



IHNA[®]
Institute of Health and Nursing Australia

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



1. Description and Scope

This describes the certification, issuing and recognition of qualifications and statements of attainment policy and procedure for IHNA. This includes credit transfer.

2. Responsibility

The CEO has the overall responsibility for implementing this policy.

The Training Manager/ Course Coordinator is responsible for the implementation of this policy and procedure.

3. Definitions

AQF certification documentation is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

Code means the unique identifier for units of competency, skill sets, VET accredited courses, modules, AQF qualifications or training packages as required by the Standards for Training Packages and Standards for VET Accredited Courses.

Nationally Recognised Training (NRT) Logo means the logo used nationally to signify training packages and VET accredited courses.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- non-formal learning refers to learning that takes place through a structured program of instruction, but does not to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Credit transfer: Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

National Recognition: Recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person.

VET accredited course means a course accredited by the VET regulator in accordance with the Standards for VET Accredited Courses.



RTO code means the registration identifier given to the RTO on the National Register

Skill set means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement, or a defined industry need.

Statement of attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Training Package means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.

Training Product means AQF qualification, skill set, unit of competency, accredited short course and module.

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package.

4. Policy

5.1 Issuing Qualifications

All Certificates and Statements of Attainment must be on approved stationery and issued in accordance with these procedures.

For VET Qualification IHNA uses anti-fraud certificate paper with hidden words and heat sensitive feature on the back. These are kept in a safe and accessed by Compliance Team in Corporate Office only. All the certificates are issued from Corporate Office and will be send to the relevant Campus.

Certificates and Statements of Attainment are issued when:

- The requirements of the qualification or units of competency have been met in accordance with the relevant Training Package.
- Results have been recorded in Academic Portal.
- The Training Manager/Course Coordinator verifies that the award requirements have been met.
- Student provided the USI (Unique student identifier) number to IHNA. IHNA verified the USI number though Student Management System or USI registry System.
- All fees have been paid or student have entered into a Direct Debit Agreement.

5.2 Protocol Defining the Form of the Qualification (A testamur & Record of Results)

All National recognised training qualifications issued by IHNA under the AQF will include the following elements:

- Name, logo and National Provider Number of IHNA
- name of person receiving the qualification;
- awarded AQF qualification by its code and full title;
- date issued;
- authorised Person;



- Unique Certificate Identifier.
- the AQF logo
- the Nationally Recognised Training (NRT) logo
- IHNA corporate identifier ' Organisation Stamp with Seal'

The record of results will be provided in addition to the testamur and will include the following elements:

- Name, logo and National Provider Number of IHNA
- name of person receiving the qualification;
- awarded AQF qualification by its code and full title;
- Year Enrolled, Unit Code, Unit Description, Results
- date issued;
- authorised Person;
- Unique Certificate Identifier.
- IHNA corporate identifier 'Organisation Seal'

5.3 Protocol for Defining the Form of Statements of Attainment

The issuance of a statement of attainment recognises that students do not always study a whole AQF qualification. They may choose to complete only a unit or units of competence or study from an accredited qualification or an accredited short course. The Statement of attainment can issued when the student withdrew or terminated from the enrolled course.

Statements of Attainment include the following features:

- Name, logo and National Provider Number of IHNA.
- name of the person who achieved the competencies or modules
- date issued
- a list of competencies or modules where no competencies exist showing their full title and the national code for each unit of competency
- authorised Person
- the Nationally Recognised Training (NRT) logo
- the words ' A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'
- the words 'These competencies form part of [code and title of qualification(s)/course(s) (this is optional, where applicable)'
- IHNA corporate identifier ' Organisation Stamp with Seal'

A Statement of Attainment will normally consist of a single page: it may run on to a further page where there is a long list of competencies (or modules).



5.4 Protocol for Defining the Form of Course Progress Advice

Where a student requests a record of progress they will be issued with a Course Progress Advice Letter.

The Course Progress Advice is issued before the qualification is achieved and will include all the units student enrolled into and the status of each unit. The Course Progress Advice should not be issued on certificate paper.

