


RBIT-P&P for AQIG

 Your Career Journey Partner	RBIT Policy for AQF Award Qualification Issuance POL17_02-23_1.0	Policy Endorsed by Ferne Robinson, PAO/PD Policy Approved by Dr. Michelle Lee, CEO Approval Date: 23 rd Feb, 2017 Next Review Date: Dec, 2018
Dynamic Management Group Pty Ltd t/a Royal Brisbane Institute of Technology, National RTO Provider No: 30807, CRICOS Provider Code: 02370B		
Policy Statement: Dynamic Management Group Pty Ltd t/a Royal Brisbane Institute of Technology (hereinafter referred to as RBIT/RBIC) has recognised the importance of AQF Award Qualification Issuance and Graduation (AQIG) Policy and is therefore have this ASQI policy to ensuring that all staff are provided with quality working process to issue the qualification meet the AQF and RTO compliance Standard 3 Clause 31 – 3.4 Provide Secure Certification. This policy acknowledges RBIT’s Legal obligations under State and Federal legislation to ensure that our working and teaching practices must meet the legislation, ASQA and regulatory enquiries.		
Purpose: RBIT is committed to ensuring the accuracy and authenticity of all issued documents recording details of students' academic information and qualification attainments in the interest of students and graduates. This policy describes RBIT/RBIC standards, rules and procedures for ensuring the accuracy and authenticity of all issued documents recording details of students' academic information and qualification attainments. The purpose of this policy is to ensure all staff and students are fully aware of this AQF regulatory under these legislative requirements.		
Execution: The PAO/PD/OCM, Registrar are delegated RBIT/RBIC Administrative Qualification Compliance Officers must work according to NVR, SRTO, ESOS, CRICO, National Code and regulatory compliance Standards; responsible for ensuring the effective implementation of this policy, All Staff also responsible to govern RBIT/RBIC daily operations to meet ASQA compliance standards; implement the RBIT/RBIC Policy and Procedures, SOPs and fully comply with all legislation and principals as outlined in this Policy. Policy Stakeholders The principal users of this AAQI Policy are RBIT/RBIC students and graduates and the accrediting authorities for each education and training sector of RBIT/RBIC. Employers, industry and professional bodies, and licensing and regulatory bodies may use this policy to assist in their authentication of issued qualifications		
Quality Management Focus: RBIT has developed the Systematic Monitoring Ongoing Compliance (SMOC) Policy to govern the operational quality assurance; and Quality Assurance for Continue Improvement and Correction Action Plan (QACICA) to govern the quality service best practice standards to meet the ASQA compliance enquiries. The RBIT/RBIC Self-Annual Internal Audit (SAIA) will be conducted self-internal review by PAO/ADO/REG at the end of year, it aims to consult with industrial demand and identify the operational improvement needs; PAO/GM will according to the improvement needs and schedule the Operational Corrective Action Plan (OCAP) and lead the team to execute the corrective action and monitor the OCAP Corrective outcome for best practice. RBIT/RBIC commit the quality training service, our team will continue validate training and assessment also a focus on continuous improvement needs. We value feedback from students, trainer, staff, employers, and relevant stakeholders for incorporation into future programs.		

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1. Scope and Definitions

Scope of Policy

This AQIG Policy applies to all RBIT/RBIC issued documents recording details of students' academic information and qualification attainments.

The Terminology

when used in this AAQI policy have the meaning set out below:

AAQI: AQF Award Qualification Issuance

AQF: Australian Qualifications Framework.

AQF recognised VET qualification: A vocational education and training qualification located at levels 1, 2, 3, 4, 5 or 8 in the Australian Qualifications Framework.

ASQA: Australian Skills Quality Authority

Australian Graduation Statement: A supplementary statement to the Testamur and Record of Results that provides information to enhance understanding of the qualification by students, employers, industry, professional associations and internationally.

