

*Issue of
Qualification and
Statement of
Attainment Policy*

POLICY NAME	Issue of Qualification and Statement of Attainment Policy
POLICY MANAGER	Academic Manager, Group Quality, Accreditation & Compliance
APPROVAL AUTHORITY	CEO
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1. Introduction

1.1. Purpose

The purpose of this policy and procedure is to ensure that the correct procedures are adhered to in the issuance of Qualifications and Statements of Attainment. This policy ensures that Greenwich College Pty Ltd. only issues qualifications, statements of attainment, and records of results to students who have completed all requirements of the program they are enrolled in. It outlines the systems in place to ensure certification is issued correctly and only after students have fully demonstrated competence against the required units or modules.

This complies with the Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements Division 2.11, the Australian Qualification Framework (AQF), and the accredited courses or endorsed Training Packages within its scope of registration. It also complies with all requirements of the National ELICOS Standards P4.3 and the Standards RTO 2025.

1.2. Scope

This policy is an overarching Group policy and applies to:

- i) All employees of Greenwich College
- ii) All courses delivered by Greenwich College including those delivered on their behalf by education providers with whom there is a licensing arrangement. If there are any discrepancies between an affiliate's policy and these, the Greenwich College policy will apply.
- iii) All students Greenwich College Pty Ltd (also trading as Greenwich English College, Greenwich Management College, Greenwich Hospitality College, Greenwich Health & Care College) RTO: 91153, CRICOS: 02672K

1.3. Definitions

Word/Term	Definition
Course	any period of study covered by a single eCoE.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
ELICOS	English Language Intensive Courses for Overseas Students
eCoE	an electronic Confirmation of Enrolment which is issued via PRISMS for a CRICOS registered course
International student	Means a student who is not : <ul style="list-style-type: none"> • an Australian citizen; • a permanent resident of Australia; or • a New Zealand citizen; or • a Humanitarian visa holder; and who is : <ul style="list-style-type: none"> • a temporary student visa holder (issued by the Australian Government).
LMS	Learning Management System. Often referred to as GOALS or Canvas.

2. Policy

Greenwich college will issue qualifications and Statements of Attainment in a manner that meets the requirements of the current ASQA Standards for Registered Training Organisations 2025, the Australian Qualification Framework (AQF) and the accredited courses or endorsed Training Packages within its scope of registration.

Greenwich college will also comply with all requirements of the National ELICOS Standards and the requirements set out in it with respect to the issuing of documentation on each student's completion or partial completion of a non-award ELICOS course.

Greenwich college strives to nurture a culture of continuous improvement, ongoing review, adherence to regulation and respect for national frameworks and standards, understanding that this is what allows qualifications and statements of attainment to retain their value and currency in an Australian context. Following conventions set at federal and state levels is obviously of great importance in furthering the reputation of the college and enhancing the value of its courses and training sessions for all students/learners.

Greenwich College participates in the Student Identifier scheme by informing students about their obligation to provide their USI number to the College as soon as possible, no later than a week after the commencement of their course. All students are provided information about USI number during the orientation session and also presentation which is saved in their LMS. Students are required to submit their official USI document (issued by and received from the USI office) directly to their LMS platform; they can also email this document to the Student Services Team. The Student Services Team updates students' records in the Student Management System accordingly.

Greenwich college takes the issuing of qualifications and statements of attainment seriously and strives to ensure that correct procedures are followed and that relevant documentation (eg. Certificates of Completion) is provided in a timely manner and through a just, consistent, transparent, meaningful and understandable set of guidelines that meet national and international best practice. This ensures that all Greenwich college's qualifications will continue to be of value to our students as they move on and into employment or further study.

Greenwich college and its staff ensure that AQF certification documentation are issued only when a learner has been assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course. All AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete. Greenwich College will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014. Greenwich College will not issue AQF certification documentation to an individual who has any outstanding fee. Additionally, Greenwich College will not include the learner's Student Identifier on the testamur or statement of attainment consistent with the Student Identifiers Act 2014.

Greenwich college will:

- retain registers of AQF qualifications they are 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 Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator
- maintain registers of all AQF certifications issued.

In line with Compliance Requirement Schedule 2, Greenwich college will include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:

- the name, National RTO code and logo of the issuing organisation
- the code and title of the awarded AQF qualification, and
- the NRT Logo in accordance with the current conditions of use contained in Schedule 2.

Greenwich college will include the following elements on testamurs as applicable:

- the State / Territory Training Authority logo (only where use of the logo is directed by State / Territory Training Authorities, e.g. within User Choice contracts)
- the industry descriptor, e.g. Engineering
- the occupational or functional stream, in brackets, e.g. (Fabrication)
- where relevant, the words, 'achieved through Australian Apprenticeship arrangements', and
- where relevant, the words, 'these units/modules have been delivered and assessed in English' followed by a listing of the relevant units/modules.

In line with Compliance Standards Division 2.11, Greenwich College will include the following information on a Statement of Attainment:

- the name, National RTO Code and logo of the issuing organisation
- a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency
- the authorised signatory
- the NRT Logo
- the issuing organisation's seal, corporate identifier or unique watermark
- the words 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'.

Greenwich College will include the following elements on Statement of Attainments 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 / modules have been delivered and assessed in English' followed by a listing of the relevant units/modules.

Greenwich college will not include the learner's Student Identifier on the Statement of Attainment consistent with the Student Identifier Act 2014.

Record Keeping

Greenwich college will:

- retain registers of AQF qualifications they are 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 Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator
- maintain registers of all AQF certifications issued

In line with Compliance Standards Schedule 2, Greenwich college will ensure that the NRT Logo be depicted on all AQF certification documentation issued by the RTO. These can only be issued by an RTO when the qualification and/or unit of competency are within the RTO's scope of registration. GREENWICH COLLEGE will ensure that the NRT Logo is not depicted on other testamurs or transcripts of results.

Greenwich college must include the following information on the non-award ELICOS certification, as per the requirements of the National ELICOS Standards P4.3:

- the CRICOS Course Name
- the registered provider name and contact details
- the dates of study and course duration
- levels of achievement or proficiency
- authorised signature and name of signatory
- an explanation in plain English of the terms used in awarding grades at all levels.

Greenwich college will issue an AQF certification documentation (Testamur or Statement of Attainment) to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes have been paid.

Publication

This procedure is published on each Greenwich college website and LMS to ensure students have up-to-date and accurate information publicly available to them.

3. Reference and Supporting Information

3.1. Supporting Documentation

Document name	Document type	Location
ASQA Standards for RTO's 2025 Compliance Standards	Regulatory Standards	External
The Education Services for Overseas Students (ESOS) Act 2000	Legislation	External
National ELICOS Standards	Legislation	External
The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018	Regulatory Standards	External
National Vocational Education and Training Regulator Act 2011	Legislation	External

3.2. Change History

Version	Approval date	Department Approved by	Change
v1.0	26 October 2015	Executive General Manager - Group Quality, Accreditation & Compliance Student Service Manager Academic Manager	Issue of Qualification and SoA Policy created
v1.1	14 April 2016		Annual review
v1.2	1 January 2018		
v1.3	4 March 2019		
v1.4	1 September 2022		
v1.5	5 April 2023	Group Quality, Accreditation & Compliance Student Service Manager National Academic Manager	Update Group Logo, Greenwich headers and footers, and align with Standards RTO 2025.
V2.0	1 July 2025		