The Course Progress Advice include the following elements:

- Course title
- Covering Topics
- Authorised Signatory
- date of issue
- Credential Number

5.5 Certificate Tracking Register (Paper Copy)

Certificate tracking register will be maintained by each campus to ensure the students receive the correct document and will include the following data;

- Date certificate was collected or sent.
- Student name
- Course Title
- Certificate Issue Date
- Certificate Number
- Establish student identity verification
- Declaration of the student and Signature or
- If the certificate was sent by Express/ Normal post mention 'sent by Express/ Normal post'
- Signature of the staff who delivers the Certificate.

Each campus will maintain separate certificate issuance register for AQF qualifications and non-AQF qualifications.

The report of the Certificate Issued can be generated from the Reports from Academic Portal.

5.6 Generating Report of Credentials through Knowledge Hub - Academic Portal

All IHNA credentials are generated via Knowledge Hub (KH) - Academic Portal, and a unique number is assigned to all credentials and a register entry is automatically produced.

Report of Credential can be viewed at any time by running:

- Report 0323 (lists credentials grouped by Course), or
- Report 0411 (lists credentials grouped by Course Offer)



5.7 Generating Report of Credential through Academic Hub:

Reports of Certificate Issuance can be viewed any time from Certificate Issuance Report on Academic Hub.

- by Campus
- by Course
- by Course Offer

5. Procedure

5.1 Issuance of credentials for VET qualifications (AQF qualifications)

- Student submits the assessment tools to the Course coordinator / trainer or assessor after the completion of Professional Experience Placement.
- Trainer or assessor Initially 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.
- The Assessor evaluates the student's submitted assessment tools, provide feedback, upload on Academic Hub.
- If satisfied with all assessments, a training plan will be printed and signed by trainer or assessor /course coordinator and students.
- Administration staff to upload the training plan to AH and update all assessment outcome based on the signed training plan.
- Ensure the student's Comprehensive Assessment Record (CAR) is reflected the unit code updates.
- The Registrar/ Student Administration Offer to send the Student Feedback Survey (AQTF learner survey, IHNA Student Feedback, Unit outcome survey and work experience survey) link from Academic Portal to the students.
- "Effective completion of the qualification achieved on the date" in training plan will be counted towards issuance of certificate countdown for 30 days requirement by standard 3.3. This date needs to be updated in the "Certificate issuance checklist".
- The Registrar/ Student Administration Officer update the Certificate Issuance Checklist and submits a Certificate Request for the Compliance Team to issue Credential.
- The Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.
- A compliance officer who is printing the certificate needs to collect the certificate paper and common seal from the secured storage and update the certificate paper log.
- Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.
- Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to Academic Portal under student documents.
- Credentials will be posted/handover to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.



- The Registrar prepares Graduate list and submits the documents to AHPRA for the issuance of Nursing registration to students undertaking Diploma of Nursing Program.
- Students upon collecting the credentials will sign the Certificate Tracking Register available at reception.
- If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.
- Credential sent by Express/ Normal Post the staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

5.2 Issuance of credentials for Course Progress Advice

- Student submits the assessment tools to the Course coordinator / trainer or assessor after the completion of Professional Experience Placement.
- Trainer or assessor Initially 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.
- The Assessor evaluates the student's submitted assessment tools, provide feedback, upload on Academic Hub.
- If satisfied with all assessments, a training plan will be printed and signed by trainer or assessor /course coordinator and students.
- Administration staff to upload the training plan to AH and update all assessment outcome based on the signed training plan.
- Ensure the student's Comprehensive Assessment Record (CAR) is reflected the unit code updates.
- The Registrar/ Student Administration Officer to send the Student Feedback Survey (IHNA Student Feedback, Unit outcome survey and work experience survey) link from Academic Portal to the students.
- "Units marked as "Competent" and meeting all training package requirements date" in training plan will be counted towards issuance of Course Progress Advice countdown for 30 days requirement by standard 3.3. This date needs to be updated in the "Certificate issuance checklist".
- The Registrar/ Student Administration Officer update the Certificate Issuance Checklist and submits a Certificate Request for the Compliance Team to issue Credential.
- The Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.
- A compliance officer who is printing the certificate needs to collect the certificate paper and common seal from the secured storage and update the certificate paper log.
- Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.
- Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to Academic Portal under student documents.
- Credentials will be posted/handover to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.