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students

ESOS: Education Services for Overseas Students

Graduation - Graduation is getting a diploma or academic degree or the ceremony that is sometimes associated with it, in which students become graduates

QACICA: Quality Assurance for Continue Improvement and Correction Action Plan

OCAP: Operational Corrective Action Plan

RBIT/RBIC: Royal Brisbane Institute of Technology and Royal Brisbane International College

RTO: Registered Training Organisations

SMS: Student Management System

Statement of Attainment: A form of academic transcript that identifies one or more units of competency from a VET accredited course or a national training package completed by a student. See also 'Statement of Results'. Statements of Attainment are issued by RBIT/RBIC only to students who have successfully completed a VET course delivered by RBIT/RBIC.

Statement of Results: A record of all studies in which a student has been enrolled that lead to an award qualification issued by RBIT/RBIC. It can be issued at any time during progress towards the qualification and will be issued on graduation. Alternative titles in use include 'academic transcript' or 'academic record'.

SMOC: Systematic Monitoring Ongoing Compliance

Testamur: The official certification document that confirms that a qualification has been awarded to an individual.

USI: Unique Student Identifier

Unit of competency: a single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole AQF qualification. Also known as a module, subject, or accredited unit.

VET: Vocational Education and Training

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2. Policy

The RBIT/RBIC college's AQF Award Issuance Policy commitment at Section 1 is reinforced by legislation and government agencies that register, accredit, authorise, review and monitor organisations delivering Australian education, issuing approved qualifications in the Australian Qualifications Framework (AQF) and protecting the reputation of Australian qualifications.

The RBIT/RBIC recognises the importance for graduates and others to be confident in knowing whether the qualification they have been awarded is part of Australia's Qualifications Framework.

2.1. The AQF Statement

- a) RBIT/RBIC issued AQF certification documentation recording details of students' academic information and qualification attainments is consistent with applicable Australian laws, regulations and standards, as amended from time to time
- b) RBIT/RBIC award recipients receive only the award certification documentation to which they are entitled It is an objective of RBIT/RBIC to:
- c) RBIT/RBIC issued certification documentation associated with RBIT/RBIC accredited AQF recognised qualifications:
 - i will identify that the award is recognised within the AQF in a manner consistent with the applicable laws, regulations and guidelines
 - ii will display the nomenclature of the title of the AQF qualification being awarded consistent with the accredited AQF recognised award title and will be clearly distinguishable from other RBIT/RBIC issued certification documentation that does not lead to an AQF recognised qualification
- d) RBIT/RBIC issued certification documentation that an AQF recognised qualification will use any award title nomenclature in use for an award leading to an AQF qualification and will contain sufficient information that makes clear the authority under which the certification documentation is issued; RBIT/RBIC Registrar will ensure that does not lead to an AQF recognised qualification will not use any award title nomenclature already in use for an award leading to an AQF qualification and will contain sufficient information that makes clear the authority under which the certification documentation is issued
- e) RBIT/RBIC written, oral or electronic information in relation to RBIT/RBIC awards does not reference any non-AQF recognised qualification as a qualification recognised under the AQF, and
- f) All issued RBIT/RBIC certification documentation is protected against fraud.

2.2. Award Documentation Issued

- a) Students who satisfactorily complete the requirements for graduation in a VET award qualification issued by RBIT/RBIC are entitled to receive a Testamur and a Statement of Results.
- b) Students who satisfactorily complete one or more units of competency of a VET qualification issued by the College and who have not completed their VET qualification are entitled to receive a Statement of Attainment.
- c) RBIT/RBIC may also issue other certification documentation for training or other activities conducted by RBIT/RBIC; this certificate will not use AQF logo and information.

2.3. Authority to confer College Accredited Qualification Awards

The RBIT/RBIC Academic Advisory Board (AAB) may confer, after appropriate assessment, educational awards as may be accredited by relevant educational bodies, authorities and agencies. The RBIT/RBIC AAB has delegated this authority to the PAO/GM.

