



AQF issuance and replacement

VET policies and procedures

School RTO approval statement					
School RTO name	Gympie State High School				
Policy start date	7/03/2019	QCAA school number	404	National provider number	30067
The Principal as Chief Executive Officer (CEO) approves: <ul style="list-style-type: none">• the policy, procedure and implementation requirements• all identified attachments to this policy and procedure• all modifications to the policy and procedure prior to implementation• the delegated Registered Training Organisation (RTO) officer/s to implement the policy and procedure• the allocation of time to ensure delegated officers carry out all components within the prescribed timelines and dates of all activities outlined in the quality calendar detailed through this policy and procedure• the RTO Manager monitoring, evaluating and reviewing the application of this policy and procedure to ensure compliance at all times• QCAA analysing these documents when conducting audits• that email addresses provide the same acknowledgment as a signature.					
RTO Manager			Principal		
Name	Alicia Radecker		Name	Anthony Lanskey	
Email	arade6@eq.edu.au		Email	alans6@eq.edu.au	
Date	7/03/2019		Date	3/05/2019	
All additional delegated officers (add additional places to this table as required)					
Delegated officer	Judy Dixon		Delegated officer		
Email	jdixo84@eq.edu.au		Email		
Date	26/11/2019		Date	[Date]	

Section 1 Policy and procedure

Section 1 of this policy and procedure addresses: (a) conditions for issuance of qualifications and statements of attainment; (b) templates to be used; (c) timeframes for issuance; (d) records to be kept; and (e) replacement of certification documents.

Relevant Standards: 3.1–3.6, 7.5, 8.1(f), Schedule 4.6, Schedule 5, AQF policy requirements

Issuance

Issuance policy and procedure					
Policy	Qualification	Statement of Attainment (SoA)	Timeframe	Distribution	Records
<p>A student is only issued with:</p> <ul style="list-style-type: none"> • a Qualification when they meet the training package requirements • a Statement of Attainment when one or more units of competency are successfully completed. 	<p>Issue an AQF certificate and record of results if the qualification in which the student is enrolled is successfully completed.</p>	<p>Issue an SoA if the qualification in which the student is enrolled is partially completed.</p>	<p>Issue certification documentation to a student within 30 calendar days of all conditions for issuance being met.</p>	<p>Active students:</p> <ul style="list-style-type: none"> • Course trainer/HOY/D eputy Principal to present to student in class/parade. • If classes suspended (block exams)- Student Services to post. • Email pdf to student's MIS Id email using email template. (save pdf in G:\Coredata\Office\Senior Data\NET\Certs and SOA's\2020 following file naming conventions). <p>Left students:</p> <ul style="list-style-type: none"> • Student Services to post. 	<p>Maintain sufficiently detailed records capable of identifying the student, type of certification (Certificate or SoA), qualification, award/attainment date and issuance date.</p>
Conditions for issuance					
Unique Student Identifier (USI)	Fees and exemptions	Verification	Templates	Replacement	
<ul style="list-style-type: none"> • A USI must be held prior to issuance. • The USI must be verified by the RTO using the USI Registry System website. 	<ul style="list-style-type: none"> • Any agreed student fees have been paid. • Certification may be issued on sighting confirmation that a student has been granted an 	<ul style="list-style-type: none"> • AVETMISS-compliant data that supports issuing of certification. • Data held in the QCAA provided AVETMISS-compliant student 	<p>Certification documentation is based on templates compliant with Schedules 4 and 5 of the Standards and the AQF. Attached templates include the RTO's</p>	<p>A certification documentation replacement policy and procedure is in place and is publicly available.</p>	

	exemption issued by the USI Registrar.	management system.	measures to reduce fraudulent reproduction.		
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Replacement

Replacement policy and procedure				
Policy	Verification	Records	Templates	Replacement
On request the RTO permits replacement of AQF certification documentation it has issued in the previous 30 years. Fees may be charged.	Verify the identity of the applicant (name, address, date of birth) based on suitable proof of identity documents.	Confirm details of certification to be replaced using records from the AVETMISS-compliant student management system provided by QCAA.	Issued certification documentation is based on templates that meet the requirements of Schedules 4 and 5 of the Standards and the AQF.	The replacement certification documentation shows the current Principal's signature and the original award/attainment date.

