov.au/">http://www.dms.dpc.vic.gov.au/</a> <a href="http://www.comlaw.gov.au">www.comlaw.gov.au</a>
	AQTF Essential Conditions and Standards for Continuing Registration	<a href="http://www.vrqa.vic.gov.au/Documents/VETEssecondstandrdscont.pdf">http://www.vrqa.vic.gov.au/Documents/VETEssecondstandrdscont.pdf</a>
	Data Provision Requirements 2012	<a href="http://www.comlaw.gov.au/Series/F2013L00160">http://www.comlaw.gov.au/Series/F2013L00160</a>
	Education and Training Reform Act 2006	<a href="https://education.vic.gov.au/">https://education.vic.gov.au/</a>
	AQF Issuance Policy	
	Students Identifiers Act 2014	
	Privacy Act 19088	
<b>Associated Documents</b>	<ul style="list-style-type: none"> <li>• USI Policy and Procedure</li> <li>• Student File Management Policy and Procedure</li> <li>• International Student Fees, Charges and Refund Policy and Procedure</li> <li>• Domestic Student Fees, Charges and Refund Policy and Procedure</li> <li>• Assessment Policy and Procedure</li> <li>• RPL Policy and Procedure</li> <li>• National Recognition Policy and Procedure</li> <li>• Complaints and Appeals Policy and Procedure</li> <li>• Record Management Policy and Procedure</li> <li>• Student Management System Policy and Procedure</li> <li>• Student Access to Records Policy and Procedure</li> <li>• Plagiarism, Collusion and Cheating policy and Procedure</li> <li>• International Student Withdrawal, Deferment and Cancellation Policy and Procedure</li> <li>• Domestic Student Withdrawal, Deferment and Cancellation Policy and Procedure</li> <li>• AQF Conditions for the use of the Australian Qualifications Framework</li> <li>• Student Request for Re-Issuance of a Qualification Form</li> <li>• Armstrongs Driver Education Testamur, Record of Results and Statement of Attainment templates</li> </ul>	

Managing records kept on the basis of this document				
Record Name	Code	Storage retention time	Storage Location	Responsibility
Name of document	QMSxxx	2 years	Document mapping	Name

**Document change history**

Date	Version	Document Name	Description of change

**Appendices**

Appendix 1	Document Name
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