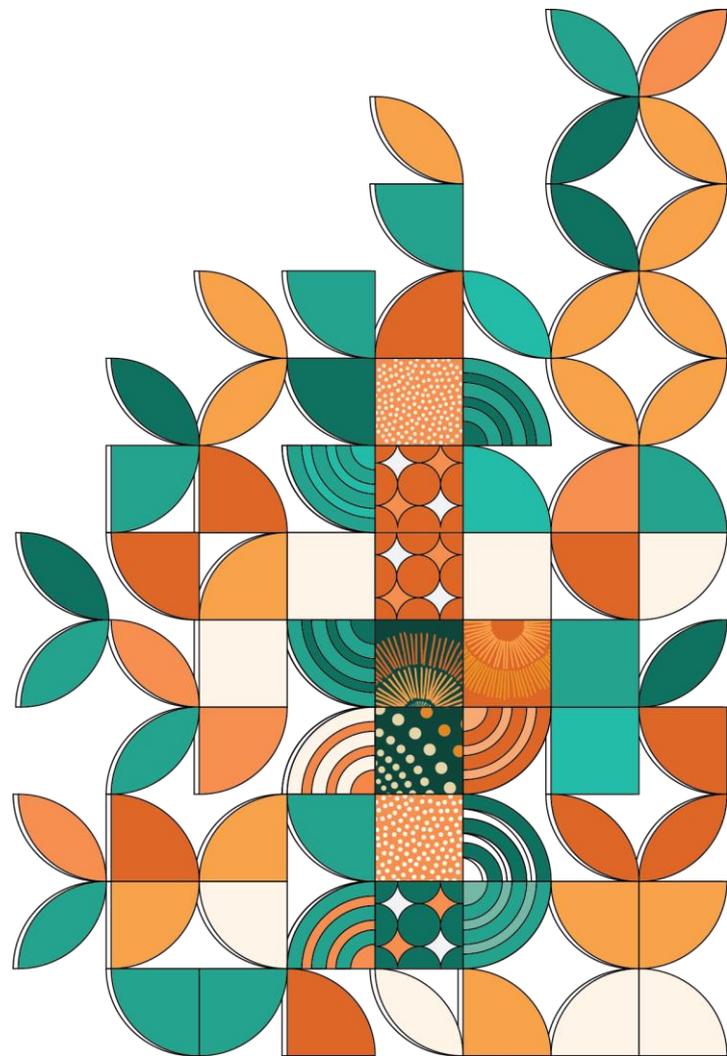


Certification, Issuing and Recognition of Qualifications and Statements of Attainment Procedure



SECTION 1

1. Purpose

- 1.1 The purpose of this procedure is to support the Certification, Issuing and Recognition of Qualifications and Statements of Attainment Policy and ensuring the Institute of Health and Nursing Australia (IHNA) adheres to the highest standards in the certification, issuing, and recognition of qualifications and statements of attainment. This procedure outlines the steps and responsibilities for the issuance and recognition of qualifications and statements of attainment in compliance with the Australian Qualifications Framework (AQF) guidelines and the Standards for Registered Training Organisations (RTOs) 2015.

2. Scope

- 2.1 This procedure applies to all qualifications and statements of attainment issued by IHNA, as well as those recognised by IHNA
- 2.2 This procedure applies to all students admitted to any course or unit at IHNA.

3. Definitions

- 3.1 Refer to IHNA's Glossary of Terms.

SECTION

4. Procedure

5. Issuance of credentials for VET qualifications (AQF qualifications)

- 5.1 Students are required to submit completed assessments into Clinsoft or the Student Hub to the Course Coordinator or Educator upon the completion of their Professional Experience Placement.
- 5.2 Educator checks for completion of all mandatory fields-Student and trainer or assessor/Course Coordinator signature columns, all answer fields, agreement pages, attendance sheet, date columns.
- 5.3 The Assessor evaluates the student's submitted assessment tools, provides feedback, and uploads on Knowledge Hub.
- 5.4 If satisfied with all assessments, a training plan will be generated through Knowledge Hub (KH) and E-signed or printed copy signed by the student and the trainer and assessor /course coordinator/training manager.
- 5.5 The completed training plan will be verified and uploaded to each student's profile by the administration