Section 4 Explanation of terms

This policy and procedure contains words and expressions which have specific meaning.

Glossary	
Term	Meaning
AQF	The Australian Qualifications Framework (AQF) specifies all qualification types recognised in the National framework. These are certificates, diplomas and degrees. The AQF also specifies mandatory policies that RTOs must have relating to issuing and replacing certification documentation.
AQF certification documentation	The Australian states and territories recognise three types of AQF VET certification documentation; certificates with Records of Results, Statements of Attainment (SoAs) and USI transcripts.
AQF logo	RTOs must include the AQF logo or the words 'The qualification is recognised within the Australian Qualifications Framework' on certificates only. The AQF logo must not be used on SoAs or Records of Results.
AQF Register	School RTOs using QCAA approved student management software meet the AQF register requirements.
AQF replacement certification documentation	The AQF requires all RTOs to have a certification documentation replacement policy. The policy must include verifying the applicant is entitled to replacement certification.
Attainment date	The attainment date is the date the RTO deems the student to have successfully met the requirements of one or more units and is eligible to receive an SoA. (Attainment date only applies to SoAs.)
AVETMISS-compliant data	Accurate and current data is recorded in a timely manner in QCAA approved student management software. QCAA sends AVETMISS data to the National Centre for Vocational Education Research (NCVER) on behalf of school RTOs under the delegation.
AVETMISS-compliant student management system	Accurate student VET enrolment and outcome records maintained in QCAA approved student management software meet AVETMISS requirements. School RTOs operating under the QCAA delegation only report VET data to the QCAA. Current software includes: SDCS, SLIMS and Student Management (2018 Year 10 students).
Award date	The award date is the date the RTO deems the student to have successfully completed all requirements of a qualification. Award date only applies to a certificate.
Certificate	A certificate is an official AQF document that confirms that a qualification has been awarded to an individual.
Evaluate	Assess the findings of the monitoring to determine if the certification policies and procedures are adhered to.
Fraudulent Prevention Measures	All AQF certification documentation issued or replaced must include one or more fraud reduction measures.
Monitor	The ongoing process of regularly collecting and analysing relevant information to determine if the certification documents are issued in accordance with this policy and procedure.
Nationally Recognised	The logo used nationally to signify training packages and VET accredited courses. It must NOT be included in Records of Results.

Glossary

Term	Meaning
Training (NRT) logo	Conditions for using the NRT logo are found in Schedule 4 of the Standards.
Qualification	All students must be enrolled in a specific qualification. The student is issued certification documentation on successfully completing all training package or accredited course requirements.
Quality assurance processes	Quality assurance processes ensure RTO's policies and procedures are followed and regularly monitored. This directly relates to Sections 1, 3 and 4 of this document.
Records	The RTO's 30-year retention of student enrolments and outcomes data. These records must be accessible to reissue certification documents whenever requested by past students and to provide reports on request by the QCAA.
Record of Results	The Record of Results is the document that accompanies a certificate detailing all the units making up the successfully completed qualification. It does not include the AQF or NRT logos. This is not a SoA.
Review	Identify and implement recommendations resulting from the evaluation of current practices to ensure quality services are being delivered and meet the needs of the students.
RTO officers	Any person delegated by the Principal to ensure the RTO's AQF Issuance and Replacement policy and procedure is followed.
Statement of Attainment (SoA)	A Statement of Attainment officially lists successfully completed units forming part of a qualification.
Student management system (SMS)	AVETMISS-compliant software. Currently SDCS for Queensland school RTOs. In 2018 this also includes the QCAA Student Management software for Year 10 students. USIs are recorded in SLIMS.
Systematic monitoring	The process of collecting, analysing and using information to track progress towards maintaining compliance and consistency across the RTO's operations.
Templates	The RTO approved templates for certificates and records of results and SoAs attached to this policy and procedure.
Timeframe	Number of calendar days between the last completion date recorded for the units of competency and the date that the certification document was issued to a student. This timeframe must not exceed 30 days.
Unique Student Identifier (USI)	The RTO must hold a verified USI or exemption granted by the Commonwealth USI Registrar prior to issuance of AQF certification documentation.
Verification	Confirmation of the applicant's proof of identity and confirmation of the entitlement of the applicant for initial issuance. This will be the data held in the QCAA approved SMS. Verification will also be required before providing replacement certification.

