

## Issuing of Qualification and Statement of Attainment Policy and procedures

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| ESOS/NCP                   | <ul style="list-style-type: none"> <li>• ESOS Act (2000), Education for Overseas Students Amendment Act 2014</li> <li>• National Code of Practice for Providers of Education and Training to Overseas Students</li> <li>• The National Code 2018: Standard 2</li> </ul>                                                                                                                                                                                                                                                                    |
| SRTOs 2025                 | <ul style="list-style-type: none"> <li>• Division 2 – compliance standards</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Legislative Context        | <ul style="list-style-type: none"> <li>• National Vocational Education and Training Regulator Act 2011 (Cth)</li> <li>• Standards for Registered Training Organisations (RTOs) 2025</li> <li>• Education Services for Overseas Students (ESOS) Act 2000</li> <li>• VET Student Statistical Collection Guidelines</li> <li>• Student Identifiers Act 2014</li> <li>• Equal Opportunity Act 1995</li> <li>• Human Rights and Equal Opportunity Commission Act 1986 (Cth)</li> <li>• Disability Standards for Education 2005 (Cth)</li> </ul> |
| Related Policies and forms | <ul style="list-style-type: none"> <li>• Language Literacy and Numeracy Policy and Procedure</li> <li>• Student Qualification/SOA Issuance &amp; Exit Form</li> <li>• Student Handbook</li> <li>• RPL and Credit Transfer Policy and Procedure</li> </ul>                                                                                                                                                                                                                                                                                  |

## Contents

|                                                |   |
|------------------------------------------------|---|
| 1. Purpose.....                                | 3 |
| 2. Scope .....                                 | 3 |
| 3. Responsibility .....                        | 3 |
| 4. Definitions .....                           | 3 |
| 5. Policy .....                                | 3 |
| 7. Procedure .....                             | 3 |
| 8. Reissuing of Certificate or SOA.....        | 4 |
| 9. Revocation of Certificates .....            | 4 |
| 10. Record Keeping and Confidentiality.....    | 4 |
| 11. Re issuing of qualifications.....          | 4 |
| 12. Register of issued AQF qualifications..... | 4 |
| 13. Revision History.....                      | 4 |

### **1. Purpose:**

The purpose of this document is to outline a consistent set of principles under which certificates and statements of attainment are issued at ACCM in accordance with the Australian Qualifications Framework and Standards for Registered Training Organisations (RTOs) 2025.

### **2. Scope:**

This policy and procedure applies to all ACCM students who have been meeting all course requirements of the training product for the issuance of certificate and/or a statement of attainment. The policy does not apply to non-AQF qualifications.

### **3. Responsibility:**

The CEO is responsible for the implementation and monitoring of this policy and procedure.

### **4. Definitions:**

**Nationally Recognised Qualifications:** In line with national requirements for consistency in the use of qualification titles, the name of the qualification and its title must confirm to the AQF nomenclature exactly as recorded on the national register [www.training.gov.au](http://www.training.gov.au) (TGA). The TGA code number is to be used with the title of the qualification and the use of the Nationally Recognised Training (NRT) logo.

**Statement of Attainment (SOA):** Issued in recognition of completed competencies from a training package or unit of study from an accredited course. A Statement of Attainment must include a list of the competencies completed and, if applicable, the AQF qualification partially completed, with the title of the training package or accredited course from which these were drawn. The national code for each competency must also be used. ACCM's provider number from the National Register must be included on all certificates and statements of attainment issued by the Institute. Guidelines for issuing a SOA will be in accordance with the AQF Implementation Handbook.

**Certificate:** An official document that confirms a qualification has been issued to an individual.

### **5. Policy:**

ACCM will issue AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training product. In pursuant to the policy, the following key considerations will be met for issuing certificates and SOAs.

(1) All AQF certification documentation issued by ACCM will meet the requirements of Division 2 – compliance standards of Standards for RTOs 2025.

(2) Records of learner AQF certification documentation are maintained by ACCM in accordance with the requirements of Division 2 – compliance standards of Standards for RTOs 2025 and are accessible to current and past learners.

