

I. FITTA Policies and Procedures

A. Issuance and Official Documentation Policy

1. Policy

This policy outlines Fitness Training Academy's (FITTA's) certificate issuance policy and procedure. It sets out how FITTA ensures that all certification documentation it issues, and the processes it follows to do so, meet the Standards for Registered Training Organisations (RTOs) 2015 and the Australian Qualifications Framework (AQF). The issuing of certification (Record of results, qualification testamur and statement of attainment) to eligible students will occur within 30 days of the completion of the qualification to eligible students. To provide a copy of previously issued awards within 14 days of a written request.

2. Purpose

To provide a clear outline of the process, policies and timeframes related to the issuance of certificates, eligibility of the student and associated costs for a requested copy of documents.

3. Definitions

AQF: is the Australian Qualifications Framework

Certification Documentation: includes testamurs, statements of attainment and records of results

National Register: is training.gov.au

Record of Results: is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised issuing organisation. In Australia this may be called a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'.

Statement of Attainment: A statement of attainment recognises that one or more accredited units has been achieved.

Testamur: is an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called 'award', 'parchment', 'laureate' or 'certificate'.

USI: is unique student identifier number.

4. Scope

This policy applies to FITTA staff, students who are currently enrolled, recently graduated or have studied in previous years with FITTA.

5. Procedure

Students who have been found competent in an entire qualification will automatically receive a Certificate which meets the standards of issuance within 30 days of the completion of their qualification should they be eligible.

Eligibility:

1. A student is Eligible to have their Official documents issued once the Trainer/Assessor has found the student competent, and
2. The student has no outstanding balance, fees or outlined costs in which the student has agreed to have paid at the commencement of their studies with FITTA.

Students who have not met the agreed terms of the course payment plan or have an outstanding balance will need to discuss with FITTA administration the outstanding balance. This can be discussed via e-mail or phone. Once an agreement between FITTA Administration has been reached and the final payment from the student has been received the relevant documents will be issued.

Students who have completed individual Units but have not completed the entire course will be issued a statement of attainment of units completed within 30 days of written notification of cancellation of their continued study with FITTA (email is acceptable).

Requested Copy of Documents

Students can contact FITTA to request a copy of their documents which have previously been issued, FITTA will charge an administration fee to be paid prior to issuing:

Printed: \$60 per document (and \$10 per any additional document within the same request)

Digital Copy: \$20

Payable by Paypal/Direct Debit/Cash to
Fitness Training Academy
BSB: 484-799
Account: 203497704

To request a copy of a document contact FITTA administration by emailing
admin@fitta.com.au

6. Official Documentation

FITTA will only issue AQF certification documentation for training products on its scope of registration as listed on the National Register.

FITTA will only issue AQF certification documentation to a learner that it has assessed as meeting the requirements of their training product as specified in its respective training package.

FITTA will only issue AQF certification documentation to a learner once it has verified their USI.

FITTA will issue all AQF certification documentation to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training

product if the course in which the learner is enrolled is complete, and providing all agreed fees the learner owes to FITTA have been paid.

Certification documentation is issued in hard copy and can be collected in person by a learner (on presentation of appropriate identification) or posted to a nominated address. Certification documentation can also be emailed to a learner in a digital form (non-editable PDF) at the learner's request.

FITTA will only issue AQF certification documentation directly to the associated learner.

All learners that successfully complete their course are entitled to receive a testamur and a record of results on award of the qualification.

All learners that successfully complete part of their course are will receive a statement of attainment listing the units of competency the learner has achieved.

Records of learner AQF certification documentation maintained by FITTA are accessible to current and past learners at the student's request.

All AQF certification documentation issued by FITTA will meet the requirements of the AQF Qualifications Issuance Policy and Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015 including;

Issuing AQF Qualifications (testamurs)

a) FITTA will include the following information on each testamur it issues:

- FITTA's name, RTO code, and logo
- The code and title of the awarded AQF qualification
- The date of issue
- The authorised signatory
- FITTA's, corporate identifier or unique watermark
- The AQF Logo or statement in accordance with the AQF's Conditions for the use of the Australian Qualifications Framework Logo
- The NRT Logo in accordance with the current conditions of use contained in Schedule 4 of the Standards for Registered Training Organisations (RTOs) 2015.

b) The following elements will be included on the testamur as applicable:

- The State / Territory Training Authority logo (only where use of the logo is directed by State Territory Training Authorities, e.g. within contracts)
- The industry descriptor, e.g. Fitness
- The occupational or functional stream, in brackets, e.g. (Personal Trainer)
- Where relevant, the words, 'these units have been delivered and assessed in <insert language> followed by a listing of the relevant units.

c) FITTA will not include a learner's Student Identifier on a testamur or record of results.

d) FITTA will:

- Retain a register of AQF qualifications it is authorised to issue and of all AQF

qualifications issued

- Retain records of AQF certification documentation issued for a period of 30 years, and
- Provide reports of qualifications issued to ASQA as directed by ASQA.

Issuing Statements of Attainment

e) FITTA will include the following information on each statement of attainment it issues:

- FITTA's name, National RTO code, and logo
- A list of units of competency the learner has successfully completed, showing their full code and title for each unit of competency
- Date of issue
- The authorised signatory
- FITTA's seal, corporate identifier or unique watermark
- Document identification number
- The statement 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'
- The NRT Logo in accordance with the current conditions of use contained in Schedule 4 of the Standards for Registered Training Organisations (RTOs) 2015

f) The following elements will be included on the statement of attainment as applicable:

- The State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities)
- The words 'These competencies form part of [code and title of qualification(s)/course(s)]'
- The words, 'These competencies were attained in completion of [code] course in [full title]', and
- Where relevant, the words, 'these units have been delivered and assessed in <insert language>' followed by a listing of the relevant units.

g) FITTA will not include a learner's Student Identifier on a statement of attainment or record of results.

h) FITTA will:

- Maintain a register of statements of attainment issued
- Retain records of statements of attainment issued for a period of 30 years, and
- Provide reports of statements of attainment issued to ASQA as directed by ASQA

7. Record of Evidence for Student Qualification

In accordance with ASQA guidelines FITTA has a securely stored database containing all student qualification Assessment work books in Hard copy, post 6 months of the students completion all work books will be archived. Remaining documents in working files will be a copy of the Induction Checklist, copy of workbook cover page, a copy of the Assessors results and comments. A digital copy of Student information and all issued documents will be accessible to staff at all times. Student information prior to January 2014 is found with QUALIFY NOW who was hired for compliance and issuance.

Post January 2014 all student information is located in Axcelerate, in digital files or in hardcopy at the FITTA office in Eagleby.

8. Applicable Regulations

Standard 3

9. Created By:

Luana Ross 10.07.2016

Revised 15/06/2018

10. To be reviewed

15.12.2018