Replacement Certificate/Statement of Attainment Fee Schedule

Gympie State High School provides replacement copies of issued VET certificates and statements of attainment. To protect people's privacy, copies can only be provided to the person named on the certificate. Fees are \$7.50 for each copy.

How to apply for a replacement copy

1. Complete the following request form and hand-deliver or post it along with proof of identity and payment to Gympie State High School, PO Box 22, Gympie, Qld 4570.
2. A certified copy of one of the following documents is accepted as proof of identity:
 - valid passport
 - driver licence or learner licence
 - adult proof of age card
 - birth certificate or extract of a birth certificate
 - Gympie State High School Student ID (if still currently enrolled).
3. If your family name has changed since your certificate was issued, you will need to supply additional information as proof of your identity, e.g. a marriage certificate or name change certificate.
4. Documents must be current, and copies must be certified by a Justice of the Peace or a Commissioner for Declarations. (See Search for your nearest JP on the Queensland Government website).
5. Costs are \$7.50 for each copy.
 - Payment can be made by:
 - Cash or EFTPOS (in person at the school Finance Window)
 - credit card (Visa or MasterCard)
 - cheque or money order (made out to 'Gympie State High School').
 - Payment must be in Australian dollars.
6. Do not send either original documents or cash through the post. Gympie State High School may charge to return original documents to you.

How long will it take to process my request?

Certificates will be available for posting or collecting within 7 working days following receipt of your correctly completed application.



GYMPIE STATE HIGH SCHOOL

Request for a copy of a Gympie State High School-issued VET Certificate or Statement of Attainment



Full Name: <input type="text"/>		Date of birth: <input type="text"/> / <input type="text"/> / <input type="text"/>	
Address: <input type="text"/>		Postcode: <input type="text"/>	
Email: <input type="text"/>		Mobile: <input type="text"/>	
With your application please provide ONE of the following documents which has been certified by either a Justice of the Peace or Commissioner for Declaration. To protect people's privacy, copies can only be provided to the person named on the certificate. If relevant, please include change of name documentation.			
<input type="checkbox"/> Valid passport <input type="checkbox"/> Driven/learner licence <input type="checkbox"/> Adult proof of age card <input type="checkbox"/> Birth certificate or extract <input type="checkbox"/> Current Student ID			
Year of issue (e.g. 2006)	Name of VET Qualification (e.g. Certificate II in Business)	No. of copies	Price \$7.50/copy
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>
Total amount			\$ <input type="text"/>
<input type="checkbox"/> I would like to collect my certificate/statements. <input type="checkbox"/> I would like GSHS to post my certificate/statements.		Date ordered: <input type="text"/> / <input type="text"/> / <input type="text"/>	
Note: Certificates will be available for posting or collecting within seven working days following receipt of your correctly completed application and payment.			
Payment methods accepted			
<input type="checkbox"/> Mastercard <input type="checkbox"/> Visa <input type="checkbox"/> Cheque <input type="checkbox"/> Eftpos <input type="checkbox"/> Cash (in person only)			
Card no. <input type="text"/>	Expiry date: <input type="text"/> / <input type="text"/>		
Cardholder's name: <input type="text"/>		Cardholder's signature: <input type="text"/>	
Office use only			
Documentary evidence:	<input type="checkbox"/> DL <input type="checkbox"/> BC <input type="checkbox"/> PP Other: <input type="text"/>	Certificate:	Verified by: <input type="text"/>
	Verified by: <input type="text"/>		Date collected or posted: <input type="text"/> / <input type="text"/> / <input type="text"/>
Received \$: <input type="text"/>	Receipt #: <input type="text"/>	Initials: <input type="text"/>	Date: <input type="text"/> / <input type="text"/> / <input type="text"/>
Submit your application by: <ul style="list-style-type: none"> • Post – GSHS, PO Box 22, Gympie Qld 4570 OR • In person – GSHS, 1 Everson Road, Gympie OR • Email – student.services@gympieshs.eq.edu.au 			

N.B. Replacement copies of Senior/Year 12 Certificates are provided by the Queensland Curriculum and Assessment Authority (QCAA). Visit the QCAA website to apply <https://www.qcaa.qld.edu.au/senior/certificates-and-qualifications/reissue-certificates>