

Certification, Issuing and Recognition of Qualifications and Statements of Attainment Procedure



Institute of Health and
Nursing Australia

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1. Purpose

- 1.1 The purpose is to ensure the Institute of Health and Nursing Australia (IHNA) issues AQF qualifications and Statements of Attainment in a timely and accurate manner in accordance with the AQF guidelines and student records are retained in accordance with the requirements of Clause 3.2 in the Standards for Registered Training Organisations 2015.

2. Scope

- 2.1 This policy applies to the testamur and documentation issued to students upon completion of a vocational education course of study by IHNA in conformity with the regulatory requirements. It does not apply to certificates of participation or other such documents.

3. Responsibility

- 3.1 The CEO has the overall responsibility for implementing the procedure.
- 3.2 The National Training Manager is responsible for the implementation of this procedure. The Director Quality Management is responsible for ensuring that students have duly completed all the requirements for course and preparing certificate/statement of attainment.

4. Definitions

- **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.
- **AQF qualification** means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.
- **Code** means the unique identifier for units of competency, skill sets, VET accredited courses, modules, AQF qualifications or training packages as required by the Standards for Training Packages and Standards for VET Accredited Courses.
- **Credit transfer (CT)** is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.
- **Nationally Recognised Training (NRT) Logo** means the logo used nationally to signify training packages and VET accredited courses.
- **Recognition of Prior Learning (RPL)** means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.
- **formal learning** refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma, or university degree).

- **non-formal learning** refers to learning that takes place through a structured program of instruction, but does not to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- **informal learning** refers to learning that results through experience of work-related, social, family, hobby, or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).
- **RTO code** means the registration identifier given to the RTO on the National Register.
- **Skill set** means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement, or a defined industry need.
- **Statement of Attainment** means 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.
- **Training Package** means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.
- **Training Product** means AQF qualification, skill set, unit of competency, accredited short course, and module.
- **Unit of competency** means the specification of the standards of performance required in the workplace as defined in a training package.
- **VET accredited course** means a course accredited by the VET regulator in accordance with the Standards for VET Accredited Courses.

5. Procedure

5.1 Issuance of credentials for VET qualifications (AQF qualifications)

- a) Student submits the assessment tools to the Course coordinator/trainer or assessor after the completion of Professional Experience Placement.

- b) Trainer or assessor initially checks for completion of all mandatory fields - Student and trainer or assessor/Course Coordinator signature columns, all answer fields, agreement pages, attendance sheet, date columns.
- c) The Assessor evaluates the student's submitted assessment tools, provide feedback, upload on Academic Hub within 14 days of the submission of the assessment tool.
- d) Student will be called for a final discussion (Final assessment day) with the Academic staff within 14 days from the date of submission of the assessment tool.
- e) If satisfied with all assessments, a training plan will be printed and signed the course coordinator and student.
- f) Administration staff to upload the training plan to AH and update all assessment outcome based on the signed training plan.
- g) Ensure the student's Comprehensive Assessment Record (CAR) is reflected the unit code updates.
- h) The Registrar/ Student Administration Offer to send the Student Feedback Survey (AQTF learner survey, IHNA Student Feedback, Unit outcome survey and work experience survey) link from Academic Portal to the students.
- i) The Registrar/ Student Administration Officer checks all the requirements per the Certificate Issuance Checklist, updates the checklist and submits a Certificate Request for the Compliance Team to issue Credential.
- j) "Effective completion of the qualification achieved on the date" in training plan will be counted towards issuance of certificate countdown for 30 days requirement by standard 3.3. This date needs to be updated in the "Certificate issuance checklist".
- k) The Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.
- l) A compliance officer who is printing the certificate needs to collect the certificate paper and common seal from the secured storage and update the certificate paper log.
- m) Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.
- n) Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to Academic Portal under student documents.
- o) Credentials will be posted/handover to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.
- p) The Registrar prepares Graduate list and submits the documents to AHPRA for the issuance of Nursing registration to students undertaking Diploma of Nursing Program.
- q) Students upon collecting the credentials will sign the Certificate Tracking Register available at reception.

- r) If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.
- s) Credential sent by Express/ Normal Post the staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

5.2 Issuance of credentials for Course Progress Advice

- a) Student submits the assessment tools to the Course coordinator / trainer or assessor after the completion of Professional Experience Placement.
- b) Trainer or assessor initially checks for completion of all mandatory fields - Student and trainer or assessor / Course Coordinator signature columns, all answer fields, agreement pages, attendance sheet, date columns.
- c) The Assessor evaluates the student's submitted assessment tools, provide feedback, upload on Academic Hub within 14 days of the submission of the assessment tool.
- d) Student will be called for a final discussion (Final assessment day) with the Academic staff within 14 days from the date of submission of the assessment tool.
- e) If satisfied with all assessments, a training plan will be printed and signed the course coordinator and student.
- f) Administration staff to upload the training plan to AH and update all assessment outcome based on the signed training plan.
- g) Ensure the student's Comprehensive Assessment Record (CAR) is reflected the unit code updates.
- h) The Registrar/ Student Administration Officer to send the Student Feedback Survey (IHNA Student Feedback, Unit outcome survey and work experience survey) link from Academic Portal to the students.
- i) The Registrar/ Student Administration Officer checks all the requirements per the Certificate Issuance Checklist, updates the checklist and submits a Certificate Request for the Compliance Team to issue Credential.
- j) "Units marked as "Competent" and meeting all training package requirements date" in training plan will be counted towards issuance of Course Progress Advice countdown for 30 days requirement by standard 3.3. This date needs to be updated in the "Certificate issuance checklist".
- k) The Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.
- l) A compliance officer who is printing the certificate needs to collect the certificate paper and common seal from the secured storage and update the certificate paper log.