(3) AQF certification documentation is issued to a learner within thirty (30) calendar days from the day 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 all agreed fees including subsequent course fees the learner owes to ACCM have been paid.

### **7. Procedure:**

(1) ACCM will issue certificates or SOAs for each Qualification completed by a student.

(2) The certificates or SOAs will only be issued once the student's results have been ratified and entered into the student management system by the Student Support officer.

(3) The student support officer will go through each step of the Student Qualification/SOA Issuance & Exit Form and requirements of Division 2 – compliance standards of SRTOs 2025 to ensure all requirements are met.

(4) Students who only partially complete a course can apply for a statement of attainment listing the units of competency successfully completed.

(5) The Student Services Officer will ensure all financial obligations have been met.

(6) If a student has outstanding fees that have not been paid, the student will be notified by ACCM's Student Services that they must pay the outstanding fees before the certificates or SOAs can be issued. Graduating students will not be eligible to attend the Graduation Ceremony until all outstanding fees are finalised.

(7) The student support officer is responsible for organising the printing of the certificates or SOA and for a reference number to be recorded in the AQF registry in the Student Records Management System.

- (8) The student must provide written authorisation to ACCM if they would like someone other than the student to collect the certificate or SOA. The authorisation letter will be maintained in the student file.
- (9) Certificates are conferred at a Graduation Ceremony or students can collect them from the student support officer.
- (10) SOAs are issued by Student support officer and may be posted to the student's after receiving student consent. Student is required to send registered post prepaid envelop to ACCM for this process, any additional costs or fees is payable by the student.
- (11) Serial number of certificates and transcripts are recorded.

#### **8. Reissuing of Certificate or SOA:**

A replacement certificate or SOA will be issued which incurs AU\$ 50 per document. The student must complete the Certificate Request Form and submit for reissuance of the certificate. The student support officer will contact the student and advise them that the certificate or SOA is ready for collection.

#### **9. Revocation of Certificates:**

ACCM may require the graduate to return the certificates, record of results or SOA in the following circumstances:

- (1) In cases where an alleged fraud or dishonesty has been substantiated, ACCM may revoke the qualification and require the return of documentation.
- (2) The certification or the SOA (whichever applies) if evident to the satisfaction of ACCM that the qualification was improperly obtained.
- (3) Due to remedial action being put in place, where it has been identified that gap training is required to be conducted, the graduate will be contacted and called in to complete the gap training and when that is completed reissuance of the certification will be done after the graduate returns the original documentation.
- (4) When a request for replacement of the original certificate, record of results or SOA is submitted due to damage, the graduate is required to return the original documentation prior to the replacement documentation being issued.
- (5) Due to an error, where the certificates, record of results or SOA was presented incorrectly or contained incorrect details, ACCM will request the documentation to be returned.
- (6) If required by the national regulator for vocational education and training (VET) under National Vocational Education and Training Regulator Act 2011 (NVR Act) and the Standards for RTOs 2025.

#### **10. Record Keeping and Confidentiality:**

The Copies of all certificates and SOAs handled under this policy and procedure shall be maintained for a period of at least thirty (30) years in line with ASQA requirements

#### **11. Re issuing of qualifications:**

In case a student has lost or misplaced the certificate issued by ACCM, a replacement certificate will be issued which incurs AU\$ 100 per document. On the replacement qualification, the date will remain the original date of issue. The request for re-issue of a qualification must be provided in writing to the CEO/Student Support Officer outlining the reason for the reissue providing supporting evidence.

#### **12. Register of issued AQF qualifications:**

ACCM maintains this register of the AQF qualifications that it has issued. The register will contain sufficient information to identify correctly the holder of the qualification, AQF qualification by its full title, and date of issue/award/conferral.

**Please visit this link for more information:** <https://www.accm.vic.edu.au/policies>

#### **Revision History:**

| Version | Date        | Reason for upgradations | Prepared By  |
|---------|-------------|-------------------------|--------------|
| 1.0     | Oct 2021    | Initial Document        | CEO/Director |
| 1.1     | August 2022 | Updated on registration | CEO/Director |
| 2.0     | Oct 2025    | RTO Standard update     | CEO/Director |