



Certificate Issue

Regulation and Standards	National Code 2018 Standard P4.2
Policy	<p>This policy describes the process by which POLLARD ENGLISH will record and issue Certificates and Statements of Attainment to Students who have met the requirements.</p> <p>This policy applies to POLLARD ENGLISH and its students addressing the course requirements for the awarding of a Certificate or a Statement of Attainment. The DIRECTOR is responsible for issuing of Certificates and Statements of Attainment, including replacement certification documents and preserving the Student Management System (SMS) in current, compliant and operational status <u>within 30 days</u> from completion of the last assessment.</p> <p>The POLLARD ENGLISH Students Management database maintains all data, including all relevant student details and a register of Certificate and Statements of Attainment issued. The SMS has the ability to generate and provide AVETMISS data if and when required.</p> <p>Before a Certificate is awarded, the DIRECTOR and Director of Studies must ensure that all summative assessments have been completed and assessed as competent.</p> <p>The Students will be advised within the week of completion as to their results.</p> <p>All Students who have successfully completed their course will receive a Certificate or Statement of Attainment.</p> <p>All Students who have not completed all units in a course will receive a Statement of Attainment.</p> <p>If a student has any outstanding fees, the student will be notified by Student Support Services. The student must pay any outstanding fees before a Certificate or a Statement of Attainment is issued (this information is provided to students at induction/orientation, to avoid any misunderstanding).</p> <p>Prior to issuing the certificate/statement of attainment to any student, Student Support Services will ensure that the student has paid all outstanding fees, and that the student has provided POLLARD ENGLISH with a Unique Student Identification (USI) number before the Certificate or the Statement of Attainment is being issued. The Unique Student Identification number MUST be verified prior to the qualification being issued. This will be completed by Student Support Services.</p> <p>Certificates</p> <p>POLLARD ENGLISH maintains a register of all certificates they are authorised to issue.</p> <p>POLLARD ENGLISH maintains a register of all certificates they issue to students.</p> <p>POLLARD ENGLISH ensures that it does not include a state or territory registering</p>



	<p>body logo on Certificates or Statement of Attainments.</p> <p>Each Certificate issued has a unique Certificate Number.</p> <p>Statements of Attainment</p> <p>POLLARD ENGLISH ensures that it does not include a state or territory registering body logo on Certificates or Statement of Attainments.</p> <p>POLLARD ENGLISH uses the NRT logo in accordance with current conditions of use and maintains a copy of NRT logo specifications on file.</p> <p>POLLARD ENGLISH has developed the Statement of Attainment in a format so that it cannot be mistaken for a certificate and it includes the words 'Statement of Attainment' at the top of the document.</p> <p>Each statement issued has a unique Statement of Attainment number.</p> <p>This policy document is made available to students as part of the Student Handbook.</p> <p>Mechanisms to Reduce Fraudulent Reproduction</p> <p>The following elements have been added to reduce chances of fraudulent reproduction:</p> <ul style="list-style-type: none">- All Certificates have a certificate number which is unique to the student who completed the course.- All Statements of Attainment have a statement of attainment number which is unique to the student who completed the course.- POLLARD ENGLISH has an embossing machine with a die which includes as a text display POLLARD ENGLISH 's Name and National Code.- The embosser is used to press a seal onto the Certificate and the Statement of Attainment.- The seal not only adheres but also indents the shape of the die into the Certificate and Statement of Attainments - which cannot be removed without destroying the document.- The embosser is locked in POLLARD ENGLISH DIRECTOR 's office inside a safe; the only staff member with access to the safe is the DIRECTOR.- POLLARD ENGLISH database has built in templates for Certificates and Statements of Attainment.- To ensure templates remain compliant and current, the templates are password protected to ensure only approved staff members have the access to make changes or additions. This also ensures certification documentation is used consistently across the education and training sectors.- Students' record files both academic and administrative are locked in a filing cabinet inside the Director of Studies office and then relocated to the secure archive room once students have completed the course or part thereof.- Hard copies of Certificates and/or Statement of Attainment registers are stored and kept in the DIRECTOR 's office.- Electronic copies of student data are maintained in the POLLARD
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	<p>ENGLISH Student Management System and also secured off site at the DIRECTOR's personal residence.</p> <p>Re-issuing Certificates</p> <p>If the Certificate or Statement of Attainment is misplaced or damaged, the student or alumni may contact POLLARD ENGLISH to order a replacement. POLLARD ENGLISH will not re-issue a Certificate or Statement of Attainment; however, will issue a 'Certified Copy' of the original certification documentation with a statement on the documentation stating: 'this is a replacement of the original document.'</p> <p>Students or prior students making requests for replacement certification must provide proof of identity including the student identification number in addition to a current Australian driver's license or a current passport. The Director of Studies will then complete a verification check to ensure the person requesting documentation is the person previously enrolled in the stated course. The cost for a certified copy of the original award documentation is \$60.00, which is to be paid at the time of application for replacement documentation. It may take up to two weeks for the copy award document to be completed from the date of the application.</p>
Procedure	<ol style="list-style-type: none">1. The ELICOS teacher provides copies of the student assessments documents including the completed students' assessments, the completed assessment task cover sheet with comments, the unit assessment outcome sheet, etc. to the Director of Studies at end of the unit of competency. The ELICOS teacher is responsible to ensure that all assessments are marked in a compliant manner per relevant standards and/or POLLARD ENGLISH guidelines.2. Marked assessments and results (including feedback) are to be provided to the Director of Studies within two days of students completing assessments for a particular level.3. The Director of Studies MUST complete a quality and compliance check of all the completed/marked assessments and approve evidence as compliant and ready for data entry in POLLARD ENGLISH Student Management System.<ol style="list-style-type: none">a. Evidence that is non-compliant will be handed back to the teacher with comments and details as to why evidence is not compliant – the ELICOS teacher will be given two days to re-submit and fix all non-compliant evidence.4. Student Support Services provides printed Certificates and or Statement of Attainments to the Director of Studies for verification and final check. The Director of Studies MUST check that the Certificates and or Statements of Attainment have correctly identified the student, course and level, date of completion, Certificate/Statement of Attainment (SOA) number, issue date and will perform all other checks (including valid USI) before the Certificate or Statement of Attainment is made available for



