



BFCSA Qualifications and Statements Issuance Policy & Procedure

1. Purpose

This document provides a consistent set of principles under which all Brush Farm Corrective Services Academy (BFCSA) Australian Qualifications Framework (AQF) statements and qualifications are issued.

2. Scope

This scope covers all Qualifications and Statements of Attainment for all courses leading to an AQF outcome that are delivered by or under the auspice of BFCSA, to ensure compliance with relevant legislation, AQF Issuance Policy and Guidelines and rules and conditions of use of any specified logos.

3. Definitions

AQF	Australian Qualifications Framework, 2 nd edition, 2013,
ASQA	Australian Skills Quality Authority
BFCSA	Brush Farm Corrective Services Academy
CSNSW	Corrective Services New South Wales
NRT	Nationally Recognised Training
PMS	Pantone Matching System
RTO	Registered Training Organisation
VQF	VET (Vocational Education and Training) Quality Framework

4. Policy Statement

Registered Training Organisations (RTOs) are required to have policies and processes to ensure that the implementation of the AQF requirements is met consistently in the Vocational Education and Training (VET) sector. BFCSA as an RTO is required to meet these requirements and any other determinations made by the Industry and Skills Advisory Council. The AQF includes an AQF Issuance Policy, a Qualifications Pathway Policy, and the Qualifications Register Policy.

4.1 Logo

Internal and external logos that BFCSA is authorised to use are used appropriately and responsibly and not in breach of any agreement with the supplier or any other authorised provider, and according to conditions of use policy for that logo. Please refer to 10.7 Use of Logo Procedures for its use.

4.2 Issuance

The conferring of testamur is an important stage following delivery of BFCSA training programs. BFCSA will follow all relevant AQF guidelines governing the issuance of Statements of Attainment & full Qualifications, at various AQF levels.

To ensure credibility of qualifications from the VET sector, RTOs must meet the requirements of the [AQF Qualifications Issuance Policy](#).

RTOs may include additional relevant information on AQF certification documentation, including the name and/or logo of a third party involved in the training and assessment. However, such

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information must be accurate and not introduce confusion about which organisation is issuing the certification.

Issuing certification:

- AQF certification documentation (Statements of Attainment/full Qualifications) must be issued within 30 calendar days of the participants final assessment being completed or when exiting their course, for all completed units of competency
- issue AQF certification documentation directly to the participant, not to another party, such as an employer
- issue participants who have completed all units or modules in a qualification with a testamur and a record of results
- issue a participant who has completed one or more units/modules (but not a full qualification) and has finished their training with your RTO with a statement of attainment (a record of results may also be issued in this case), and
- ensure participants can access records of certification issued to them.

5. Responsibility

It is the responsibility of all Course Coordinators and Training Unit Managers to ensure all documents produced or revised by their unit, including certification, complies with this policy. It is the responsibility of the user of the document to ensure that the most current version is being applied.

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It is the responsibility of the Director Academy & Operational Training (AOT) to ensure that policy documents are regularly reviewed and to ensure the most current approved version is available online.

6. Legislative Context

Standards for Registered Training Organisations (RTOs) 2015
National Vocational Education and Training Regulator Act 2011
Privacy & Personal Information Protection Act 1998
Privacy & Personal Information Protection Regulation 2005

7. Changes and Updates

The policy is subject to ongoing revisions to reflect system improvements. The online policy is considered to be the current version.

It is the responsibility of the user of this policy to ensure that the most current version is being applied and that the most recent relevant 'use of logo' internet guidelines have been referred to in conjunction with this policy.

It is the responsibility of the Director AOT to ensure that policy documents are regularly reviewed and to ensure the most current approved version is available online.

8. Monitoring and Evaluation

The policy will be reviewed three years from the date of implementation, or earlier should a review be warranted.