- staff. If an electronic signature is used, the documents will be uploaded to the student document section.
- 5.6 An Educators will ensure and verify that the student's Comprehensive Assessment Record (CAR) accurately reflects the updates in unit codes.
 - 5.7 After the training plan completion, the course coordinator/training manager or delegate will send a notification of completion email to the students which includes the Student Feedback Survey (AQTF learner survey, link from the KH to the students. Encourage the students to complete the survey before issuing a certificate.
 - 5.8 This email will serve as the official notification date for certificate issuance, triggering the 30-day countdown mandated by Standard 3 and Clause 3.3 of the Standards for Registered Training Organisations (SRTOs) 2015. To ensure timely certificate issuance. Please ensure the "Effective completion of the qualification achieved on the date" field in the training plan is accurately updated within the "Certificate Issuance Checklist".
 - 5.9 Students are required to submit Course Completion and Certification Checklist through their student hub to reconfirm their details such as name, date of birth and postal address.
 - 5.10 The Student Administration Officer verify and update the Certificate Issuance Checklist and submits a Certificate Request for the Quality Assurance Team to issue Course completion certificate.
 - 5.11 The Quality Assurance Team will complete a final verification of the student documents and assessments followed by the Assessment Audit before issuing a Course completion certificate
 - 5.12 A digitalised system, eTestamur, will be utilised to issue and finalise digital certificates, ensuring all necessary information is included. Please refer to the Standard Operating Procedure for the Certificate Request Process for further details
 - 5.13 The Chief Executive Officer or delegates will sign the credentials for issuance to students. A digital copy will be generated and saved in e-Testamur portal. Soft copy will be uploaded in the respective student's profile in KH which students get access through their Student hub documents section.
 - 5.14 Student who have not fully paid their fees will not be receiving their both digital and hard copy certificate until they have cleared all their pending fees and the same will be notified to the student via email through the eTestamur.
 - 5.15 For hard copy collection of the certificate upon request from the student, Following confirmation of student identity and full payment of course fees (or a valid Direct Debit Agreement), the campus team or delegate will distribute credentials to students. This issuance will be documented in the Certificate Issuance Checklist and Certificate Tracking Register available at reception which should be maintained

with accurate and complete information.

- 5.16 In the event that a student has requested to send his credential by post, we will require an update of the postal address in writing. Further, we will reconfirm the postal address before dispatch of hard copies.
- 5.17 For credentials sent via Express or Normal Post, the administration officers will record the corresponding mail tracking code in the Certificate Tracking Register.

6. Issuance of credentials for Course Progress Advice (CPA) and Statement of Attainment

- 6.1 Refer to the steps and procedure mentioned in the issuance of credentials for VET qualifications, except
- If students come for course progress advice and haven't completed any of the units, there is no requirement for a training plan. However, should a student have completed one or more units of competency, then they must present a training plan signed off by the Trainer and Assessor/ the Course Coordinator/Training Manager..
 - A digital copy will be issued and mailed to the student using eTestamur. Hard copy certificates will be available upon request.
- 6.2 IHNA will issue the Statement of Attainment when the student has withdrawn or terminated from the enrolled course following the steps and procedure mentioned in the issuance of credentials for VET qualifications.

7. Issuance of credentials for IHNA Short Courses

- 7.1 Refer to the step and procedure mentioned in the Issuance of credentials for VET qualifications.

8. Issuance of credentials for IHNA Professional Development Courses

- 8.1 The trainer or assessor completes the Training delivery and assessments.
- 8.2 The trainer or assessor evaluates and verifies the participant submitted assessment and uploads it on the KH.
- 8.3 The Student Administration Officer will send the 'Student Feedback Survey' link to the students through KH. The participants are encouraged to complete the survey before issuing a certificate.
- 8.4 The Student Administration Officer will verify that all the students' administrative documents are properly uploaded into the KH.
- 8.5 The Quality Assurance department will issue with a Statement of Attendance on the same day.
- 8.6 The trainer or assessor/course coordinator will sign the credentials for issuance to students.

- 8.7 If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.
- 8.8 Credential sent by Express/Normal Post, the administration staff is responsible for mailing the Certificates.

9. Issuance of credentials for Non-AQF Qualifications

- 9.1 Refer to the step and procedure mentioned in the Issuance of credentials for VET qualifications.

