



## Issuing Awards Policy and Procedure

Author: Administration Manager  
 Approval Authority: Director of Training and Compliance  
 Current Version: 1.0  
 Approval Date: 30 June 2015  
 Future Review Date: June 2016

### Purpose

The purpose of this policy and procedure is to set out and expand upon the legislative and regulatory requirements to ensure all awards are issued in accordance with the Australian Qualifications Framework (AQF), the Standards for Registered Training Organisations (RTOs) 2015 and to streamline in-house processes for efficient awards processing.

### Scope

This policy and procedure is applicable to all qualifications and units of competency under Australian Hospitality Skills Recognition Pty Ltd / Australian Skills Management Institute (AHSR/ASMI) scope of registration and where AHSR/ASMI is responsible for the issue of an Award and/or Statement of Attainment (SOA).

### Definitions

Term	Definition
AQF	Instrument created by the Australian Government to regulate the education sector.
Standards for Registered Training Organisations 2015	Instrument created by the regulatory body to regulate the VET sector.
Certification Documentation	Documents issued to students who have successfully demonstrated competence in either a qualification or one or more units of competency.

## **Policy Statement**

AHSR/ASMI is committed to ensuring certification documentation is only issued to students that have demonstrated competency in the qualification and/or units of competency they have undertaken including where the program is undertaken by:

- a) delivery (face to face and/or online)
- b) assessment by the way of Recognition of Prior Learning
- c) workplace based assessment
- d) a combination of the above

## **Responsibility**

1. The Director of Training and Compliance is responsible for the scheduled review of this policy and procedure.
2. The Administration Manager is responsible for the operational implementation of this policy and procedure.
3. All other staff are responsible for adhering to the protocols set out in this policy and procedure when issuing awards and SOA's.
4. The Director of Training and Compliance in conjunction with the Marketing Manager shall ensure certification documentation templates are developed in accordance with the AQF Issuance Policy and the Standards for RTO's 2015.

## **Implementation and Communication**

The policy will be implemented and communicated throughout AHSR/ASMI via:

1. Announcement on AHSR/ASMI's webpage;
2. Inclusion in the AHSR/ASMI Student Handbook;
3. Direct distribution to relevant staff.

## **Procedure**

Awards and SOA's shall only be issued to students who have demonstrated and/or supplied sufficient evidence that they are competent in and meet all of the training package requirements of the qualification and/or units of competency they have undertaken and where all agreed fees have been paid by the student.

Teachers are responsible for ensuring accurate grades and all completed assessments are sent to the administration office within 1 week of the final assessment being undertaken or where the student has withdrawn from the program.

The administration office shall enter the grades in the enrolment system, perform a review of all units of competency and make a determination of whether:

- a) the student has successfully achieved all required units of competency for their program, or
- b) the student has not achieved competency.

Where competency is achieved the administration office shall issue an Award and a Record of Results as soon as reasonably practicable, but no longer than 30 days after the final assessment date and shall issue the documentation on the approved templates.

Where a student has been deemed not competent, the administration office shall issue a SOA and a Record of Results as soon as reasonably practicable, but no longer than 30 days after the final assessment date or date of withdrawal and shall issue the documentation on the approved templates.

The administration office shall ensure all Awards and SOA's are issued directly to students unless expressed consent from the student has been obtained and details of all awards and SOA's issued are recorded on AHSR/ASMI's award register. Records shall include the following details:

- certificate number
- Unique Student Identifier
- student name
- qualification code
- qualification name
- date of issuance
- address certificate was mailed to
- date certificate was mailed

Where a student requires access to or reprints of their records, the student shall contact the administration office and request access/reprints. Where copies of certification documentation are requested the administration office shall make every effort to ensure that the original copy has either been returned, lost or destroyed. No fees for reprinting replacement documentation will be incurred by the student, however all reprints may be subject to postage and handling charges.

AHSR/ASMI reserves the right to revoke certification documentation where the documentation has been issued in error or where details have been incorrectly recorded. Where certification documentation has been revoked the student shall return the documentation as soon as reasonably practicable, but no longer than 14 calendar days of notification by AHSR/ASMI.

Records of Awards and SOA's issued shall be maintained 30 years after date of issue.

Version	Details	Date
1.0	Initial document creation	30 June 2015