

Care Plus Training Pty Ltd

T/A



PROMOTING HOLISTIC TRAINING

RTO ID 41009

UNIQUE STUDENT IDENTIFIER (USI) RESULTS CERTIFICATES

References:

Standard 3 Clauses 3.1 – 3.4 and 3.6
Schedule 5 AQF issuance policy for VET
Student Identifiers Act 2014

VERSION HISTORY

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UNIQUE STUDENT IDENTIFIER (USI)

PURPOSE

The Unique Student Identifier (USI) scheme allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

The Student Identifiers Act 2014 and Privacy Act (2008) underpin the registry and our obligations as a training organisation using the registry.

Nurse Training Australia (NTA) will request the USI, or apply for USI on behalf of the students and verify the USI through the Registry through our RTO Manager system. This will be secure and controlled data.

Nurse Training Australia will ensure we do not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual.

PROCESS

Set up of the Training Organisation

The Administration and Compliance Manager sets up the RTO to gain access to the USI Registry System. This information is provided on the website www.usi.gov.au

The Administration and Compliance Manager has access to the AUSKEY and will be the contact person for USI updates and notification.

Student Services staff will be trained in USI procedures through the USI Registry website under supervision of the Manager.

Accepting the Terms and Conditions of Usage and the Privacy and Security Conditions

There are safeguards built into the USI registry. In applying as a training organisation, we must agree to the terms and conditions and follow through on these terms and conditions as policy and procedure within the RTO. This includes

- Personal Information to be gathered

- Identity Information then retention and destruction of this information

- Privacy and provision of the privacy notice to individuals in our marketing and communications

- Applying for a USI on behalf of another person

- Verifying a USI

- The disclaimer and security statement and accessibility information.

The laws require that all records of USIs, including those kept by our RTO must be protected from:

- Misuse

- Interference and loss

- Unauthorised access

- Modification

- Disclosure

How we collect the USI

The enrolment form will request:

- The student provides a verified USI OR
- The student gives us permission to apply for the USI on their behalf OR
- We explain the USI process at the overseas student orientation session

The information provided to students will refer to a Privacy Notice required by the USI Registry. This is in our handbook and on the website.

USI in the Student Management System (RTO Manager)

The RTO Manager is able to create and verify USIs automatically. To avoid any delays in issuing certification documentation, the Administration Officer will apply for or verify the learner's USI at the time of enrolment when personal details are set up in the database.

The RTO Manager is password protected and secure. Limited staff in student services has access to the database and it is not on the full network to ensure there is no unauthorised access.

No hard copy records of student USI or other proof of identify evidence are kept by the office. The information is returned or destroyed.

See the document and data management policy and procedure.

ISSUING OF CERTIFICATES and NATIONALLY RECOGNISED QUALIFICATIONS

PURPOSE

NTA will verify students' results and USI information then issue results and testamur to students who complete a qualification or units of competency.

As a Registered Training Organisation issuing nationally recognised qualifications, the RTO must be aware of and comply with its obligations under the regulations, legislation and guidelines including the VET Quality Framework:

Standards for RTO's 2015 Standard 3

Schedule 4 Conditions of use of NRT logo

Schedule 5 The AQF qualifications issuance policy within the VET sector

ASQA regulator fact sheets

PROCESS

Short course certificates of completion (no assessment, no units of competency)

NTA **certificates of completion** are issued for attendance and completion of a course.

These may be pre-prepared and supplied in the course packs where they are handed out to attendees at the close of a course by the trainer.

Short course certificates of completion are used for:

- Non-accredited training offered by the company
- Students who attend and complete an accredited course training component, but do not elect to complete or do not attempt the assessments
- Such an arrangement is agreed in advance with the RTO and client

The format of the certificate of completion is unique and intentionally different to the AQF testamur. The format does not use NRT logo or reference to any AQF qualification.

The certificates are issued within 10 days of the short course. The date of training is on the certificate and the date of issue is in the database.

PROCESS

AQF Qualifications and AQF Statements of Attainment (called Testamur) and AQF Results (called Transcripts of Results)

There are 3 "templates":

1. Testamur - Qualifications (for the completion of a full AQF qualification or AQF Skill Set) and
2. Transcript or Record of Results – issued separately or on the back of the Qualification or Skill Set or as a progress record of results at unit level
3. Statements of Attainment (for the completion of one or more units of competency from an AQF qualification or skill set)

Compliance checking of template format

The template AQF testamur and transcripts will comply with the guidelines.

