

## ISSUING CERTIFICATES AND STATEMENT OF ATTAINMENTS POLICY

### OVERVIEW

NCCS will issue a student's Final Document, within 30 calendar days from the student being assessed as meeting the requirements of their training product as specified in its respective training package or VET accredited course.

A final document may be a Certificate and an Academic Transcript for the completion of a full qualification or a Statement of Attainment where one or more units have been assessed as being Competent.

NCCS will only issue AQF certification document when a student meets the Training Package requirements for the qualification.

All qualifications and statements of attainments issued by NCCS must be in a format or template which complies with the AQF Qualifications Issuance Policy, including required content, standards wordings and usage of NRT and AQF logos.

Any qualification or statement of attainment issued is stored in a Certificate Register, with copies also stored in the student's Admissions Folder.

Records of Records of unit attainment and issuance of a qualification or statement will be kept for a period of thirty (30) years.

NCCS will not issue any AQF certification documentation to a student without a verified Unique Student Identifier or with overdue fees.

### COMPLIANCE

The College must comply with:

- **Standard 3** of the *Standards for Registered Training Organisations (RTOs) 2015*
- Compliance Standards
  - Integrity of Nationally Recognised Training Products
  - Nationally Recognised Training Logo Conditions of Use Policy
- AQF Qualifications Issuance Policy
- AQF Logo Conditions for Use

### RESPONSIBILITY

It is the RTO Manager's responsibility to ensure student certificates are generated in a timely and accurate manner.

Only approved staff with relevant permissions in the TEAMS Student Management System database can issue Final Documents.

The RTO Manager is responsible for ensuring all Final Documents are issued compliantly and in a format which meets the requirements of the AQF.

## POLICY

- The RTO Manager or approved staff member must generate a student's final documents within 30 days of the student's final unit being assessed as competent and the student's course being completed.
- All Final Documents must be issued in the College's approved templates which meet the compliance requirements specified within the Compliance Standards Instrument.
- All Final Documents must meet the relevant training packaging rules, which includes ensuring any pre-requisite qualifications and units have been completed and are stored on file.
- Where students have not met the full requirements of the course, a Statement of Attainment will be issued, formally recognising that one or more accredited units has been achieved.
- All Certificates and Statement of Attainments must be stored in the '*Certificates and Transcripts*' register and retained for a period of 30 years
- Students must have a verified Unique Student Identifier (USI) on file and all due tuition fees must be paid and up to date prior to issuing the qualification
- All Final Documents being provided to students must
  - Be signed by both the Principal and RTO Manager
  - Contain the College's unique seal
- Students must request their Final Documents using the '*Document Request Form*' found on the College website at <http://www.nccs.nsw.edu.au>
  - Prior to requesting the Final Documents, Students should allow 14 days from their last date of study for results to be finalised
  - The processing time is up to 10 business days from the date the request is received
  - Students can request their documents to be provided urgently with a \$50 urgent processing fee
  - Final documents will be issued electronically, unless requested otherwise
  - Students may use the '*Document Request Form*' for a reissue or reprint of the Final Documents
- NCCS will continuously review the issuance of AQF certification to ensure correct procedures are followed and adhere to regulation requirements and standards, as well as and the AQF Framework.

## ASSOCIATED DOCUMENTS AND FORMS

- *Finalising student enrolments*
- *Cancelling and reporting student enrolments*
- *Managing student records*

## DOCUMENT CHANGES AND MODIFICATIONS

Date	Summary of changes	Approved by
20/01/2017	Document update to new template requirements	Samantha
15/01/2019	Document updated with position titles	Samantha
22/02/2021	Document reviewed for currency	Samantha
13/03/2023	Document updated to reflect new position titles	Samantha
01/04/2025	Document updated to reflect new standards requirements	Samantha