- m) Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.
- n) Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to Academic Portal under student documents.
- o) Credentials will be posted/handover to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.
- p) Students upon collecting the credentials will sign the Certificate Tracking Register available at reception.
- q) If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.
- r) Credential sent by Express/ Normal Post the staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

5.3 Issuance of credentials for IHNA Short Courses

- a) Student submits the assessment tools to the Academic Portal.
- b) The Trainer/Assessor evaluates the student's submitted assessment upload on Academic portal.
- c) Trainer or assessor Initially checks for completion of all mandatory fields - Student and trainer or assessor / Course Coordinator signature columns, all answer fields, agreement pages, attendance sheet, date columns.
- d) The Assessor evaluates the student's submitted assessment tools, provide feedback, upload on Academic Hub within 14 days of the submission of the assessment tool.
- e) Student will be called for a final discussion (Final assessment day) with the Academic staff within 14 days from the date of submission of the assessment tool.
- f) If satisfied with all assessments, a training plan will be printed and signed by course coordinator and student.
- g) Administration staff to upload the training plan to AH and update all assessment outcome based on the signed training plan.
- h) Ensure the student's Comprehensive Assessment Record (CAR) is reflected the unit code updates.
- i) The Registrar/ Student Administration Officer to send the Student Feedback Survey (IHNA Student Feedback, Unit outcome survey and work experience survey) link from Academic Portal to the students.

- j) The Registrar/ Student Administration Officer checks all the requirements per the Certificate Issuance Checklist, updates the checklist and submits a Certificate Request for the Compliance Team to issue Credential.
- k) "Units marked as "Competent" and meeting all training package requirements date" in training plan will be counted towards issuance of certificate countdown for 30 days requirement by standard 3.3. This date needs to be updated in the "Certificate issuance checklist".
- l) The Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.
- m) A compliance officer who is printing the certificate needs to collect the certificate paper and common seal from the secured storage and update the certificate paper log.
- n) Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.
- o) Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to Academic Portal under student documents.
- p) Credentials will be posted/handover to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.
- q) Students upon collecting the credentials will sign the Certificate Tracking Register available at reception.
- r) If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.
- s) Credential sent by Express/ Normal Post the staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

5.4 Issuance of credentials for IHNA Professional Development Courses

- a) The Trainer/Assessor completes the Training delivery and assessments.
- b) Trainer or assessor evaluates and verify the student's submitted assessment and upload on Academic Portal.
- c) The Registrar/ Student Administration Officer to send the Academic portal 'Student Feedback Survey' Link to the students. The student should complete the survey before issuing certificate.
- d) The Registrar/ Student Administration Officer to verify all the student's administrative documents are properly uploaded on academic Portal.

- e) The Statement of Attendance will be issued as per 'Protocol for Defining the Form of Statements of Attendance ' from Student Management System.
- f) The Registrar/ Student Administration Officer will issue with Statement of Attendance on the same day.
- g) The trainer or assessor / Course Coordinator will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded in Academic Portal under student documents.
- h) If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.
- i) Credential sent by Express/ Normal Post the staff member responsible for mailing the Certificates.

5.5 Issuance of credentials for Non-AQF Qualifications

- a) Student submits the assessment tools to the Course coordinator / trainer or assessor after the completion of Professional Experience Placement.
- b) Trainer or assessor Initially checks for completion of all mandatory fields - Student and trainer or assessor/Course Coordinator signature columns, all answer fields, agreement pages, attendance sheet, date columns.
- c) The Assessor evaluates the student's submitted assessment tools, provide feedback, upload on Academic Hub within 14 days of the submission of the assessment tool.
- d) Student will be called for a final discussion (Final assessment day) with the Academic staff within 14 days from the date of submission of the assessment tool.
- e) If satisfied with all assessments, a training plan will be printed and signed by course coordinator and students.
- f) Administration staff to upload the training plan to AH and update all assessment outcome based on the signed training plan.
- g) Ensure the student's Comprehensive Assessment Record (CAR) is reflected the unit code updates.
- h) The Registrar/ Student Administration Officer to send the Student Feedback Survey (AQTF learner survey, IHNA Student Feedback, Unit outcome survey and work experience survey) link from Academic Portal to the students.
- i) The Registrar/ Student Administration Officer checks all the requirements per the Certificate Issuance Checklist, updates the checklist and submits a Certificate Request for the Compliance Team to issue Credential.
- j) "Elective completion of the qualification achieved on the date" in training plan will be counted towards issuance of certificate countdown for 30 days requirement.

