
Completion, Statement of Attainment and Testamur Policy

Purpose

To outline the approach EmployEase by Healthcare Australia takes to ensure all processes are followed, including the re-issue of Testamurs, when a student has completed all assessment requirements for a course at EmployEase by Healthcare Australia.

Scope

This policy applies to:

- Vocational Education and Training Certificates, Diplomas and Advanced Diploma
- all locations.

This policy does not apply to:

- Any non-AQF qualifications

Policy Principles

1. General Principles

EmployEase by Healthcare Australia issues the following academic statements:

- Transcript of academic record
- Testamur.

Academic Statements are issued following the Higher Education Standards and Framework 2021 and Standards for Registered Training Organisations (RTOs) 2015.

Academic Statements are designed to be:

- Recognisable as issued by EmployEase by Healthcare Australia,
- Protected from unauthorised production,
- Authenticable and traceable through EmployEase by Healthcare Australia's records.

The student's personal and academic information on academic statements will only be altered to correct an error or record a change of name.

The EmployEase by Healthcare Australia Leadership Team may revoke or rescind an awarded qualification if it is determined the award was obtained through fraudulent, dishonest, or misleading conduct.

Individuals who falsify academic records may be prosecuted.

2. Testamur Requirements

The Testamur will contain sufficient information to correctly identify the following information:

- Issuing organisation,
- Graduate who is entitled to receive the AQF qualification,
- Awarded AQF qualification by its full title,
- Date of issue/award/conferral,
- Person(s) in the organisation authorised to issue the documentation, and
- Authenticity of the document - EmployEase by Healthcare Australia utilises a unique watermark or QR code.

Certificate

Students who have completed all of the required units of competency as specified in the training package for a qualification or accredited course are awarded a certificate.

The certificate must include the following statement:

- “This certificate is to certify that (Insert student name) has fulfilled the requirement for the (Insert Qualification or Accredited code and title).”

Statement of Attainment

A Statement of Attainment will be issued to a student who has not completed a whole AQF qualification or accredited course.

For example, a student who has withdrawn from a course before all the units/modules have been completed, or a course which only requires a single unit of competency. The following information is to be included in a Statement of Attainment:

The Statement of Attainment must include the following statements:

- “A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.” This statement must be prominent to ensure the statement of attainment is not mistaken for a certificate, and
- “This is a statement that [Insert learner name] has attained [Insert list of units of competency/modules]”.

USI Transcript

USI Transcripts are available online to students who hold a verified USI from the federal government. The transcript holds a record of all non-exempt nationally recognised training from EmployEase by Healthcare Australia and other RTOs since 2015.

EmployEase by Healthcare Australia and other RTOs are unable to issue certificates or statements of attainment without the USI. However, the student’s USI is not to be included in any certificate documentation as per the Student Identifier Act 2014.

USI account holders can access their VET outcomes online in the form of an authenticated USI VET transcript. Information on the VET transcript is based on the record of nationally recognised vocational education and training (VET) training completed since 1 January 2015. It does not show other forms of training, such as higher education, or training completed before 2015.

Current or former VET student can use their USI account to:

- access your VET record online in the form of an authenticated VET transcript
- permit your training organisation to view your VET transcript from within the USI Registry System
- create and download a full copy or extract of your transcript to share with a third party.
- Your VET transcript may be a useful backup if the original documentation is lost and cannot be replaced (for example, if the training provider is no longer operating).

Your VET transcript does NOT:

- replace the statement of attainment or certificate you received from your Registered Training Organisation (RTO)
- show training undertaken before 2015
- include any higher education qualifications.

Replacement: A student can apply to student administration for a replacement Testamur (fees may apply) under the following circumstances:

- In case of EmployEase by Healthcare Australia error – a new version will be issued without charge,
- If the original has been lost, stolen or damaged,
- After registering a name change with EmployEase by Healthcare Australia.

Testamurs will not be issued to students who have outstanding fees.

3. Revocation or Rescission

The EmployEase by Healthcare Australia Leadership Team may rescind or revoke an awarded qualification if it is determined:

- it was obtained through fraudulent, dishonest, or misleading conduct,
- it was awarded in error and the student is not eligible for the qualification.

If EmployEase by Healthcare Australia receives information that reasonable grounds exist to revoke an awarded qualification a report will be made to the Leadership Team following an investigation. The Leadership Team determines if the qualification is to be revoked.

