PROCEDURE: S 5.4- P5.0

Award Certificate Issuance

1.0 INTRODUCTION

1.1 Related Policy

Award Certificate Issuance

1.2 Purpose

This procedure outlines the processes and responsibilities of those involved in the Australian Institute of Management Education and Training (AIM) award issuance process of Australian Qualifications Framework (AQF) documentation that includes Testamurs, Statements of Attainment and Records of Results.

1.3 Scope

This procedure applies to all AIM staff involved in processes related to Award Certificate issuance.

1.4 Scope Exceptions

The procedure only applies to nationally recognised qualifications and accredited courses on the AIM scope of registration and on the national register, www.training.gov.au.

2.0 RESPONSIBILITIES

1. The Executive Director AIM has overall accountability for AIM complying with the Standards for Registered Training Organisations (RTOs) 2015 (Standards for RTOs 2015), including clauses related to Award Certification issuance: Clauses 3.1, 3.2, 3.3, 3.4, 3.6 and Schedules 4 and 5.

2. The Registrar has responsibility for ensuring that qualifications and statements are issued in accordance with relevant legislation, standards, policies, and procedures and for maintaining the Awards Register.

3. The Head of Academic Delivery VET is responsible for ensuring Trainers and Assessors have completed all assessment marking and entering of results into the Student Management System within twenty-one (21) calendar days of student completion of all units or modules.

4. Trainers and Assessors are responsible for entering assessment results into the Learning Management System (MyAIM) in a timely manner to facilitate the issuance process.

5. The Registrar is responsible for:
   a. checking students have met the completion requirements of the Training Product including having a verified and valid Unique Student Identifier (USI).

b. providing a quarterly report containing student completion details, including course titles, to the AIM Corporate Board.

c. re-issuing of Award Certification on a request by the graduate, provided all required request documentation has been provided and the re-issue fee paid

d. initiating the re-issue of Award Certification, free-of-charge, if there was an error made on the original certification

e. checking that all fee requirements are met and there are no outstanding sanctions on a student's record.

f. revoking and requesting the return of Certification in circumstances outlined in section 3.2 of this procedure.

g. the issuance of Award Certification within 30 calendar days of the student being assessed as meeting the requirements of the Training Product and on completion of their study.

3.0 PROCEDURE

3.1 Student Completion and Issuance

1. AIM Trainer and Assessors enter assessment results into MyAIM. The finalised grades from MyAIM for each unit are automatically recorded on AIM's Student Management System: Salesforce.

2. The name of the student on the Award Certification will be the same as that shown on the student records on Salesforce, unless:

   a. an administrative error has occurred in recording the person's name; or

   b. prior to graduating, the person has changed their name as a result of marriage or divorce. This must be evidenced by a marriage certificate issued by a Registrar of Births, Deaths and Marriages, or a decree of nullity or dissolution of a marriage issued by a court indicating the current name and/or the previous name of that person; or

   c. prior to graduating, the person has changed their name as evidenced by a change of name certificate or deed poll declaration.

3. Students who have an outstanding debt to AIM or Sanction are notified by the Registrar (or delegate) that they shall not be permitted to receive their Award Certification until the debt is paid or the sanction is lifted.

4. Where AIM is unable to verify a student's USI, the Registrar (or delegate) will contact the student to advise that they will not receive their Award Certification until their USI can be verified.

5. Students must respond in a timely manner to communication from the Registrar.

6. The Registrar (or delegate) generates the relevant Award Certification on confirmation of student completion and holds these securely in readiness for issuing.

7. A record of the Award Certification is made by the Registrar on the Awards Register, and in Salesforce, and the Registrar places a copy of the Award Certification on the student's file.

8. Award Certification is issued by mail to the students nominated postal address as recorded the Student Management System: Salesforce.

3.2 Revocation of Award Certification

1. The Registrar (or delegate) will notify a student in writing where AIM revokes or requires Award Certification to be returned in the following circumstances:

   a. fraud or dishonesty (i.e., where it becomes evident that the Award Certification was inappropriately obtained); or
   b. the Award Certification has been issued with error.

2. The Registrar will update the Qualifications Register where Award Certificate is revoked and make appropriate notes in the student's records on Salesforce.

3.3 Reissuance of Award Certification

1. Students are made aware of their entitlement to a reissued Award Certification and of the applicable fees in the Student handbook and AIM website.

2. A student request for an Award reissuance is available by completing the *Application Certificate Re-Issuance* form and sending it to studentsupport@aim.com.au. The form is available at: https://www.aim.com.au/sites/default/files/AIM-Application-Certificate-Reissue-National.docx and must include the reasons why a replacement version of the Award Certification is required. The request must include all relevant details of the original Award Certification (full student name, student identification number, and title of the Award).

3. The Registrar will reissue the Award Certification on request in the following circumstances:

   a. the request is made on the *Application Certificate Re-Issuance* form with all required information; and
   b. the replacement fee, as advertised on the AIM student handbook and website, is paid; and
   c. the original is returned (except where the documentation has been lost or destroyed, but there is a good reason for re-issuance such as a change of legal name). The historical student records will remain in the original name of the student and the name change will be noted in AIM's Qualifications or Statement of Attainment Register and Student Management system.

4. The Registrar will initiate reissuance of Award Certification free-of-charge where there is an error on the certification, for example, a unit was not listed.

5. The Registrar validates the issuance of replacement Award Certification by referring to the Qualifications or Statement of Attainment Registers.

6. The Registrar issues the replacement Award Certification.

3.4 Provision of a copy of a student's Record of Results to a third-part

1. AIM will release a copy of a student's Records of Results to a third party only if the student initiates and approves this in writing to the Registrar with certified identification. In giving approval for releasing this to a third party the student recognises that their personal information will be shared with the third party.

4.0 DEFINITIONS

- **Award Certification** - Official documents that confirm that a course has been completed and includes Testamurs, Statements of Attainment and Records of Results.

- **Qualification** -The result of an accredited complete program of learning that leads to formal certification that a graduate has achieved learning outcomes as described in the AQF.

- **Record of Results** - 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'.

- **Statement of Attainment** - Recognises that one or more accredited units has been achieved.

- **Testamur** - An official certification document that confirms that a qualification has been awarded to an individual. In Australia, this may be called an 'award'.

- **Training Product** - a qualification, skillset, unit of competency, accredited course.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- Award Certificate Issuance Policy
- AQF Certification Documentation: An Explanation
- Australian Qualifications Framework
- Privacy of Student Information and Records Policy and Procedure
- Standards for Registered Training Organisations (RTOs) 2015
- AQF Second Edition
- AQF Qualifications Issuance Policy
- Unique Student Identifier Scheme (USI)

6.0 POLICY OWNERSHIP

Policy Owner	Executive Director AIM
Status	Reviewed July 2022
Approval Authority	Chief Executive Officer
Date of Approval	20 September 2022
Effective Date	26 September 2022
Implementation Owner	Executive Director AIM
Maintenance Owner	VET Compliance and Operations Manager
Review Due	11 August 2025
Content Enquiries	Registrar- Sertan Can Email: sertan.can@aim.com.au

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S5.4- P5.0	20 September 2022	VET Compliance and Operations Manager	Policy and procedure updated