Universal English College

Certificate Issuance Policy and Procedure

TABLE OF CONTENTS

1. PURPOSE 3

2. SCOPE 3

3. DEFINITIONS 3

4. POLICY STATEMENT 3

5. DELEGATED AUTHORITY 6

6. PROCEDURE - VET 6

7. PROCEDURE - ELICOS 7

8. ACCESSING CURRENT AND PAST CERTIFICATION RECORDS 7

9. RESPONSIBILITIES 7

10. REVISION HISTORY 7

1. PURPOSE

1.1 The purpose of this document is to set out the policy and procedure adhered to by Australian International Studies Institute Pty Ltd (trading as UEC Business and herein referred to as "the College") and Universal Education Centre Pty Ltd (trading as Universal English College and herein referred to as "the College") and its staff with respect to its approach to certificate issuance.

1.2 It sets out how the College ensures that all certification documentation it issues, and the processes it follows to do so, meet the requirements of the Standards for Registered Training Organisations (RTOs) 2015, the ELICOS Standards and the Australian Qualifications Framework (AQF).

2. SCOPE

2.1 This document applies to all staff and students in the College.

3. DEFINITIONS

3.1 AQF: is the Australian Qualifications Framework

3.2 Certification Documentation: includes testamurs, statements of attainment and records of results

3.3 National Register: is training.gov.au

3.4 Record of Results: is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised issuing organisation. In Australia this may be called a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'.

3.5 Statement of Attainment: A statement of attainment recognises that one or more accredited units has been achieved.

3.6 Testamur: is an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called 'award', 'parchment', 'laureate' or 'certificate'.

3.7 ELICOS Completion Documents: Either a Certificate of Completion or Graduation Certificate certifying the completion, or partial completion, of a registered ELICOS course.

3.8 USI: is unique student identifier number.

4. POLICY STATEMENT

4.1 The College will only issue AQF certification documentation for training products on its scope of registration as listed on the National Register.

4.2 The College will only issue AQF certification documentation to a Student that it has assessed as meeting the requirements of their training product as specified in its respective training package or VET accredited course.

4.3 The College will only issue AQF certification documentation to a Student once it has verified their USI, or obtained a USI on their behalf (with their permission).

4.4 The College will issue all AQF certification documentation to a Student within 30 calendar days of the Student being assessed as meeting the requirements of the training product if the course in which the Student is enrolled is complete, and providing all agreed fees the Student owes to the College have been paid.

4.5 Certification documentation is issued in hard copy and can be collected in person by a Student (on presentation of appropriate identification) or posted to a nominated address. Certification documentation can also be emailed to a Student in a digital form (non-editable PDF) at the Student's request.

4.6 The College will only issue AQF certification documentation directly to the associated Student.

4.7 All Students that successfully complete their course are entitled to receive a testamur and a record of results on award of the qualification.

4.8 All Students that successfully complete part of their course are entitled to receive a statement of attainment listing the units of competency the Student has achieved. A record of results may also be issued.

4.9 Records of Student AQF certification documentation maintained by the College are accessible to current and past Students.

4.10 All AQF certification documentation issued by the College will meet the requirements of the AQF Qualifications Issuance Policy *and* Schedule 5 of the *Standards for Registered Training Organisations (RTOs) 2015*, including;

Issuing AQF Qualifications (Testamurs) - VET:

4.11 The College will include the following information on each testamur it issues:

- 4.11.1 The College's name, RTO code, and logo
- 4.11.2 The graduate who is entitled to receive the AQF qualification
- 4.11.3 The code and title of the awarded AQF qualification
- 4.11.4 The date of issue
- 4.11.5 The authorised signatory
- 4.11.6 The College's seal, corporate identifier or unique watermark
- 4.11.7 Document identification number
- 4.11.8 The AQF Logo in accordance with the AQF's Conditions for the use of the Australian Qualifications Framework Logo
- 4.11.9 The NRT Logo in accordance with the current conditions of use contained in Schedule 4 of the *Standards for Registered Training Organisations (RTOs) 2015*.

4.12 The following elements will be included on the testamur as applicable:

- 4.12.1 The State / Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts)
- 4.12.2 The industry descriptor, e.g. Engineering
- 4.12.3 The occupational or functional stream, in brackets, e.g. (Fabrication)
- 4.12.4 Where relevant, the words, 'achieved through Australian Apprenticeship arrangements', and
- 4.12.5 Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language> followed by a listing of the relevant units/modules.

4.13 The College will not include a Student's Student Identifier on a testamur or record of results.

4.14 The College will:

- 4.14.1 Retain a register of AQF qualifications it is authorised to issue and of all AQF qualifications issued
- 4.14.2 Retain records of AQF certification documentation issued for a period of 30 years, and
- 4.14.3 Provide reports of qualifications issued to ASQA as directed by ASQA.

Issuing Statements of Attainment - VET:

4.15 The College will include the following information on each statement of attainment it issues:

- 4.15.1 The College's name, National RTO code, and logo
- 4.15.2 The student who is entitled to receive the AQF statement of attainment
- 4.15.3 A list of units of competency the Student has successfully completed, showing their full code and title for each unit of competency
- 4.15.4 Date of issue
- 4.15.5 The authorised signatory
- 4.15.6 The College's seal, corporate identifier or unique watermark
- 4.15.7 Document identification number
- 4.15.8 The statement 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'
- 4.15.9 The NRT Logo in accordance with the current conditions of use contained in Schedule 4 of the *Standards for Registered Training Organisations (RTOs) 2015*

4.16 The following elements will be included on the statement of attainment as applicable:

- 4.16.1 The State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities)
- 4.16.2 The words 'These competencies form part of [code and title of qualification(s)/course(s)]'
- 4.16.3 The words, 'These competencies were attained in completion of [code] course in [full title]', and
- 4.16.4 Where relevant, the words, 'these units / modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.