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9. Associated Documents

- Australian Qualifications Framework First Edition July 2011
- Conditions for the Use of the Australian Qualifications Framework Logo:
www.agf.edu.au
- Conditions for the use of NRT logo:
http://www.asqa.gov.au/verve/resources/NRT_logo_specifications_NEW.pdf
- Standards for Registered Training Organisations (RTOs) 2015
- The Privacy Code of Practice for the NSW Public Sector Workforce Profile
- Standards for Registered Training Organisations (RTOs) 2015
- Records Management Policy & Procedure
- Creating & Controlling Documents Policy & Procedure
- Appeals Policy & Procedure
- Assessment Validation Policy & Procedure
- Program & Course Development Policy & Procedure
- Recognition Policy & Procedure
- Corrective Services NSW Guide to Conduct and Ethics
- BFCSA Code of Conduct and Ethics
- The Privacy Code of Practice for the NSW Public Sector Workforce Profile

10. Procedures

All AQF certification documentation issued by an RTO meets the requirements of Schedule 5 (see Appendix 1).

AQF certification documentation is issued to a participant within 30 calendar days of the participant being assessed as meeting the requirements of the training product if the training program in which the participant is enrolled is complete.

10.1. Types of qualifications

Australian Qualifications Framework qualifications

BFCSA issues four AQF types of qualifications or statements in partial completion of:

- Certificate III
- Certificate IV
- Diploma
- Advanced Diploma

BFCSA issues Statements of Attainment in partial completion of one or more Units of Competency of a qualification or individual units on BFCSA scope of registration.

Statements of Training

Statements of Training are issued by BFCSA for staff development courses or programs that are not nationally recognised (non-AQF Qualifications and statements of Attainment).

10.2. Steps in the procedure for issuing full qualifications or statements in partial completion:

All qualifications and statements issued for BFCSA must follow in order the steps outlined below:

1. On conclusion of the course or unit of competency the course coordinator completes the course attendance/results form.
2. All results and relevant information is forwarded to the Results Officer/Administration Assistant in the Administration Unit who enters the details onto the resulting database, Student Information System (SIS) or Learning Management System (LMS).
3. The form is forwarded to the relevant Training Unit Manager for signed approval and approving it on the SIS or LMS.
4. The results form is forwarded to the Administrative Assistant who produces testamur and/or statements/transcripts and signs the form when printing is completed.
5. The results form and the testamur and/or statements/transcripts are then stamped & initialed by the Administration Assistant. The Administration Assistant signs the course/participant results form.
6. The results form and testamur and/or statements/transcripts and results form are returned to the relevant training unit Education Support Officer (ESO) or course coordinator.
7. The ESO arranges for the testamur and/or statements/transcripts to be:
 - awarded at a BFCSA Graduation/Award ceremony, or
 - sent directly to the course participant.
8. Records of all testamur and/or qualifications, statements of attainment, statements of training and transcripts issued are held for 30 years, in accordance with legislation and BFCSA's Records Management Policy & Procedures documentation.

10.3. Design requirements for a full qualification:

10.3.1. Testamur of AQF qualifications

All AQF qualifications issued by BFCSA must include:

- the current Nationally Recognised Training (NRT) logo
- the current AQF logo
- the RTO's national provider number as listed on, www.training.gov.au
- ABN number, postal and internet addresses & contact details
- Testamur and/or statement identifier/number
- the name 'Brush Farm Corrective Services Academy'
- CSNSW logo
- name and serial number of the person achieving the qualification
- 'Dated'
- authorised signatory

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- the name and code of the qualification
- BFCSA seal at the foot of the page

The names of the units of competency will also be printed on the qualification. If there is insufficient room, they may be printed overleaf as a transcript.

In addition all testamur and/or statements issued must contain the following statements

- “No alterations or erasures”
- “This academic record is valid only if signed and stamped”
- “The qualification certified herein is recognised within the AQF”.

10.3.2. Statements of Attainment

See also appendix 1.-f Schedule 5 from Standards for RTOs 2015 for additional requirements. All AQF Statements of Attainment issued by BFCSA must include:

- the current Nationally Recognised Training (NRT) logo
- the RTO’s national provider number as listed on Training .gov.au
- ABN number, postal and internet addresses & contact details
- Testamur and/or statement identifier/number
- the name ‘Brush Farm Corrective Services Academy’
- CSNSW logo
- name and serial number of the person achieving the competencies or modules
- date of issue

Statements of Attainment must also include the following:

- a list of the competencies or modules achieved, including the national code for each unit of competence
- the qualification name/title from which the competencies come from (including National Qualification Code)
- AQF qualification partly completed
- authorised signatory