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2.4. Eligibility to Graduate

To be eligible to graduate, students must have:

- a) been enrolled in the course that leads to the award, and
- b) been assessed by the responsible academic officer
 - i as competent in all units of competency required for the award of the qualification, and
 - ii as having met all other approved requirements of the course as set out in official RBIT/RBIC corresponding course guide applicable in the year in which the student commenced study in that course unless other requirements have been approved by the PAO/GM or designated responsible officer in accordance with the College's Credit Transfer policy or course transfer rules.

2.5. Conferral of Awards

Students who have satisfactorily completed the requirements for graduation in accordance with Sections 2.3 or 2.4 will be considered eligible to be conferred into the entitled award at the next RBIT/RBIC graduation.

2.6. Conferral of an Award Retrospectively

When a student who has been deemed as eligible to graduate or graduate in critical situation becomes deceased before the conferral of the award for which she/he is eligible, the PAO/GM may authorise the award to be conferred posthumously.

2.7. Withholding of Graduation Entitlement

Notwithstanding Sections 2.4 to 5.6 above, the PAO/GM (or designate) may determine to withhold a student's entitlement to graduate, participate in their entitled graduation ceremony and/or be issued his or her award certification documentation in particular circumstances including, but not limited to:

- a) where proceedings relevant to the student are pending, or have commenced in accordance with the provisions of the Academic or Non-Academic Misconduct Policy, or
- b) where the student has not discharged all of her or his financial obligations to RBIT/RBIC, or
- c) where the student has not returned all borrowed library books, RBIT/RBIC equipment and materials

2.8. Re-Issued Testamurs

Replacement of original testamur: A graduate of RBIT/RBIC may make an application for a replacement Testamur due to document loss or damage, or personal legal name change. To be eligible to Re-Issued Testamurs, students must have:

- a) Complete the Graduation Application for Re-Issued certificate.
- b) Replacement Testamurs will be issued on a fee-for-service basis.
- c) Re-issued original Testamurs will not be presented at an award ceremony.

2.9. Verification of Information on RBIT/RBIC Issued Award documentation requested by third parties

It is in the interests of students and graduates of RBIT/RBIC that the academic achievements and qualifications claimed by applicants for educational, professional, business and other service roles are genuine.

Employers, professional bodies, licensing and regulatory bodies and others may wish to verify that information on academic records is accurate. Requests for verification of academic records must be made in writing, to the RBIT/RBIC-PAO/GM.

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2.10. Statement of Attainment

All Students who have partially satisfied the requirements of their program and have no outstanding financial debt owing to RBIT will be issued with a Statement of Attainment, which lists all units completed within their program and the results awarded.

2.11. Statement of Academic Record (record of results)

Statement of Academic Record is issued to students with their Testamur. It lists all completed units.

2.12. Applying to Graduate

- a) It is expected all students must apply to graduate during the last session of their course of study
- b) Students must complete a request form and forward to the administration staff/helpdesk. Students may apply for deferment of their graduation until the Annual Graduation Ceremony takes place.

2.13. Annual Graduation Ceremony

- a) An Annual Gala Celebration is held once a year which includes our Annual Graduation Ceremony.
- b) Students eligible for graduation around the Annual Gala Celebration will be invited to attend the Graduation Ceremony.
- c) Students who have completed their course are presented with their Awards at the Graduation Ceremony.

2.14. Record keeping and confidentiality

Records of all qualification testamurs and transcripts issued under this policy shall be maintained for a period of at least 30 years in line with the AQF and/or Registering Body requirements.

