



International
College

Granting of Awards Policy & Procedure

HIC Policy Number
STUD013

CRICOS Number 02790D
Provider Number 21838

Hays International College

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1. Purpose of policy

The purpose of this policy is to ensure that Hays International College (HIC) complies with the requirements of Standards for Registered Training Organisations 2015, Standard 3, which states “The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.”

2. Responsibility

The PEO is responsible for the implementation of this Policy and Procedure and to ensure that all staff are aware of its application and implementation requirements. Students are also informed of this policy and procedure at their pre-enrolment, enrolment and orientation.

3. Definitions

AQF qualification - An AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Statement of Attainment - 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.

Nationally Recognised Training (NRT) logo - means the logo used nationally to signify training packages and VET accredited courses.

Retention of Student Records - The secure keeping of printed and electronic copies of student work and qualifications issued retained at ACE upon student course completion and graduation.

AQF certification documentation- Is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

Testamur - an official certification document that confirms that a qualification has been awarded to an individual



4. Key Features

- HIC 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 package or VET accredited course.
- All AQF certification documentation issued by HIC meet the requirements of Schedule 5 of the Standards for Registered Training Organisation 2015
- AQF certification documentation will be issued 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 HIC have been paid.
- Records of learner AQF certification documentation will be maintained by HIC in accordance with the requirements of Schedule 5 and are accessible to current and past learners for a period of 30 years.
- HIC accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:
 - a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
 - b) Authenticated VET transcripts issued by the Registrar.
- HIC ensures to meet the requirements of the Student Identifier scheme, including:
 - a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;
 - b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;
 - c) ensuring that where an exemption described in Clause 3.6 (b) 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
 - d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

Note: Please refer to the USI Implementation policy and procedures for more information.

- HIC will not issue any certification that would be entirely comprised of units or modules completed at another RTO or RTOs.



5. Procedures

The following procedures would be followed for issuing of any certification documentation by HIC:-

Issuance of AQF Qualifications – Testamur and record of results

- a. Qualifications will be issued to students when they have been assessed as competent in all Units of Competency/competencies of the course or have been assessed as competent. Being assessed as competent means the student has successfully completed all requirements of the course or training product.
- b. The Qualification certificate / testamur will be issued within 30 calendar days of the student completing all required units in the Qualification.
- c. The student must have been paid all fees owed to HIC prior to issuance of the AQF Qualifications.
- d. Admin Officer will ensure the USI has been verified before attaching award and issuing from the Student management system.
- e. The AQF Qualification will also be supported by:
 - i. A Completion Letter
 - ii. Statement of Results
- e. The Student is notified when their Testamur will be available to pick up from HIC Office. The original is given to the Student and a copy is placed in the Student's File.
- f. The Admin Officer will mail the Testamur to the student if student is unable to pick up from HIC office.

Issuance of Statement of Attainment

- a. Statements of Attainment (SOA) will be issued to students when they withdraw or cancel their enrolment from a course
- b. Statements of Attainment (SOA) will be issued to students if they have successfully completed and achieved competency in unit of competency/s as part of enrolment in a short course.

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- c. The Statement of Attainment will be issued within 30 calendar days of the student meeting the requirements of the unit of competency/s provided they have paid all fees owed to HIC.
- d. Admin Officer will ensure the USI has been verified before attaching award and issuing from the Student management system.
- e. The Student is notified when their Statement of Attainment will be available to pick up from HIC Office. The original is given to the Student and a copy is placed in the Student's File.
- f. The Admin Officer will mail the Statement of Attainment to the student if student is unable to pick up from HIC office.

Record Keeping

- a. Records of student's AQF certification documentation issued will be retained by HIC for 30 years and copies accessible to all past and current learners when requested.
- b. Reports of records of qualifications issued will be provided to the VET Regulator on a regular basis as determined by the VET Regulator.
- c. All qualifications and statements of attainment issued by HIC are recorded in the 'Award Register' report generated from the Student Management System.

RELATED DOCUMENTS			
Standards for Registered Training Organisations 2015	Standard 3		
POLICIES	Complaints and Appeals; Course completion within expected duration ; Course Progress Policy and Procedure ; DHA Notification Policy and procedure; Fees and charges policy and procedure; Refund policy and procedures, Code of Conduct (student) policy and procedure, USI Implementation policy and procedure;		
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