10. Replacement/Reissue, Revoking and Retention of Credentials

- 10.1 Students may request a reissue of their course credential under specific circumstances. To initiate this process, students must submit a formal application accompanied by supporting documentation, including valid proof of identity. Requests can be submitted via email to studentsupport@ihna.edu.au or by visiting the campus in person.
- 10.2 The Registrar reserves the right to decide the validity of the request and grant the same. A fee of \$25 per credential will be charged for re-issuance.
- 10.3 The re-issuance of the certificate will take up to 20 working days from the approval of an application for re-issuance of course credentials.
- 10.4 'Date of Issue' in the re-issuance certificate should be the same as the date of issue in the original certificate.
- 10.5 IHNA will reissue the credentials in the following instances
- Students who have lost, had stolen, or damaged their original credentials are eligible to request a reissue.
 - There was an error in the original credential, such as a misspelling of the graduate's name, incorrect degree title, or wrong date of graduation.
- 10.6 IHNA maintains the integrity of its qualifications by revoking certification documentation in the following instances:
- Fraudulent Documentation:** In cases where evidence exists of improperly obtained, created, duplicated, or falsified certificates, IHNA will revoke the documentation.
 - Issuance Errors:** If a certificate is issued incorrectly, IHNA may revoke it and, if applicable, issue a corrected version.
 - Students have the right to appeal any decisions regarding revocation of certification documentation. Please refer to the Student Complaints and Appeals Policy and Procedure for detailed information

on the appeals process.

- 10.7 All the certification-related digital records will be maintained and stored in the student management system (KH) at least the minimum period of time specified by the SRTTO Standards, which is currently 30 years.

11. Printing of Course Credentials

- 11.1 Once the certificate request has been signed by the authorised person using eTestamur, the Quality Assurance team or delegate has to initiate printing of course credentials as per student request.

The steps include:

- a. Collecting the certificate printing paper from the custodian.
- b. Print the certificate from eTestamur portal
- c. For hard copies the certificate will be sent to the respective campus

12. Graduation Ceremony

- 12.1 IHNA will organise a graduation ceremony and send invitations to each graduate to attend the event.
- 12.2 Graduates will receive their certificates at the ceremony. Graduates who choose not to attend the ceremony will receive their certificates in absentia.
- 12.3 Students invited to attend the graduation ceremony are responsible for:
- a. Verification of Details: check the accuracy of the details to be printed on the certificate. If any incorrect details are found, students must inform IHNA as soon as possible.
 - b. Responding to the Invitation: accept or decline the invitation to the graduation ceremony. An acceptance means the certificate will be presented to the graduate at the ceremony. A refusal means the graduate must either collect their certificate in person or have it mailed to their address. If the certificate is to be collected in person, the graduate must present their identification card.

13. Review and Continuous Improvement

- 13.1 This procedure will be reviewed once every 6 months to ensure compliance with ASQA standards and AQF guidelines. Feedback from students, staff and different stakeholders will be recorded in the Continuous Improvement Register and used to improve the certification and issuance process.

14. Responsibility

- 14.1 The CEO has the overall responsibility for implementing this procedure.
- 14.2 The Academic Director/Training Manager/ Course Coordinator is responsible for the implementation of

this procedure.

- 14.3 The National Registrar and Quality Assurance team has the overall responsibility for implementing this procedure in coordination with the relevant department and/or person.

SECTION 3

15. Associated Information

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|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Related Internal Documents | <ul style="list-style-type: none"> • Certification, Issuing and Recognition of Qualifications and Statements of Attainment Policy • Comprehensive Assessment Record • Assessment Audit Checklist • Certificate issuance checklist • Standard Operating Procedure for the Certificate Request Process • Complaints and Appeals Policy • Complaints and Appeals Procedure |
| Related Legislation, Standards, and Codes | <ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for Registered Training Organisations 2015 • Education Services for Overseas Students Act 2000 (ESOS Act) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) • Enrolled Nurse Accreditation Standards 2017 • AQF Certification Documentation • Standards for RTOs 2015, Clause 3.2 and Schedule 5 • Relevant State and Commonwealth contracts and eligibility documents (VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), Smart and Skilled) |
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| IHNA DocID | IHNA-CIRQSAP2-3.0 |
| Department | Academic and Quality Assurance |
| SRTO2015 Stds and sub section | Standards for RTOs 2015, - Standard 3 and Schedule 5 |

16. Change History

| Version Control | | Version 3.0 |
|-----------------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Version No. | Date | Brief description of the change, incl version number, changes, who considered, approved, etc. |
| V.1.0 | 12/03/2021 | Created as a separate procedure, revised, and updated with pertinent sections |
| V.2.0 | 22/02/2024 | Updated in the new template and logo |
| V.3.0 | 17/06/2024 | Changed the structure of the document and minimise the redundancy Rewrite and revise the overall procedures in line with current practices at IHNA. Added information regarding revoking and retention |