The effect of a revocation decision is the granting of the qualification is rescinded and the person on whom the qualification was awarded no longer has or holds it.

Notice of revocation must be made within 14 days of the decision to revoke.

4. Responsibility

The Testamur is the certificate issued by EmployEase by Healthcare Australia Administration Team on behalf of the Leadership Team to confirm that a student has completed the requirements for the certificate.

The EmployEase by Healthcare Australia Leadership Team has the authority to rescind or revoke an awarded qualification.

The members of the Leadership Team are authorised to sign and issue the documentation.

The Leadership Team is responsible for ensuring quality controls are in place for the issuance of legitimate qualifications.

5. Record Management

EmployEase by Healthcare Australia will keep records of certificate documentation issued for 30 years.

6. Security

EmployEase by Healthcare Australia uses a Student Management System, VETtrak, to protect certificates from fraudulent issuance. The SMS is only accessible to nominated staff

with 'administration access rights' who can only use certificate templates for the process of issuing or printing academic documentation for their intended purpose.

7. Appeals

Any student dissatisfied with a decision because of the Completion, Statement of Attainment and Testamur Policy may lodge an appeal as per the EmployEase by Healthcare Australia Grievance and Appeals Policy. Appeals against the revocation of a qualification must start at Stage 3.

Legislation and Standards

The Completion, Statement of Attainment and Testamur Policy is designed to meet **Standard 3** of the **Standards for Registered Training Organisations (RTOs) 2015** which states;

- 3.1. *The RTO issues 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.*
- 3.2. *All AQF certification documentation issued by an RTO meets the requirements of Schedule 5.*
- 3.3. *AQF certification documentation is 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 the RTO have been paid.*
- 3.4. *Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners.*
- 3.5. *The RTO 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.*
- 3.6. *The RTO meets 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.*

Roles and Responsibilities

Role/Decision/Action	Responsibility	Conditions and limitations
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<ul style="list-style-type: none"> • Ensure students are academically eligible to receive certification • Complete training and assessment records that indicate the student's competence in the course • Inform RTO staff when a student is eligible for their certificate/s 	Trainer and Assessors	Refer to policy scope
<ul style="list-style-type: none"> • Resolve administrative issues that prevent certificate issuance • Store training and assessment records needed to prove a student's competence as outlined in this document, and • Issue the certificate document, within 30 days of the student being deemed competent by the trainer and assessor to the eligible student 	Administrative Team	Refer to policy scope
<ul style="list-style-type: none"> • Assist with academic and administrative issues preventing the issuance of certificates • Monitor certificate-issuing processes and outcomes 	RTO Manager Leadership Team	Refer to policy scope

Related Documents

Legislation and Standards	Higher Education Support Act (2003) Higher Education Standards Framework (Threshold Standards) 2021 Standards for Registered Training Organisations (RTOs) 2015 Privacy Act 1988
Reference Policies, Procedures and Supporting Documentation	Completion, Statement of Attainment and Testamur Procedure

Version control and accountability table

Accountable Area		Administration		
Responsible Officer		RTO Manager		
Review Date		June 2024		
Approved by				
Sara Rooney - RTO Manager				
Endorsed by				
Robin Lindsay - Compliance Manager				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
2.0	Sara Rooney - RTO Manager	Updated previous policy and formatting	16/01/2024	16/01/2024

Definitions

Australian Qualifications Framework (AQF)	The Australian Government's policy for regulated qualifications in the Australian education and training system.
Award	A degree, diploma, certificate, or other qualification awarded upon successful completion of an accredited course
Leadership Team	The governing body of EmployEase by Healthcare Australia.
Completed	The unit status that indicates a student has attempted and received a grade for a unit.
Course (of study)	Several subjects or units of study extending over a period leading to an award, qualification, or completion of a recognised program.
Higher Education Standards Framework 2021	A legislative instrument that sets out the minimum acceptable standards that EmployEase by Healthcare Australia must continue to meet to maintain registration as an Australian university under the Tertiary Education Quality and Standards Agency Act 2011.
Revocation/revoke	For this policy, the act of the EmployEase by Healthcare Australia Leadership Team officially cancelling an award previously conferred.
Testamur	An official certificate issued by EmployEase by Healthcare Australia certifying that a qualification has been awarded to an individual.
Transcript of academic record	An official certificate of a student's academic record at EmployEase by Healthcare Australia.
Unit	A component of a course is represented by a unit code that is taught as a discrete entity.