Kensington Global College

RTO #45956 | ABN 93 657 253 640

KENSINGTON
GLOBAL COLLEGE

CERTIFICATE ISSUANCE PROCEDURE

RELEVANT STANDARD(S):

Standards for Registered Training Organisations (RTOs) 2015	*Standard 3 | Chapter 5—Completion* ▪ *Clause 3.1 to 3.4—Provide secure certification* ▪ *Clause 3.6 – Participate in the Student Identifier scheme*

Certificate Issuance Procedure	
PURPOSE	This process serves as the guide and reference document for the issuance of certification documentation of Kensington Global College. Changes to this procedure must only be made upon approval of the Compliance Manager.
ROLE UNDERTAKING TASK	Administration Team
DOCUMENT UPDATE	2/03/2022

Recording Final Assessment

No.	Person/s Responsible	Steps to take
1	Trainer and Assessor	(1) Monitors / tracks completion of course / qualification by student. (2) Update unit results in SMS/LMS Trainer Portal. (3) Sends the final assessment results to student (via Trainer Portal).
2	Admin Staff	(1) Assessment results are automatically updated in SMS. If they are not, update the unit results in SMS manually. (2) For RPL/ Credit Transfer results, update the unit results in SMS. (3) Update the student record with the descriptions of units completed. (4) Run the SMS completion report weekly to check for completions.

Checking of Packaging Rules and other student requirements

No.	Person/s Responsible	Steps to take
1	Admin Staff	(1) Do a final check on completed units to see if see if they align with packaging rules (if applicable). (2) Check if the course requires work placement and if the requirement has been completed by the student (if applicable).

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		(3) Notify and send a request to the Trainer Assessor if the units are not aligned to the packaging rules (if applicable). (4) Notify and send a request to the student if the work placement requirement has not been completed (if applicable).
2	Trainer and Assessor	(1) Assess required units as per the packaging rules (if applicable). (2) Update unit in Trainer Portal. (3) Send back assessment results to Admin Staff.
3	Student	(1) Completes workplace requirement (if applicable). (2) Submit all paperwork requirement.
4	Admin Staff	(1) Verify results by repeating step 2 (2) If all requirements are completed and units are aligned proceed to Step 3.

Verification of USI and Outstanding Payment Check		
No.	**Person/s Responsible**	**Steps to take**
1	Admin Staff	(1) Completion is automatically updated in SMS. If it is not, update the enrolment status in SMS manually by setting it to "complete'' when recording the award/completion. (2) For students who are eligible for the issuance of certification documentation, verify USI and that all outstanding fees are paid in full. (3) Collect student's photo ID and confirm existing postal address on record/ request for the best address to post certification. (4) For students with outstanding invoices: a. Send email to student requesting full payment, advising certification documentation cannot be supplied when payment of invoices is outstanding. (5) Check regularly for payment.

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Add Award and Generate Certificate

No.	Person/s Responsible	Steps to take

1	Admin Staff	(1) Enter details of the award in the SMS.
		    a. Record the date of completion.
		    b. Record the date when the status was changed.
		
		(2) Check the unit end dates if they are aligned with the actual course end date.
		
		(3) Adjust the award type based on the certification documentation to be issued.
		
		(4) Check all necessary details before printing the certificate:
		    a. Name
		    b. Dates / Completion Dates
		    c. Unit Code
		    d. Result Type

2	Admin Staff**Error! Reference source not found.**	(1) Update the student status to inactive. (2) Generate Award for the student. (3) Print the certificate and check for certification compliance. (4) Revise as required. If no revisions are needed, prepare the certificate to be sent to the student. (5) Provide Certification to student within 30days from student completion via post. (6) Once the certificate is sent out, update student record in SMS. (7) Tick "Parchment has been issued to client".

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VERSION CONTROL

Version Control Table					
Date	**Summary of Modifications**	**Modified by**	**Version**	**Date of Implementation**	**Next Review Date**
2/03/2022	Document creation	360RTO Solutions	v. 1.0	25/01/2023	24/01/2024

RTO INFORMATION	
Document Name	Certificate Issuance Procedure v1.0
RTO/Company Name	Kensington Global College
RTO Code	45956
Manager	Compliance Manager