In addition all must contain the following statements

- “These competencies are recognised within the AQF”
- “This academic record is valid only if signed and stamped”
- “No alterations or erasures”

10.3.3. Statements of Training

Statements of Training will include the following:

- the name ‘Brush Farm Corrective Services Academy’
- CSNSW logo
- name and serial number of the person who completed training
- date of issue
- duration of the course where necessary (to distinguish between courses of the same name with different attendance requirements i.e. 1 day course or 3 day course)
- authorised signatory

10.4. Transcripts

A transcript is a record of all units of competence undertaken by a participant under the auspice of BFCSA. Transcripts are issued upon completion with the qualification. See also any additional requirements in appendix 1-Schedule 5 from the Standards for RTOs 2015.

All transcripts will contain the following information:

the name ‘Brush Farm Corrective Services Academy’

- BFCSA logo
- result codes for all units of competency undertaken
- the qualification achieved
- name of the person to whom the transcript belongs
- date issued
- authorised signatory and stamp
- BFCSA’s national provider number as listed on Training.gov.au
- ABN number, postal and internet addresses & contact details
- Testamur and/or statement identifier/number

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In addition all must contain the following statements

- “No alterations or erasures”
- “This academic record is valid only if signed and stamped”
- “The qualification certified herein is recognised within the Australian Qualifications Framework”

10.5. Re-issue of Qualifications/Statements

In the case of an individual losing or misplacing a qualification/statement issued by BFCSA, a replacement may be issued.

On the replacement qualification/statement, the date will remain the original date of issue/award/conferral.

Request for re-issue of a qualification/statement must be provided in writing to the training unit manager outlining the reason for the re-issue, including any supporting evidence. The form ‘Request for Re-issue of Qualification’ is located in the BFCSA ‘forms’ section of the CSNSW intranet site.

10.6. Graduation/Award Ceremony

Qualifications are generally awarded at a BFCSA Graduation/Award ceremony. In some circumstances, qualifications may be awarded at Regional Award ceremonies. In all other situations the qualification /statement will be sent directly to a nominated address.

10.6.1. In absentia

Should a graduate be unable to attend a Graduation/Award ceremony, the qualification may be mailed to a nominated address.

10.6.2. Cessation of employment

Where a graduate is no longer employed by CSNSW the qualification may also be mailed to a nominated address.

10.7 Use of Logo Procedures

10.7.1 CSNSW Logo

10.7.1.1 Use of the CSNSW logo must be approved by the Manager, Curriculum & Systems Advice (CSA) on all occasions.

10.7.1.2 The Manager (CSA) will ensure that the correct version of the logo file and the appropriate version of the logo are made available for use.

10.7.1.3 The internal logos can only be used by authorised representatives and in association with BFCSA products and/or services.

10.7.1.4 The logo can only be reproduced from electronic copies provided by the Administration Assistant in the Administration & Finance Unit.

10.7.1.5 Use of the logo must comply with the Visual Standards.

10.7.1.6 Where the CSNSW logo is reproduced in one colour, the colour logo should be used with a white background. In some situations the background colour may

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clash or the logo may not be prominent. In those situations, the colour logo may be reversed out to display in white in accordance with the Visual Standards'

10.7.2 Use of Nationally Recognised Training (NRT) Logo

- 10.7.2.1 The NRT logo can only be used by BFCSA whilst maintaining registration as a RTO.
- 10.7.2.2 The NRT logo may only be used in association with a nationally recognised qualification or courses accredited by State or Territory course accrediting bodies or their delegated bodies.
- 10.7.2.3 The NRT logo can only be reproduced from printed or electronic copies provided by National Quality Council or Australian Skills Quality Authority.
- 10.7.2.4 The NRT logo consists of both the triangular shape and the descriptor. The triangle is not to be used without the descriptor. The typeface is Fritz Quadrata. Under no circumstances is the descriptor to be typeset in any other typeface.
- 10.7.2.5 The complete NRT logo may be varied in size. The size and position of the NRT logo on the final product is at the discretion of the product designer. Although the size of the logo may be varied, the proportions of the triangle and the descriptor in relation to each other may not be varied. Under no circumstance is the logo to be reproduced in mirror image or be rotated.
- 10.7.2.6 Where the NRT logo is reproduced in colour, it must comply with these colour requirements. Deviations from these colours are not permitted, nor are colours to be swapped around or stippled. The only colours to be used are: GREEN PMS 343, RED PMS 192.
- 10.7.2.7 Where the NRT logo is reproduced in one colour, it should preferably be in GREEN PMS 343 or, where this is not suitable, it may be reproduced in black. In some situations the background colour may clash or the logo may not be prominent. In those situations, the black logo may be reversed out to display in white.
- 10.7.2.8 For further detail or guidelines refer to Nationally Recognised Training Logo specifications, available from www.asqa.gov.au/verve/resources/NRT_logo_specifications_NEW.pdf

