



Issuing – certificates and statements of attainment Policy

Guild Training is committed to ensuring that it will issue, record and report qualifications and statements of attainment within its Scope of Registration and in compliance with the protocols of the Australian Qualifications Framework.

This policy and procedure has been developed by the Pharmacy Guild of Australia (the Guild) as an all-inclusive document for delivery of training and assessment services in the state/territory Branches and should be read in conjunction with the individual state/territory Branch policies and procedures.

Procedure: actions and responsibilities

Action	Responsibility
The National Secretariat is responsible for ensuring that all certificates and statements of attainment issued by Guild Training are within its Scope of Registration and comply with the protocols of the Australian Qualifications Framework.	National Secretariat
The National Secretariat has taken steps to reduce the likelihood of inappropriate use and/or copying of certificates and statements of attainment by including a watermark and organisational stamp on the certificate or statement of attainment.	National Secretariat
A learner will only receive a certificate or statement of attainment when there is sufficient evidence to determine competency. Competency is determined by a qualified Guild Trainer and communicated to Guild Training using required documentation. Branches will use a competency checklist to ensure that a learner is only awarded a certificate or statement of attainment when they have met all the assessment requirements and are considered to be competent.	State Branches
The Training Manager will ensure that assessment records are identified, checked and recorded. Units of competency achieved, and assessment results are recorded in Guild Training's Learner Management System (WiseNet).	State Branches
The Training Manager will ensure that the certificate or statement of attainment is produced as per the guidelines, examples and templates provided by the National Secretariat. These guidelines/examples outline the formatting and documentation requirements and are located on eFileCabinet.	State Branches
The Training Manager will ensure that the certificate or statement of attainment be checked by a second staff member and the units of competency verified for accuracy.	State Branches
When issuing certification, the Branch will: <ul style="list-style-type: none">• Issue in a timely manner (AQF certification documentation must be issued within 30 calendar days of the learner's final assessment being completed or their exiting their course, providing all fees have been paid), so that learners can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation. Note: state / territory Government funding requirements may be a shorter timeframe than 30 calendar days. The short duration is to be followed.• Issue AQF certification documentation directly to the learner, not to another party, such as an employer.• Issue learners who have completed all units or modules in a qualification with a testamur and a record of results• Issue a learner who has completed one or more units/modules (but not a full qualification) and has finished their training with with a statement of attainment (a record of results may also be issued in this case), and• Ensure learners can access records of certification issued to them.	State Branches

<p>RE-ISSUE OF CERTIFICATES AND STATEMENTS OF ATTAINMENT</p> <p>If the Branch is re-issuing a certificate/statement of attainment to a learner when the original certificate/statement of attainment has been lost, damaged or destroyed, the following applies:</p> <ul style="list-style-type: none"> • The certificate/statement of attainment needs to include all the information included on the original document(s). • The Branch needs to include both the issue date and the re-issue date on the certificate/statement of attainment. • The re-issue date needs to be recorded in the Learner Management System (WiseNet). • The Branch needs to retain a copy of the re-issued certificate/statement of attainment. • The Branch should update their certificate register to reflect this change. 	State Branch
<p>The Training Manager is responsible for ensuring the following reporting requirements are met:</p> <ul style="list-style-type: none"> • Learner’s certificates or statements of attainment are retained as per the requirements of the National VET Regulator, and if applicable, the State Training Authority • Learner’s electronic records are retained for a minimum of thirty years. 	State Branches
<p>The state Training Manager is responsible for ensuring that Guild Training staff receive appropriate training to undertake the role of issuing statements of attainment and certificates. Training should include the correct identification and selection of certificates and statements of attainment and the correct printing of learner details.</p>	State Branches
<p>The National Secretariat and State Branches are responsible for ensuring the security of certificates and statements of attainment. Certificates and statements of attainments need to be stored in secure and locked locations and only designated staff provided with access to these documents.</p>	National Secretariat State Branches
<p>The National Secretariat will consult with the state Branches and undertake an annual review of all certificates and statements of attainment and ensure that these meet Australian Qualifications Framework requirements, National VET Regulator requirements, State Training Authority requirements and Guild – Style Guide requirements. Changes to certificates and statements of attainment will be communicated to Branches using standard communication methods.</p>	National Secretariat State Branches
<p>The National Secretariat has implemented an interim issuance of credentials in response to the COVID epidemic. This is due to being unable to remove credential paper from the PGoA premises. Hardcopy credentials will be printed, without the watermarks, once staff are able to re-enter the workplace on a permanent basis.</p> <p>The current process is as follows:</p> <ul style="list-style-type: none"> • Credentials are issued as per usual however they are issued with the watermark ‘INTERIM’ and a QR Code on the front. • The auditor can scan the QR Code or go directly to https://learner.wisenet.co/PGA/CertificateValidation and enter the information as per the screenshot 1 • The auditor can enter the details requested and Verify • Once verified the auditor can request a copy of the credential to be sent to their email • All of this interaction is recorded on the learners Enrolment Logbook (QR Code Logbook entries) • The email received has the copy (see COVID - SOA - FFS - S2S3-20200403-132850) and the details of the entry that is in the learners Enrolment Logbook. 	National Secretariat State Branches

Associated documentation

Certificate and statement of attainment – guidelines, templates and examples

Related topics

References

Authority

National Training Manager – 12.02.2009

National Training Manager – 15.06.2010

National Training Manager – 29.07.2011

Academy Compliance Manager – 23.10.2013

Academy Compliance Manager – 18.06.2014

Head – Guild Learning and Development – 25.01.2017

Head – Guild Learning and Development – 09.11.2019

RTO Compliance Manager – Membership, Learning and Development – 23.04.2020