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3. Procedure

Step	Procedure	Responsible Person
1. Award Document Specifications	<p>All Testamurs, Statements of Results and Statements of Attainment and other award documentation issued by RBIT/RBIC must be prepared consistent with the specifications approved by the PAO/GM, having regard to the commitments communicated at Section 2.1.</p> <p>In carrying out these commitments RBIT/RBIC shall ensure:</p> <p>RBIT/RBIC issued certification documentation for VET qualifications will be consistent with the VET Quality Framework including the AQF requirements, standards for nationally registered training organisations, and guidelines and standards communicated by the National Skills Standards Council. This includes identifying the College by its national provider number from the National Register, and inclusion of the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use communicated by the National Skills Standards Council on issued VET Testamurs and Statements of attainment</p> <p>RBIT/RBIC issued VET award documentation will include information that will correctly identify, at a minimum:</p> <ul style="list-style-type: none"> a) That RBIT/RBIC is issuing the award b) Other corporate identifiers as required by law c) The name of the recipient of the award as recorded in the student management system d) The award by its full accredited title (and for VET awards the training package code where applicable) e) The date of issuance of the award document f) The signatories of the person/s authorised to issue the award (refer to Section 2.2) g) The attained honours award level where relevant (refer to Section 2.5) h) Document authenticity markers to protect against fraudulent use (refer to Section 2.3) <p>RBIT/RBIC issued Statements of Attainments will also include information that will correctly identify, at a minimum: the units of competency completed by the student receiving the Statement and include the words ‘A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units’. It may also include a statement regarding professional accreditation/s associated with the award where applicable.</p> <p>RBIT/RBIC issued Statements of Results will also include information that will correctly identify, at a minimum: all accredited units attempted by the student towards the qualification award (including any failed units, and all instances of repeated units undertaken) by their full title, the period of study attempted, the credit</p>	<p>PAO/GM SMT</p> <p>Registrar Deputy Administrative Officer</p>

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	<p>points assigned to the unit, the final mark achieved for the unit (where available), and the final grade awarded for the unit.</p> <p>The Statement of Results may also include statements regarding course requirements leading to the attainment of the award, for example completion of practicum or clinical requirements; statements regarding professional accreditation/s associated with the award; a record of any advanced standing for previous formal study or recognised prior learning granted as part of the award conferred.</p> <p>It is expected that revisions to the Australian laws, regulations, standards and guidelines described above will occur over time and may require changes to the document specifications of certification documentation issued by RBIT/RBIC.</p>	
2. Signatories on RBIT/RBIC Award Documentation	<p>Testamurs issued by the college will bear the signature of the PAO/GM. Statements of Results and Statements of Attainment issued by the college will bear the signature of the PAO/GM and Registrar (or that of the officer authorised by the CEO to issue the Statement).</p> <p>Other award documentation issued by the college will bear the signature of the officer authorised by the PAO/GM to issue the award.</p>	PAO/GM SMT Registrar
3. Protection of College Award Documentation Against Fraud	<p>All RBIT/RBIC issued certification documentation in connection with accredited awards is protected against fraudulent issuance through a range of measures. These may include: • printing Statements of Results and Statement of Attainment on paper with security features, such as fluorescent fibres and chemically reactive ink</p> <ul style="list-style-type: none"> a) printing Testamurs on embossed paper stock difficult to replicate b) assigning a unique document number to each Testamur issued, and c) ensuring issued certification documentation displays the signature(s) of the RBIT/RBIC authorised issuer where required <p>Forgery of the college Testamur, Statement of Results, Statement of Attainment, Australian Graduate Statement or any other RBIT/RBIC document recording details of a student's academic information and qualification attainment damages the reputation of RBIT/RBIC, its students and graduates at national and international levels. Students who falsify documents covered by this policy will be dealt with under the College's Non-Academic Misconduct Policy and may also be subject to criminal charges.</p>	PAO/GM SMT Registrar
4. Security of Award Documentation Blanks	Blanks of official certification documentation will be held in a secure location under the control of the PAO/GM/Registrar	PAO/GM SMT Registrar
5. Supply of Award Documentation	<p>The college issues a Testamur and Statement of Results free of charge to students upon conferral of an award on the basis of one copy per conferred award.</p> <p>After initial provision, individual students may request further copies of the Statement of Results (and a Graduate Statement where issuance</p>	PAO/GM SMT Registrar PAO/GM SMT