10.7.4 Use of AQF Logo

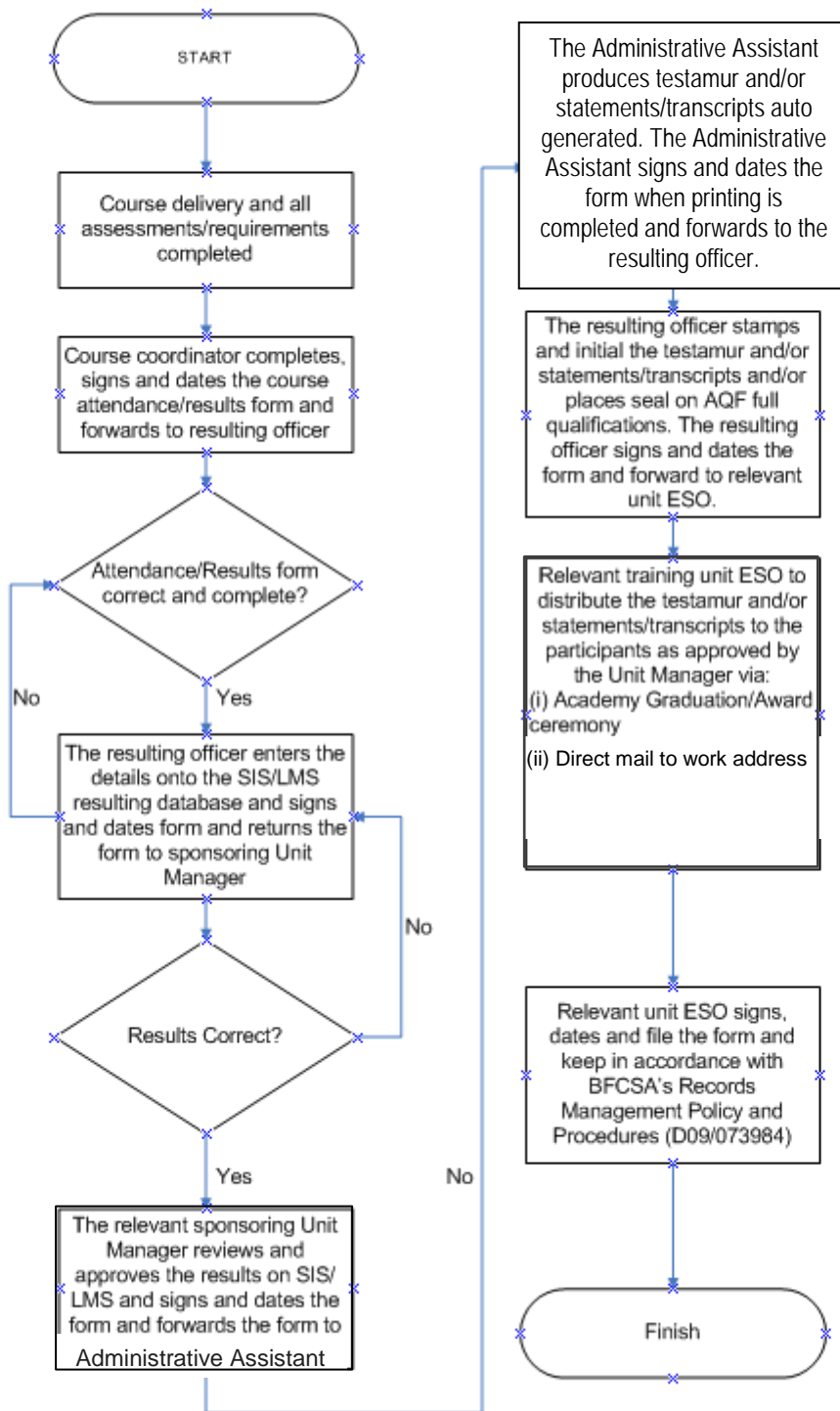
- BFCSA has permission to use the AQF logo in the following ways:
 - On testamur of AQF qualification that BFCSA has delivered;
 - On student information about the AQF qualifications that BFCSA is authorised to offer; and
 - On advertising and promotional information to promote AQF qualifications that BFCSA is authorised to offer.
- BFCSA is not authorised to use the logo on any Statement of Attainment or testamur for non-AQF qualifications.

