

Contract Notification

CN No.	2015-10	Date:	15 July 2015
To:	Chief Executive Officer or equivalent		
Purpose:	Information and appropriate action		
Scope:	All current Service Agreements and VET Funding Contracts		
Subject:	Timely Issuance of Statements of Attainment and Certificates		

For all RTO staff

Purpose

- This Contract Notification provides a reminder to RTOs about their obligation to issue Statements of Attainment and/or Certificates in a timely manner.

Background

- In April 2015, approximately 220,000 students who participated in Government subsidised training in Victoria during 2014 were asked to participate in the 2015 online student survey. The Department is currently evaluating the completed survey results and further details will be provided once all data collection strategies associated with Performance Indicators are finalised and reports are collated.
- To support individuals during the survey period, students were provided the opportunity to contact the Department via a contact centre and raise any issues they had that fell outside the scope of the survey.
- One recurring theme of complaint from students was that although they had completed training during 2014, they were yet to receive their Statement of Attainment and/or Certificate (as appropriate).

Main Points

- Clause 3.1 (e) of the VET Funding Contract requires all RTOs to comply with the AQTF and/or the VET Quality Framework including the Standards for NVR Registered Training Organisations as applicable.
- Standard 3.3 of the Standards for Registered Training Organisations 2015 (SNR) state that RTOS must ensure that:

“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, and providing all agreed fees the learner owes to the RTO have been paid.”
- The SNR also require RTOs to implement the AQF Qualifications Issuance Policy within the VET Sector. This specifies how and in what circumstances RTOs must supply students with a Statement of Attainment and/or certificate.
- In addition, all providers are reminded that Clause 15.3 of Schedule 1 of the VET Funding Contract requires RTOs to:

“issue recognised qualifications or Statements of Attainment to the specifications of the relevant accredited courses, endorsed national Training Packages, as well as any other applicable guidelines, regulations or legislation.”
- The Department considers timeliness a key principle in meeting these requirements as the lack of an appropriate Statement of Attainment and/or Certificate can significantly impede a student’s ability to demonstrate their qualification and secure employment.

Relevant Resources

- Standards for Registered Training Organisations (RTOs) 2015
- AQF Qualifications Issuance Policy (2013)

Peter Graham

Acting Executive Director
Training Market Operations