

Issuing Certificates and Statements of Attainment Policy and Procedure

Opengate Institute
RTO code

1. Purpose

The purpose of this document is to outline a consistent set of principles under which certificates and statements of attainment are issued at Opengate Institute in accordance with accreditation processes

2. Scope

This policy and procedure apply to all Opengate Institute students who meet all course requirements for the issuance of certificates or a statement of attainment.

The policy does not apply to non-AQF qualifications.

3. Responsibility

The Manager is responsible for the implementation and monitoring of this policy and procedure.

4. Definitions

Nationally Recognised Qualifications:

In line with national requirements for consistency in the use of qualification titles, the name of the qualification and its title must confirm to the AQF nomenclature exactly as recorded on the national register www.training.gov.au. The TGA code number is to be stated with the title of the qualification and the use of the Nationally Recognised Training (NRT) logo. The qualification name is followed by "in" for short courses, Certificates I-IV, Graduate Certificates and Associate Degrees, and "of" for Diplomas, Advanced Diplomas, Graduate Diplomas, Degrees, Masters and Doctoral Degrees.

Statement of Attainment (SOA):

Issued in recognition of completed competencies from a training package or unit of study from an accredited course. A Statement of Attainment must include a list of the competencies completed and, if applicable, the AQF qualification partially completed, with the title of the training package or accredited course from which these were drawn. The national code for each competency must also be used. Opengate Institute's provider number from the National Register must be included on all certificates and statements of attainment issued by the Institute.

Guidelines for issuing a SOA will be in accordance with the AQF Implementation Handbook.

Certificate: an official document that confirms a qualification has been issued to an individual.

Specialist Training Accreditation

All students who have completed specialist training with PACFA or any other governing body or college will be issues with a certificate thus stating the student course completed, including workplace hours, supervision hours and course equivalent

5. Policy

Opengate Institute will issue certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training. In pursuant to the policy, the following key considerations will be met for issuing certificates and SOAs.

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- a) All certification documentation issued by Opengate Institute will meet the requirements of accreditation
- b) Records of learner certification documentation are maintained by Opengate Institute in accordance with the requirements of Standards and are accessible to current and past learners.
- c) certification documentation is issued to a learner within thirty (30) calendar days from the day the learner being assessed as meeting the requirements of the training product and if the training program in which the learner is enrolled is complete, and all agreed fees the learner owes to Opengate Institute have been paid.

6. Procedure

- a) Opengate Institute will issue certificates or SOAs for each qualification completed by a student.
- b) The certificates or SOAs will only be issued once the student's results have been ratified by the coordinator.
- c) Student Services will go through each step of the certificate issuance checklist and requirements to ensure all requirements are met.
- d) Any Third-Party Providers who delivers on behalf of Opengate Institute (if applicable) will also complete a checklist while requesting certificate for students.
- e) Students who only partially complete a course can apply for a statement of attainment, listing the units of competency successfully completed.
- f) Student Services will ensure all financial obligations have been met.
- g) If a student has outstanding fees that have not been paid, the student will be notified by Opengate Institute's Student Services that they must pay the outstanding fees before the certificates or SOAs can be issued. Graduating students will not be eligible to attend the Graduation Ceremony (if applicable) until all outstanding fees are finalised.
- h) Student Manager is responsible for organising the printing of the certificates or SOA and for a reference number to be recorded in the registry in the Student Records Management System.
- i) Certificates are conferred at a Graduation Ceremony (if applicable) or posted to the student's postal address, if requested.
- j) Transcripts and SOAs are printed on a copy proof security paper.
- k) SOAs are issued by Student Services and may be posted to the student's last known postal address.
- l) Serial number of certificates and transcripts are recorded.

The student must provide written authorisation to Opengate Institute Manger if they would like someone other than the student to collect the certificate or SOA. The authorisation letter will be maintained in the student file.

7. Reissuing of certificate or SOA

The student must complete the Certificate Request Form and submit to Student Services Department for reissuance of the certificate.

The Student Services Manager will contact the student and advise them that the certificate or SOA is ready for collection.

8. Record keeping and confidentiality

Copies of all certificates and SOAs handled under this policy and procedure shall be maintained for a period of at least thirty (30) years in line with requirements.