We will use quality paper and graphic design to protect the integrity of the testamur.

The courses and templates are set up in the RTO Manager system and we will communicate regularly with the Supplier to ensure our transcripts are correct. The guidelines will be regularly checked at identified websites:

Where to look	What to look for at this site
training.gov.au	The scope of registration is listed on training.gov.au. This is where we check our RTO listing and qualification and unit code and name changes. http://training.gov.au/
asqa.gov.au Standards for RTO's 2015	User's Guide Standard 3
	Clauses 3.1 – 3.4 Provide secure certification
	Schedule 4 Conditions of Use of NRT logo
	Schedule 5 Application of the AQF Qualifications Issuance Policy within the VET Sector
	www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/
asqa.gov.au Fact Sheet	Fact Sheet – Sample AQF documentation
	www.asqa.gov.au/media-and-publications/sample-aqf-documentation.html

Confirming and verifying the student results

Results for units are entered progressively in our RTO Manager system.

Students' final completed assessment items are sent to student services for checking and entry into the RTO Manager system.

The Administration Officer checks the supplied paperwork from the Assessor and initials the results page.

This confirms the assessment documentation is complete and will be retained in a controlled system.

When the student's results have been entered for all units in a full qualification or the required units for a statement of attainment, the Administration Officer checks that the fees are paid in full.

The RTO Manager records this checking procedure.

Supply within 30 calendar days of completion and payment

The documentation must be issued within 30 calendar days of the learner's final assessment being completed and recorded at the end of the course or if exiting the course and providing all fees have been paid.

The verified USI must be entered in the RTO Manager system by this stage. The RTO Manager will indicate if this is not entered as a quality control check.

The documentation is sent to the learner directly and not to another party such as the employer.

This means the postal address must be correct and it is the responsibility of the learner to advise student services of any changes to the address provided on the enrolment form.

Certificate issuance checking

Our Administration Officer will always check that testamur has the correct information including:

- Correct legal entity name and/or trading name (ASIC), RTO national provider number and contact details
- Correct title and code for the qualification, skill set and units of competency
- Correct use of the logos and recommended text
- A unique certificate number

- A date of issuance
- The name and title of the DIRECTORS. Signature is not essential but our RTO uses an original signature.

Transcript of results

A separate record of results will be issued for full qualifications

This transcript will usually be on the reverse side of the Qualification or Skill Set (testamur).

It will be printed from our RTO Manager system.

This will show:

- Correct legal entity name and/or trading name (ASIC), RTO national provider number and contact details
- Correct title and code for the Qualification
- List of units of competency and results with a key to results
- (Repeated) certificate number
- A date of issuance
- The name and signature of the DIRECTORS
- Correct use of the NRT logo and recommended text (optional to use logos on a transcript)

Certificate number and date of issue

The certificate number and issue date will be generated in the RTO Manager system.

The certificate details and number will be retained in the RTO Manager system and backed up.

Reports can also be extracted when required.

Unique design and signature for protection of our testamur

The RTO uses graphic design on the pre-printed paper and an original signature by the Directors to protect the integrity of our certificates.

Archiving of certificates

The Administration Officer will scan the signed certificate prior to postage. The copy will be saved in the student's file and/or attached to the student records in the RTO Manager system.

Access to records by current and past learners

Current students can either request information about their progress and results and a transcript of results at the end of the course by contacting student services through email or access through RTO Manager student portal.

Past learners can request a reissuance of certificates or a transcript of results. This request must be in writing. There is a verification process as set out below.

Reissuance of certificates

- The Administration and Compliance Manager will be responsible for this process and approve all requests.
- A request for a replacement certificate or transcript of results must be submitted in writing. This can be through email.
- The RTO allows 30 calendar days to respond and process the request.
- The identity of the applicant must be checked and verified.
- There is a fee charged.

- Testamur for Qualifications or Statement of Attainment will only be reissued once.
- The reissue will be logged in the database case notes or student's records.
- The transcript or record of results can be generated from the RTO Manager system for future requests.