	<p>the student to pick-up.</p> <ol style="list-style-type: none">Once the above procedures have been completed, the Director of Studies will provide formal notification to the POLLARD ENGLISH DIRECTOR stating that compliance checks have been completed and that the award documents are cleared for final processing which includes signing and embossing by the DIRECTOR, the formal notification will include relevant student details.The DIRECTOR completes a final check of student records and also cross checks that the Certificate is clearly for the ELICOS Course. If all data is compliant, the DIRECTOR will place the RTO seal onto the Certificate and /or the Statement of Attainment via embossing machine and then sign and date the document. This is to be considered as the date of issue of award or the conferral date.A final close-out check of the student's admin and academic files is completed by the Director of Studies; a copy of the Certificate is placed into the student's file and then moved into the secure archive room.Student Support Services arranges with the student to pick up the Certificate or else mails via registered mail to the student. If the Certificate is issued by mail, the envelope is to display the wording: "PLEASE DO NOT BEND" and a cardboard 300gsm is also placed in the envelope.The Certificate or Statement of Attainment details are recorded in the Certificate Register or Statements of Attainment Register for reporting and audit purposes.Student Support Services completes the register updates with the DIRECTOR, cross checking and initialling the register.The DIRECTOR might recall or cancel a Certificate or Statement of Attainment (SOA) if one of the following has occurred:<ol style="list-style-type: none">The student has provided incorrect or misleading information in the process of obtaining the certificate;The student should have been marked as incompetent based on the evidence provided. Student will be provided the chance to rectify the issues identified via the Complaints and Appeals Policy or Procedure.Any other circumstances where the Certificate or Statement of Attainment (SOA) should not have been issued under the relevant Standards of the National Code 2018. <p>When issuing certification, POLLARD ENGLISH will:</p> <p>issue in a timely manner (Certificates must be issued within 30 calendar days of the student's final assessment being completed or their exiting their course, providing all fees have been paid), so our students can provide proof of their</p>
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	<p>competence to employers (or potential employers) and obtain any industry license or accreditations.</p> <p>issue certification documentation directly to the student, not to another party, such as an employer.</p> <p>ensure students can access records of certification issued to them.</p>
Reviewed	Annually
Version	0.1