QUALIFICATION ISSUANCE POLICY & PROCEDURES

This policy is to:

• set out principles and procedures for the contents and issuance of certification documentation to students including testamurs, transcripts, etc.

• ensure qualifications issued by AIHT are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and or units of competency/accredited courses in accordance with the current Training Package.

• ensure that AIHT is compliance with legislative and regulatory requirements

Policy and Procedures

• Types of documentation to be issued

  o A testamur and a record of results will be issued to a student who has completed all of the required units of competency (as specified in the training package qualification).
  o A statement of attainment will be issued upon a student completed the requirements of specified units of competency. It will not be issued as an interim progress statement to a student who is continuing the course.

• Conditions of issuance of documentation:

  o Certification document is prepared and finalised by Compliance Team.
  o Compliance Team to ensure that all required unit of competencies for the qualification are successfully completed.
  o No document will be issued to a student who has outstanding fees to AIHT.
  o AIHT only issue document to students after they have verified USI(s).
  o Document for students is issued within 30 calendar days of the student exiting their course or completing their final assessment, and in accordance with these procedures.

• Testamurs for AQF awards will contain the following information:

  o AIHT as the issuing provider
  o name of the student

- o awarded AQF qualification by its full title
- o date of issue
- o CEO signature
- o AIHT's seal, certificate number.

• Register of all AQF qualifications:

- o only the approved and listed qualifications are maintained in the Student Management System to be able to issue certification documentation.
- o all issued documents are registered against student's profile and recorded in the Student Management System.

• Collection of documents:

- o Students will receive their documents at a graduation ceremony.
- o If students would like to receive their documents before a graduation ceremony, they can complete the document request from.
- o Students who have already received documents will not be issued with an additional hardcopy at an award ceremony.

• Re-issue / Replacement of documents:

- o Student Support Team may approve the re-issue or replacement of documents upon the receipt of a complete application which includes:

  - ▪ verifiable evidence that the documents has been lost, damaged or destroyed

  - ▪ the originally issued documents if available

  - ▪ identification evidence

  - ▪ payment of required fees

- o A statement is to be printed on the replacement documents to indicate that the document has been re-issued on a particular date.
- o A replacement or re-issued documents will be issued in the approved format which is in effect at the time of the application/re-issue.