- Students upon collecting the credentials will sign the Certificate Tracking Register available at reception.
- If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.
- Credential sent by Express/ Normal Post the staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

5.3 Issuance of credentials for IHNA Short Courses

- Student submits the assessment tools to the Academic Portal
- The Trainer/Assessor evaluates the student's submitted assessment upload on Academic portal.
- Trainer or assessor Initially 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.
- The Assessor evaluates the student's submitted assessment tools, provide feedback, upload on Academic Hub.
- If satisfied with all assessments, a training plan will be printed and signed by trainer or assessor /course coordinator and students.
- Administration staff to upload the training plan to AH and update all assessment outcome based on the signed training plan.
- Ensure the student's Comprehensive Assessment Record (CAR) is reflected the unit code updates.
- The Registrar/ Student Administration Officer to send the Student Feedback Survey (IHNA Student Feedback, Unit outcome survey and work experience survey) link from Academic Portal to the students.
- "Units marked as "Competent" and meeting all training package requirements date" in training plan will be counted towards issuance of certificate countdown for 30 days requirement by standard 3.3. This date needs to be updated in the "Certificate issuance checklist".
- The Registrar/ Student Administration Officer update the Certificate Issuance Checklist and submits a Certificate Request for the Compliance Team to issue Credential The Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.
- A compliance officer who is printing the certificate needs to collect the certificate paper and common seal from the secured storage and update the certificate paper log.
- Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.
- Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to Academic Portal under student documents.
- Credentials will be posted/handover to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.
- Students upon collecting the credentials will sign the Certificate Tracking Register available at reception.



- If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.
- Credential sent by Express/ Normal Post the staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

5.4 Issuance of credentials for IHNA Professional Development Courses

- The Trainer/Assessor completes the Training delivery and assessments.
- Trainer or assessor evaluates and verify the student's submitted assessment and upload on Academic Portal.
- The Registrar/ Student Administration Officer to send the Academic portal 'Student Feedback Survey' Link to the students. The student should complete the survey before issuing certificate.
- The Registrar/ Student Administration Officer to verify all the student's administrative documents are properly uploaded on academic Portal.
- The Statement of Attendance will be issued as per 'Protocol for Defining the Form of Statements of Attendance ' from Student Management System.
- The Registrar/ Student Administration Officer will issued with Statement of Attendance on the same day.
- The trainer or assessor / Course Coordinator will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded in Academic Portal under student documents.
- If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.
- Credential sent by Express/ Normal Post the staff member responsible for mailing the Certificates.

5.5 Issuance of credentials for Non-AQF Qualifications

- Student submits the assessment tools to the Course coordinator / trainer or assessor after the completion of Professional Experience Placement.
- Trainer or assessor Initially 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.
- The Assessor evaluates the student's submitted assessment tools, provide feedback, upload on Academic Hub.
- If satisfied with all assessments, a training plan will be printed and signed by trainer or assessor /course coordinator and students.
- Administration staff to upload the training plan to AH and update all assessment outcome based on the signed training plan.
- Ensure the student's Comprehensive Assessment Record (CAR) is reflected the unit code updates.
- The Registrar/ Student Administration Officer to send the Student Feedback Survey (AQTF learner survey, IHNA Student Feedback, Unit outcome survey and work experience survey) link from Academic Portal to the students.



- "Elective completion of the qualification achieved on the date" in training plan will be counted towards issuance of certificate countdown for 30 days requirement.
- The Registrar/ Student Administration Officer update the Certificate Issuance Checklist and submits a Certificate Request for the Compliance Team to issue Credential.
- The Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.
- A compliance officer who is printing the certificate needs to collect the certificate paper and common seal from the secured storage and update the certificate paper log.
- Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.
- Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to Academic Portal under student documents.
- Credentials will be posted/handover to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.
- The Registrar prepares Graduate list and submits the documents to AHPRA for the issuance of Nursing registration to students undertaking Diploma of Nursing Program.
- Students upon collecting the credentials will sign the Certificate Tracking Register available at reception.
- If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.
- Credential sent by Express/ Normal Post the staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

5.6 Re-Issue of Course Credentials

Students can request for re-issue of a course credential. Students must submit an 'Application for Re-Issue of Course Credential' form and submit it to the Registrar/ Student Administration Officer. 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. The re-issuance of certificate will take up to 20 working days from the approval of application for re-issuance of course credential. 'Date of Issue' in the re-issuance certificate should be same as the date of issue in the original certificate.

5.7 Printing of Course Credentials

Once the certificate request has been approved by the compliance team or delegate has to initiate printing of course credentials.