4.17 The College will not include a Student's Student Identifier on a statement of attainment or record of results.

4.18 The College will:

- 4.18.1 Maintain a register of statements of attainment issued
- 4.18.2 Retain records of statements of attainment issued for a period of 30 years, and
- 4.18.3 Provide reports of statements of attainment issued to ASQA as directed by ASQA

Issuing ELICOS Completion Documents - ELICOS:

4.19 The College will include the following information on each completion document it issues:

- 4.19.1 The College's name and CRICOS Provider Code
- 4.19.2 The CRICOS registered course name
- 4.19.3 The contact details of UEC
- 4.19.4 The student's name
- 4.19.5 The student's dates of study and course duration
- 4.19.6 The student's level of achievement or proficiency
- 4.19.7 A plain English explanation of grades awarded at all levels
- 4.19.8 The authorised signatory
- 4.19.9 Date of issue

5. DELEGATED AUTHORITY

5.1 All certificates issued by the College shall bear the signature of the Campus Director. The authority to sign certificates has been formally delegated to the Campus Director, who is responsible for ensuring that all issued certificates comply with institutional and regulatory requirements.

6. PROCEDURE - VET

6.1 A report that lists Students that have completed their program but have yet to be issued with their certification documentation (testamur or statement of attainment) is generated from our student management system at the end of each term (week 11) and emailed to the Campus Director. (Day 1)

6.2 The Campus Director will collate, review and verify the following information for each Student identified in the report:

6.2.1 A verified USI (This procedure will only progress beyond this step if Student's USI has been verified)

6.2.2 Student assessments results (including for RPL, CT and any required re-submissions) for each unit of competency within the student's course as listed in the associated training and assessment strategy. (Day 10)

6.3 The Campus Director will complete a compliance review to ensure the completed program has satisfied the training package requirements as listed in the associated training and assessment strategy, and that all assessment tasks for each unit of competency have been recorded as having been successfully completed. This task cannot be delegated.

6.4 After completing this final compliance review, the Campus Director will approve the issuance of the appropriate certification documentation to the student. The Chief Executive Officer will also be notified of all pending certification documentation to be issued. If any issues are raised during this final compliance check, the Chief Executive Officer will be notified. (Day 11-13)

6.5 Students who have completed all of the required units of competency or modules (as specified in the training package qualification or accredited course) are entitled to receive both a certificate and a record of results (this is on one, single document). A statement of attainment should only be issued upon a student's exit from a training program when they have not completed the full program. A record of results can be issued as an interim progress statement to a student who is continuing the same qualification or course. Issuance of this last category can be delegated.

6.6 The Campus Director will then conduct a review to confirm all Student fees have been received. (Day 14-17)

6.7 If all outstanding fees have been paid, the certification documentation will be issued.

6.8 If all outstanding fees *have not* been paid, the College shall investigate and work towards recovery of the debt. Only when all outstanding fees have been paid will the certification documentation be issued to a student.

6.9 The certification documents will be sent electronically to students via email. If requested in advance, the certification documentation can be collected in person (on presentation of appropriate identification). (Day 18-21)

6.10 All records of issued certification documentation are maintained by the College for a period of 30 years.

7. PROCEDURE - ELICOS

7.1 Each week, the College will create a list of ELICOS students who will finish their enrolment in that week and ensure all relevant details relating to the students' levels and grades are complete.

7.2 After this review, the College accounts team will ensure all payments have been completed and no outstanding fees are due.

7.3 Where any payments are noted as outstanding the College will email the student's agent (or the student themselves if no agent was involved), cc'ing the relevant marketing team member, to request immediate payment. A note will be added to the students file.

7.4 The following week, the College will produce certificates for all students completing their enrolment at UEC, unless a note exists relating to unpaid fees.

7.5 The certification documents will be sent electronically to students via email. If requested in advance, the certification documentation can be collected in person (on presentation of appropriate identification).

8. ACCESSING CURRENT AND PAST CERTIFICATION RECORDS

8.1 All Students, past and current, can access their student records held by the College.

8.2 To access these records, students need to complete the Request to Access Personal Information form available from the College.

8.3 Students may also use this form to request replacement certification documentation. An administration fee of $100 will be charged to issue a replacement certification document.

8.4 If certification documentation is required to be re-issued, the normal certification documentation procedure as outlined from above is followed.

8.5 All records of re-issued certification documentation are maintained by the College for a period of 30 years.

9. RESPONSIBILITIES

9.1 The Academic Management Unit is responsible for the implementation of this policy and procedure.

10. REVISION HISTORY

Date	Version	Description of modifications	Approved by
03.03.24	1.0	Original	Dan Wortley
03.02.25	2.0	Amendment to delegate authorised signatory responsibilities	Dan Wortley
06.02.25	2.1	Additional clarification outlined in sub clause 6.5	Dan Wortley
20.08.25	2.2	Remove mention of AISI and UEC Business	Dan Wortley