- k) The Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.
- l) A compliance officer who is printing the certificate needs to collect the certificate paper and common seal from the secured storage and update the certificate paper log.
- m) Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.
- n) Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to Academic Portal under student documents.
- o) Credentials will be posted/handover to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.
- p) The Registrar prepares Graduate list and submits the documents to AHPRA for the issuance of Nursing registration to students undertaking Diploma of Nursing Program.
- q) Students upon collecting the credentials will sign the Certificate Tracking Register available at reception.
- r) If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.
- s) Credential sent by Express/ Normal Post the staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

5.6 Re-Issuance of Course Credentials

Students can request for re-issuance of a course credential. Students must submit an 'Application for Re-Issue of Course Credential' form and submit it to the Registrar/ Student Administration Officer. The Registrar reserves the right to decide the validity of the request and grant the same. A fee of \$25 per credential will be charged for re-issuance. The re-issuance of certificate will take up to 20 working days from the approval of application for re-issuance of course credential. 'Date of Issue' in the re-issuance certificate should be same as the date of issue in the original certificate.

5.7 Printing of Course Credentials

Once the certificate request has been approved by the compliance team or delegate must initiate printing of course credentials. The steps include:

- a) Collecting the certificate printing paper from the custodian of common seal and certificate printing paper
- b) Update the logbook for certificate printing paper

- c) Print the certificate from student management system
- d) Add the common seal and stamp to the certificate
- e) Get signature from authorised signatories for certificate signing
- f) Scan and keep a copy in student management system
- g) Courier the certificate to respective campus

5.8 Credit Transfer Procedure

- a) Applicants for Credit Transfer must complete the Credit Transfer Application form, together with the following documents and submit prior to the start of the study or relevant census date for VET Student Loan Students.
 - a. A certified copy of a Certificate or Statement of Attainment with Academic Transcripts or other evidence. (Copies must be certified as true copies by a Justice of the Peace, a university or Institute Registrar, a Commissioner for Declarations or a person authorised to certify passport applications. Each copy submitted must bear an original signature with a certification that the document is a true copy of the original.)
 - b. Or bring original Certificate or Statement of Attainment and IHNA will copy and certify.
- b) The Course Coordinator must check the Award or Statement of Attainment and confirm that the candidate's Registered Training Organisation (RTO) holds the necessary accreditation, and grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation
- c) Verified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer will be kept in the student management system (Academic Portal).
- d) Granting of Credit Transfer must be recorded on the Training Plan and Comprehensive Assessment Record and the student will be advised of the outcome in a timely manner. Update Academic Portal with the unit outcome.
- e) After Credit Transfer is granted a student's course schedule must be reviewed and modified and details noted on Training Plan and Comprehensive Assessment Record and placed in the student management system.
- f) For International students in student visa (CRICOS) if credit transfer is offered prior to Visa grant, IHNA will indicate the actual course duration in the confirmation of enrolment issued for that course. If the credit transfer is granted after Visa Grant, the change in course duration will be reported to DIBP via Provider Registration and International Student Management System (PRISMS)

- g) Credit Transfer (CT) for HLTENN units is granted only for students who complete a Diploma of Nursing program accredited by the Australian Nursing and Midwifery Accreditation Council (ANMAC) and approved as 'an approved program of study' by the Nursing and Midwifery Board of Australia (NMBA) in accordance with the Enrolled Nurse Accreditation Standards.
- h) Credit will not normally be granted for studies (or other demonstrated learning achievements) that have been completed more than ten years prior to the time of application for credit. A shorter time limit may be applied because of time limits required by professional accrediting and statutory bodies and advisory industry groups as appropriate.
- i) An updated invoice with the reduced Course fees will be sent to the students.
- j) Applicants for course credit who are dissatisfied with the outcome of a course credit application may use the Complaints and Appeals Procedure.

5.9 Authenticity of Qualifications

If IHNA staff have a concern about the authenticity of qualifications or statement of attainment provided by students, IHNA will seek additional proof of authenticity by contacting the RTO which issued the qualification or statement of attainment to provide verification on the validity and authenticity of the qualification and ask the student to log on to USI registry system to show proof of holding the qualification.

6. Associated Information

Related Legislation, Standards, and Codes	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for Registered Training Organisations 2015 • Education Services for Overseas Students Act 2000 (ESOS Act) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
Date Approved	10/03/2021
Date Endorsed	12/03/2021
Date of Effect	13/03/2021
Date of Review	31/07/2024
Approval Authority	Academic Board
Document Custodian	Academic Director
Committee Responsible	Learning and Teaching Committee (LTC)
Pinpoint DocID	AC-CIRQSAPP-05

7. Change History

Version Control		Version 5.0
Change Summary	Date	Brief description of the change, including version number, changes, who considered, approved, etc.
	12/03/2021	Created as a standalone Procedure, revised, and updated with pertinent sections