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10.7.4.1 The AQF website must be consulted in order to ensure the most current rules of use are applied. Detailed rules of use are given at:
www.aqf.edu.au/Portals/0/Documents/Handbook/AustQuals%20FrmwrkFirstEditionJuly2011_FINAL.pdf

- Conditions of the use of the AQF logo/July 2011 are available from www.aqf.edu.au

10.8 Qualifications and statements issuance – Workflow & Process Control



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APPENDIX 1 – SCHEDULE 5

From *Users' Guide: Standards for Registered Training Organisations (RTOs) 2015*

RTOs must meet the requirements of the Australian Qualifications Framework (AQF) for issuing AQF qualifications and statements of attainment, in addition to the following requirements:

Issuing AQF Qualifications

1. RTOs must 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 Nationally Recognised Training (NRT) Logo in accordance with the current conditions of use contained in Schedule 4.
2. The following elements are to 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 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 <insert language>' followed by a listing of the relevant units / modules.
3. RTOs must not include the Learners Student Identifier on the testamur consistent with the *Student Identifier Act 2014*.
4. RTOs 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 Vocational Education and Training (VET) Regulator on a regular basis as determined by the VET Regulator.

Issuing Statements of Attainment

5. RTOs must 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 RTO when an individual has completed one or more accredited units'
6. The following elements are to 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**

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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 <insert language>' followed by a listing of the relevant units / modules.

7. RTOs must not include the Learner's Student Identifier on the statement of attainment consistent with the *Student Identifier Act 2014*.

8. RTOs will:

- maintain registers of all statements of attainments issued
- retain records of statements of attainment issued for period of 30 years, and
- provide reports of its records of statements of attainment issued to its VET Regulator on a regular basis, as determined by the VET Regulator.

9. Fraud Alert

The creation of fraudulent qualifications is a significant risk for the VET sector. BFCSA must have mechanisms in place to reduce fraudulent reproduction of certification. This also protects the reputation of BFCSA as an RTO-ensuring strong measures are in place to reduce the risk of fraudulent issuing of statements of attainment and qualifications.

As a minimum the following must be included

1. A n RTO seal, corporate identifier or unique watermark
2. The following steps can also be taken to reduce risk
- 3. Not allowing third parties to create qualifications or statements of attainment on behalf of the RTO**
4. Using documents that use a template with copy protected text that makes otherwise hidden text visible when the document is copied or scanned
- 5. Are printed on corporate paper(e.g. letterhead with multi-coloured background) that makes it clear when a document is not original**
- 6. Include an embossed seal or logo in the paper**
- 7. Use a template that includes text or graphic design components that are "micro-printed" and cannot be reproduced using generally available equipment**
8. Have all important details(e.g. participants name, qualification name, date) printed over a multi-coloured "watermark" background such as the RTO logo, so they are more difficult to change
9. Include a bar code OR code or serial number that links to verification information on the BFCSA RTO website.
10. Include information about what security measures BFCSA certification includes on the BFCSA website (and reference this on the documents)
11. Note: If digital documents are issued (e.g. PDF documents), include a digital signature that will show a visible warning if the document is altered. A scan of the Director/Commissioners signature is NOT a digital signature.
12. Remember printing certification on plain paper using templates from common word-processing applications makes it very easy for someone to recreate a document that looks identical to certification issued, even more so if they are digitally issued as unprotected files –which is a significant risk.

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