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	<p>of this Statement has been authorised by the designated authority to do so) on a fee for service basis.</p> <p>Enrolled students who have not graduated from their award may request a Statement of Attainment at any time on a fee for service basis by submitting the appropriate application form and fee payment.</p> <p>Students who notify the college of course withdrawal on the approved form or who are withdrawn from their enrolled course by RBIT/RBIC will be issued one copy of their Statement of Attainment free of charge within 90 days of course withdrawal.</p> <p>The college may provide copies of an individual's Testamur, Statement of Results or Statement of Attainment to external organisations (for example, to professional accreditation bodies, other educational institutions and for employment purposes), where the student has provided appropriate written authority for the college to do so or where such disclosure falls within the college's Privacy Policy.</p> <p>The college may also be required to provide copies of an individual's Testamur, Statement of Results or Statement of Attainment under specific legislation and to police services or other law enforcement agencies under subpoena, police search warrant or other similar written official request. The college's Privacy Policy directs RBIT/RBIC's response in such situations.</p>	Registrar
6. Supply of Completion Letter	<p>A completion letter is a document stating that the student is entitled to be awarded a specified qualification (refer to Sections AAQI Policy).</p> <p>A completion letter is intended only as interim confirmation that either all academic requirements or all requirements of a qualification have been completed. As such, a completion letter may only be issued to a student during the period between the completion approval of all academic course requirements and award conferral.</p> <p>A completion letter is not an official conferral of the award by RBIT/RBIC. The PAO/GM issues a Completion Letter free of charge to all students who have been deemed eligible for course completion and graduation.</p> <p>Individual students entitled to be awarded a specified qualification may also request a Completion Letter at any other time before the award is conferred by the RBIT/RBIC on a fee for service basis by submitting the appropriate application form and fee payment to the Student Administration team. Completion letters must conform to the wording and format as prescribed by the Administrative Operations Manager/Officer.</p>	PAO/GM SMT Registrar
7. Return of Testamurs, Statements of	RBIT/RBIC may require the return of a Testamur, Statement of Results, Statement of Attainment, and/or other award documentation in the following circumstances:	Administration Officer/ADO Registrar/REG

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<p>Results and Statements of Attainment</p>	<p>Fraud or dishonesty: The PAO/GM may revoke an award and require the return of the Testamur, Statement of Results and/or Statement of Attainment in accord with RBIT/RBIC's Revocation of Award Rules if the award was improperly obtained. Any prize, scholarship or other benefit awarded by RBIT/RBIC and to which the recipient was entitled upon award of the award shall also be revoked and must be refunded or returned to RBIT/RBIC. Upon revocation of an award by the College Council, the person is advised in writing that they are no longer to cite or imply that they are a recipient of that award.</p> <p>Erroneous presentation of award: The College Council may revoke an award and require the return of the Testamur, Statement of Results or Statement of Attainment if shown to its satisfaction in accord with the College's Revocation of Award Rules that the Testamur, Statement of Results and/or Statement of Attainment was presented erroneously</p> <p>Document error: The PAO/GM may require the return of an issued original Testamur, Statement of Results or Statement of Attainment if it is known to the PAO/GM satisfaction that the issued document contains incorrect details, prior to issuing a corrected original Testamur, Statement of Results or Statement of Attainment.</p> <p>Replacement of original testamur: A graduate of RBIT/RBIC may make an application for a replacement Testamur due to document loss or damage, or personal legal name change. Replacement Testamurs will be issued on a fee-for-service basis.</p>	
<p>8. Replacement of a Testamur</p>	<p>The PAO/GM may approve the replacement of a Testamur issued to a graduate of RBIT/RBIC or an antecedent institution upon the receipt of a complete application which includes:</p> <ul style="list-style-type: none"> a) a completed Replacement of Testamur Application form b) the originally issued Testamur 2 if available c) a Statutory Declaration if the original Testamur is not available d) other evidence, including legal documentation, verifying, and confirming the reason for the request and linking the new name with the original name where the request is due to a change of name e) photographic and signature identification, and f) payment of the prescribed fee. g) original Testamur will be retained in RBIT/RBIC's Registrar central records in accord with the RBIT/RBIC's Records Management Policy and related retention schedule. <p>A graduate who applies for a replacement Testamur in the event of the loss of the original must sign an agreement contained in the application form stating that if the original document is subsequently located the replacement Testamur will be returned to RBIT/RBIC.</p> <p>Appeals against a decision not to replace a Testamur may be lodged with the PAO/GM. Replacement Testamurs (including those which relate to antecedent institutions) will be issued in the approved document format which is in effect at the time of the replacement. Replaced Testamurs will display a statement indicating that the</p>	<p>Administration Officer/ADO Registrar/REG</p>

