

## TSA Policy for issuing and reissuing qualifications and statements of attainment

### What are qualifications and statements of attainment?

A **qualification** is certification awarded to a student who has been deemed competent in a particular combination of units from a nationally recognised Training Package. The combination of units must meet the packaging rules specified in the Training Package.

Qualifications issued by Training Services Australia consist of:

- (a) A certificate (1 page) which records the name of the student and the code and title of the qualification they have completed
- (b) A 'Record of Results' (normally 1 page) which lists the units of competency awarded

Training Services Australia is only able to issue qualifications that are within its scope of registration as a Registered Training Organisation.

A **statement of attainment** is certification issued to a student who has been deemed competent in one or more nationally recognised units of competency, but has not satisfied the requirements for an entire qualification. A statement of attainment will normally consist of a single page and will list all of the units that have been achieved.

### Eligibility for qualifications and statements of attainment

Qualifications and statements of attainment are only issued following advice from an appropriately qualified TSA assessor that the candidate is competent.

You are entitled to receive a **qualification** when you have:

- (a) Satisfied the packaging requirements for that qualification, as defined in the relevant nationally recognised Training Package

AND

- (b) Paid TSA in full for your training and assessment

AND

- (c) Provided TSA with your Unique Student Identifier (USI)

You are entitled to receive a **statement of attainment** when you have:

- (a) Been deemed competent by a TSA assessor in one or more units of competency

AND

- (b) Paid TSA in full for your training and assessment

AND

- (c) Provided TSA with your Unique Student Identifier (USI)

**When are qualifications and statements of attainment issued?**

TSA will issue a **qualification** as soon as we have identified your eligibility to receive it.

TSA will issue a **statement of attainment** if you are entitled to receive one and:

- (a) You request that a statement of attainment be issued, or
- (b) We have reason to believe that you are unlikely to complete any more units with TSA in the near future

If you have not received a qualification or statement of attainment that you believe you are eligible for, please contact a TSA Training Advisor.

**How long will it take to receive my qualification or statement of attainment?**

In most cases, qualifications and statements of attainment can be printed and mailed to a student within two weeks of being issued.

**Who is the qualification / statement of attainment issued to?**

If you have paid for your own training, the qualification / statement of attainment will be issued to you.

If your training has been paid for by your employer, the qualification / statement of attainment will be addressed to you, but will usually be sent to an employer representative so that they can update your employer's records before forwarding the original to you.

**How are qualifications and statements of attainment issued?**

Training Services Australia sends qualifications and statements of attainment to clients via standard post. Alternatively, you may wish to collect your credential from Training Services Australia. Please advise ahead of time if you wish to collect your credential.

**What if I notice an error on my qualification or statement of attainment?**

Training Services Australia has systems in place to minimise the risk of errors on qualifications and statements of attainment that it issues. This includes quality checking qualifications and statements of attainment before they are sent.

Should you identify an error on a certificate or statement of attainment that has been issued to you, please contact a TSA Training Advisor who will investigate the matter and arrange for a replacement to be issued free of charge.

### **Revoking qualifications and statements of attainment**

TSA reserves the right to revoke certification of an AQF qualification or statement of attainment issued. Circumstances under which credentials may be revoked include:

- TSA has been instructed to do so by its Regulator
- TSA has detected that information printed on the credential is incorrect
- TSA has detected that a decision made by one of its assessors is invalid and has determined that not revoking the credential may have serious consequences for the student or their employer
- TSA has detected that a student gained their credential dishonestly (e.g., through engaging in plagiarism)

Where a credential has been revoked, this will be noted on the relevant student record and the student will be asked to return the credential that was issued to them. Where applicable, the Unique Student Identifier (USI) Registrar will also be informed.

### **What records are kept of qualifications and statements of attainment issued?**

Training Services Australia maintains records of qualifications and statements of attainment issued for at least 30 years.

Training Services Australia provides its registering body with records of qualifications and statements of attainment issued, in accordance with the requirements of the registering body. In the event that TSA ceased to operate as a Registered Training Organisation, clients could seek information from the VET Regulator about qualifications and units of competency that they completed through TSA.

From 2016, students will also be able to access, from their Unique Student Identifier (USI) account, records of qualifications and statements of attainment issued to them by TSA after 1 January 2015.

### **Will TSA reissue a qualification or statement of attainment?**

Yes. Training Services Australia will reissue qualifications and statements of attainment to clients upon request.

Our records must clearly show that the client was assessed as competent in the relevant unit(s) of competency and that the client was previously issued with the relevant qualification or statement of attainment.

There is a fee payable for the replacement of qualifications and statements of attainment. The fee is shown in TSA's 'Fee information'<sup>1</sup> document and must be paid before the credential is reissued.

The replacement qualification / statement of attainment will be mailed to the client or their employer, or may be collected from TSA by the client.

Where TSA reissues a credential and the original is subsequently located, TSA reserves the right to request that the reissued copy be returned.

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<sup>1</sup> <http://www.tsa-wa.com.au/tsa/files/policies/Fee-information.pdf>