The steps include:

- Collecting the certificate printing paper from the custodian of common seal and certificate printing paper
- Update the logbook for certificate printing paper
- Print the certificate from student management system



- Add the common seal and stamp to the certificate
- Get signature from authorised signatories for certificate signing
- Scan and keep a copy in student management system
- Courier the certificate to respective campus

6. Credit Transfer

Credit Transfers can be granted under any of the following circumstances:

- Under the principles of National Recognition a student is granted an automatic credit for any VET unit that they successfully completed.
- When the unit has exactly the same code and title, even if it is not from the same Training Package.
- Any Unit from any other training package where the learning outcomes are the same.
- When the unit has been reviewed and this has resulted in minor changes to the unit code or title with equivalent competency outcome (eg. A code supersedes and is equivalent to B code.). If the superseded unit is not equivalent to the current unit, then students can apply for Recognition of Prior Learning.

For Diploma of Nursing Students ONLY

Credit Transfer (CT) for HLTENN units is granted only for students who complete a Diploma of Nursing program accredited by the Australian Nursing and Midwifery Accreditation Council (ANMAC) and approved as 'an approved program of study' by the Nursing and Midwifery Board of Australia (NMBA) in accordance with the Enrolled Nurse Accreditation Standards.

Visit the below site to confirm if the candidate's Registered Training Organisation (RTO) holds the necessary accreditation.

<https://www.ahpra.gov.au/Education/Approved-Programs-of-Study.aspx?ref=Nurse&Type=General&div=Enrolled%20Nurse%20%28Division%20%29>

For Australian Community Workers Association(ACWA) accredited courses

Some of ACWA accreditation requirements are set for the Credit Transfer. Under the current ACWA guidelines:

<http://www.acwa.org.au/>

- IHNA will accept a maximum of 40% Credit Transfer awarded from an education provider or course which is not ACWA accredited.

It is also important to note students cannot complete majority of the units at a non ACWA accredited provider and then move to an accredited provider in order to obtain ACWA approved qualification. IHNA will assess the application based on ACWA requirements when receiving requests for Credit Transfer.

Procedure

- Applicants for Credit Transfer must complete the Credit Transfer Application form, together with the following documents and submit prior to the start of the study or relevant census date for VET Student Loan Students.



- A certified copy of a Certificate or Statement of Attainment with Academic Transcripts or other evidences. (Copies must be certified as true copies by a Justice of the Peace, a university or Institute Registrar, a Commissioner for Declarations or a person authorised to certify passport applications. Each copy submitted must bear an original signature with a certification that the document is a true copy of the original.)
- Or bring original Certificate or Statement of Attainment and IHNA will copy and certify.
- The Course Coordinator must check the Award or Statement of Attainment and confirm that the candidate's Registered Training Organisation (RTO) holds the necessary accreditation, and grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation
- Verified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer will be kept in the student management system (Academic Portal).
- Granting of Credit Transfer must be recorded on the Training Plan and Comprehensive Assessment Record and the student will be advised of the outcome in a timely manner. Update Academic Portal with the unit outcome.
- After Credit Transfer is granted a student's course schedule must be reviewed and modified and details noted on Training Plan and Comprehensive Assessment Record and placed in the student management system.
- For International students in student visa (CRICOS) if credit transfer is offered prior to Visa grant, IHNA will indicate the actual course duration in the confirmation of enrolment issued for that course. If the credit transfer is granted after Visa Grant, the change in course duration will be reported to DIBP via Provider Registration and International Student Management System (PRISMS)
- Credit will not normally be granted for studies (or other demonstrated learning achievements) that have been completed more than ten years prior to the time of application for credit. A shorter time limit may be applied as a result of time limits required by professional accrediting and statutory bodies and advisory industry groups as appropriate.
- An updated invoice with the reduced Course fees will be sent to the students.
- Applicants for course credit who are dissatisfied with the outcome of a course credit application may use the Complaints and Appeals Procedure.

6.1 Authenticity of Qualifications

If IHNA staff have a concern about the authenticity of qualifications or statement of attainment provided by students, IHNA will seek additional proof of authenticity by contacting the RTO which issued the qualification or statement of attainment to provide verification on the validity and authenticity of the qualification and ask the student to log on to USI registry system to show proof of holding the qualification.