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	Testamur has been reissued on a particular date and will make clear whether the reissue has occurred at the request of the holder or by action of RBIT/RBIC.	
9. Fees and Charges for reissuing, replacement	<p>The PAO/GM may authorise and/or set a fee to be charged to cover administrative costs associated with the reissuing, replacement or resupply of RBIT/RBIC issued award certification documentation outside of the normal issuance period (refer to AAQI Policy).</p> <p>Any applicable fees and charges will be listed in RBIT/RBIC's Schedule of Other Fees and Charges published on the RBIT/RBIC website on the applicable application form.</p>	Administration Officer/ADO Registrar/REG
10. Verification of Information on RBIT/RBIC issued award documentation requested by Third Parties	<p>It is in the interests of students and graduates of RBIT/RBIC that the academic achievements and qualifications claimed by applicants for educational, professional, business and other service roles are genuine.</p> <p>Employers, professional bodies, licensing and regulatory bodies and others may wish to verify that information on academic records is accurate. Requests for verification of academic records must be made in writing, to the National Operations Manager.</p>	PAO/GM ADO Registrar/REG
11. Records Retention and Record of Issued Award Documentation	<p>The National Operations Manager is responsible for maintaining RBIT/RBIC's records of issued award documentation. At a minimum, this includes:</p> <ul style="list-style-type: none"> a) Maintaining a record of any official certification documentation awarded to a student, including details on the type of document issued, the date of issuance, the unique Testamur issuance number (if applicable) and the date and reason of any re-issuance, replacement or recall of the award document (if applicable); b) Maintaining a historical register of RBIT/RBIC stationery used for Testamurs, Statement of Results, Statements of Attainment and other official certification documentation; c) Maintaining a historical register of all RBIT/RBIC and antecedent institution issued qualification award titles, academic grades and qualification levels; and d) Ensuring all records associated with this policy are managed and retained in accord with RBIT/RBIC's Records Management Policy, upload the Record Retention Report to the RBIT-TMS and associated Retention Schedule, and applicable laws and regulations. 	PAO/GM ADO Registrar/REG

Graduation Procedures

Step	Procedure	Responsible Person
1. Student Graduation Application	<p>Graduation Application Procedures (within the same business day)</p> <ul style="list-style-type: none"> a. At the final session of each term, the administration staff would identify and/or send reminder to students eligible for graduation to complete the following <ul style="list-style-type: none"> i. Application for Graduation (Graduation Template 1.1) ii. Learner Survey (Graduation Template 1.2) b. Upon the completion of the required documents, the administration staff would need to forward the forms to Principal Administration Officer/Director of Study/General Manager to be processed. 	Administration staff

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	c. All the forms must be processed by the end of the same business day.	
1. Graduation Application Validation AC Process	<p>Graduation Validation Process (KPI: total 14 working days)</p> <p>Graduation Administrative Task KPI</p> <ul style="list-style-type: none"> a) REG responsible to ensure the procedures MUST be completed within 20 working days as scheduled below. b) ADO/REG in the graduation administration and validation MUST sign the Graduation Administrative Task KPI (Graduation Template 2.1): c) The Eligibility for Graduation will be determined by the Registrar by checking the training record as soon as an application is received and processed; d) Check Application document – is it complete; e) Check student management system – all units been completed and all assessment evidence on student file; f) Check Code, Title and details of Qualification – are they accurate; g) Check outstanding fees (if any)- has the student paid all fees; h) Follow up outstanding fees – fees must be paid before next steps; i) Is the Student eligible for a Testamur Award or Statement of Attainment; <p>Application Received and Record by Registrar (KPI: Completion- 3 working days)</p> <ul style="list-style-type: none"> a) The Registrar is required to ensure all results of the students have been updated accordingly onto RBIT-SMS(JR) (Student Management System) b) All the results except from the final term should be updated in the system at this point of time. c) If results are up-to-date, the Registrar should be able to determine the students may be eligible for graduation, i.e. students who have successfully completed all the units of competency from the previous terms. d) If results are not updated, the Registrar will have to contact the trainers and assessors for verification, PAO/DoC/GM should be notified 	Administrative Officer Registrar
	<p>Verification of Student Academic Record (KPI: Completion-7 working days)</p> <ul style="list-style-type: none"> e) The Registrar shall be required to ensure all trainers and assessors will finalise the results from the final term at the end of two weeks after the course completion. f) The results of the students should have been updated accordingly onto RBIT-SMS(JR). g) Once the Registrar confirms a student's eligibility for graduation, the Accountant will be notified. h) The Registrar is required to sign off and record the task completion and forward to Account Division 	Registrar

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2. Graduation Validation AD Process	Confirmation of No Outstanding Debt by the Account Division (KPI: Completion: 2 working days) <ul style="list-style-type: none"> a) Based on the list forwarded by the Registrar, the Accountant must check for any outstanding fee in MYOB account system and RBIT-SMS(JR) management system b) It is important that the record of the MYOB is consistent with the record from the PRISMS, RBIT-SMS(JR) and MYOB c) If there is no outstanding balance owing to RBIT/RBIC, the Accountant shall ensure the accurate record is updated onto RBIT-SMS(JR), MYOB and sign off the application for graduation d) If outstanding balance is identified in the student's account, the Accountant shall then issue an official notification and forward to the Marketing staff to follow up and/or collect the outstanding fee in order to complete the sales e) Once the student has been confirmed to have no outstanding fee owing to RBIT/RBIC, the Application for Graduation will then be forwarded to the Registrar. f) The Accountant shall be required to sign off the task completion and forward to Registrar 	Account Manager
3. Certificate Verification Issuance	<ul style="list-style-type: none"> a) Once the Accountant verifies that the students have no outstanding payments, the list of the students eligible for graduation will be forwarded to PAO to confirm their eligibility (KPI: 1 working day) b) The PAO will sign off the task completion list before forwarding to the Registrar to print the credential documents. c) Certificate and/or Academic Report will then be generated from RBIT-SMS(JR). (KPI: 1 working day) d) Once all the required documents are completed and signed by the Registrar, the documentation will then forwarded to (PAO/DOS/GM) 	PAO/GM
4. Graduation Authentication Process	Graduation Managerial Working Procedures 2 (KPI: 5 working days) <ul style="list-style-type: none"> <input checked="" type="checkbox"/> PAO's Final Approval of Eligibility for Graduation (KPI: 2 working days) <ul style="list-style-type: none"> a) PAO/DOS/GM is responsible for verifying the payments and academic record on RBIT-SMS(JR) to confirm the students' eligibility for graduation b) It is important that the academic and payment details are up-to- date on RBIT-SMS(JR) c) The Certificates and Academic Results shall be cross checked carefully to ensure the highest accuracy as possible before PAO can sign off the documents and forward to the Chief Executive Officer. <input checked="" type="checkbox"/> Received and signed by CEO to prove the Graduation record (KPI: 2 working days) <ul style="list-style-type: none"> d) CEO will then verify the payments and academic record on RBIT-SMS(JR) before signing the documents 	CEO PAO/GM

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	<ul style="list-style-type: none"> e) CEO will ensure the documents prepared are 100% accurate before signing off the certificate. f) Once the final approval is attained, the documents shall be returned to the Registrar Department <p><input checked="" type="checkbox"/> Seal the Graduation Certificate Working Procedures (KPI: 1 working day)</p> <ul style="list-style-type: none"> g) The Registrar responsible for notify the students to collect their Graduation Certificates and/or Academic Report Template 4.1) g) The Registrar responsible for seal the Graduation Certificate, make copies of the certificates and Register on the Graduation record Book (Template 4.2) h) All the records of the students responsible for archived once the Graduation process is completed. Notification for the Graduation Ceremony 	
5. Graduation Ceremony Process	<p>Graduation Administrative</p> <ul style="list-style-type: none"> a) Participate to the Annual Graduation Ceremony date secured; make arrangements for Celebration; Collect Award to student at Graduation Ceremony or/ b) Collect Testamur by student individual or/ c) Collect Testamur by Specific Group or/ d) If Student require the Award to be sent to them; Register will send to mailing address that record on the RBIT-SMS 	CEO/PAO ADO/REG All Staff and Students
6. Records and Archiving	<p>Record the Printed Testamur/Statement of Attainment and Record of Results on RBIT Student Portfolio and RBIT-SMS</p> <ul style="list-style-type: none"> a) Registrar responsible for all Student Graduation Testamurs, Statements of Attainment must record on the RBIT-SMS b) All Records of Testamurs, Statements of Attainment (Award) issued must be kept for 30 years. 	Registrar

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4. References-Related Regulations

Related Regulation	Hyperlink Reference
AQF	www.aqf.edu.au
NVR – RTO 2015	https://www.legislation.gov.au/Details/F2014L01377
Standards for Registered Training Organisations (RTOs) 2015	https://www.asqa.gov.au/Users_Guide_to_the_Standards_for_Registered_Training_Organisation
ESOS Act 2000 (QLD)	https://www.usi.gov.au/system/files/documents/usi-factsheet-student-information-for-usi_2.pdf
National Code	http://www.teqsa.gov.au/sites/default/files/National_Code_2007_pdf.pdf
CRICOS	http://cricos.education.gov.au/
Vocational Education, Training and Employment Act 2000 (QLD)	https://www.legislation.qld.gov.au/LEGISLTN/REPEALED/V/VoEdTrEmA00_140630.pdf
Copyright Act 1968 (Commonwealth)	https://www.legislation.gov.au/Details/C2014C00291
Privacy Act 1988	https://www.oaic.gov.au/privacy-law/privacy-act/
ASQA	https://www.asqa.gov.au/

5. Supporting Documentation

Related Regulation	Hyperlink Reference
Student Information on the Unique Student Identifier (USI)	https://www.usi.gov.au/system/files/documents/usi-factsheet-student-information-for-usi_2.pdf
Users' Guide Standards for Registered Training Organisations (RTOs) 2015	https://www.asqa.gov.au/Users_Guide_to_the_Standards_for_Registered_Training_Organisation
Staff Hand Book	http://www.rbit.qld.edu.au/compliance/StaffSOP
Staff Master TGA Guide	http://www.rbit.qld.edu.au/compliance/StaffSOP
Divisional SOPs	http://www.rbit.qld.edu.au/compliance/StaffSOP
Staff Induction	http://www.rbit.qld.edu.au/compliance/StaffSOP
Student Hand Book	http://www.rbit.qld.edu.au/compliance/StudentSOP
Student Study Guide	http://www.rbit.qld.edu.au/compliance/StudentSOP
Student Learning Log	http://www.rbit.qld.edu.au/compliance/StudentSOP
Harvard Style Referencing Guide	
Student Service	http://www.rbit.qld.edu.au/compliance/StudentSOP