PHOENIX Academy

Policy Owner: Vice Principal
Contact Officer: Director - Academic
Approved by: Academic Board
Date Approved: 24 September 2010
Last Reviewed: May 2018
Related Policy: Student Progress Monitoring Policy
                       ELICOS National Standards P3.3,P4.1,P4.3

1. Overview

1.1   The purpose of this policy is to ensure Phoenix Academy results and qualifications are issued in accordance with the requirements of the ESOS Act 2000, National Code 2007, AQF January 2013 and the Standards for NVR registered Training Organizations 2011.

2. Organisational Scope

2.1   This policy applies to all courses leading to AQF Qualifications.

3. Procedure for monitoring Academic Progress and attendance

Phoenix Academy ensures that students have timely access to current and accurate records of their participation and progress by:

3.1 During the semester the academic progress of each student is monitored and assessed by lecturers and/or unit coordinator of each class. Where a lecturer becomes aware at any time during the semester that a student might be at risk of failing a unit a Student Progress/'Student at Risk' form is required to be completed and forwarded to the Academic Manager - VET or Director - Academic.

3.2 The Academic Manager - VET or Director - Academic, counsels the student and discusses any academic support to be provided, pastoral counselling sessions, amendments to course load **Assessment Resubmissions** granted and associated due dates.

3.3 Formally, Academic progress of all current students is reviewed by the Phoenix Academy by Student Progress Meetings (SPM) mid way and at the Board of Examiners meetings (BoE) at the end of each semester.

3.4 Following a Student Progress meeting (SPM): (Actions to take place within 5 working days)
   • Academic Manager - VET interviews / counsels students as required & implements any necessary intervention strategies

3.5 Following a Board of Examiners meeting (Actions to take place within 5 working days):
   • Certificates / Reports generated and issued within 5 working days of the Boards of Examiners
   • **Course Confirmation letters** are issued to all students detailing next semester units, and for students with unsatisfactory course progress the Academic Manager - VET or Director - Academic, counsels the student and discusses any academic support being provided, pastoral counselling sessions, amendments to course load **Assessment Resubmissions** granted and associated due dates.

3.6 Students/guardians/stakeholders may apply at anytime to Student Services for current records regarding their Academic progress and Participation and/or Attendance.

4. Procedure for issuing of Nationally Recognised qualifications, academic transcripts and statements of attainment:

4.1 All graduates who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation:
   • A testamur (certificate/qualification), *and*

- A record of results.

4.2 A testamur (certificate/qualification) will include:
- issuing organisation
- name of graduate who is entitled to receive the AQF qualification (surname to be in capitals)
- awarded AQF qualification by its full title
- date of issue/award/conferral
- person(s) in the organisation authorised to issue the documentation, and
- authenticity of the document, in a form to reduce fraud such as the issuing organisation's seal, corporate identifier or unique watermark.

The testamur or graduation statement for all AQF qualifications issued will identify the qualification as an AQF qualification either by the words 'The qualification is recognised within the Australian Qualifications Framework' or the use of any AQF logo authorised by the AQF Council. The AQF logo or these words must not be used on certification documentation for non-AQF qualifications.

4.3 A record of results will include:
- issuing organization
- name of graduate who is entitled to receive the AQF qualification (surname to be in capitals)
- accredited units by their full name and title
- date of issue
- person(s) in the organization authorized to issue the documentation,
- Phoenix Academy Student Identification Number, and
- authenticity of the document, in a form to reduce fraud such as the issuing organisation's seal, corporate identifier or unique watermark.

4.4 All graduates who have completed only a unit or units of competence or study from an accredited qualification or an accredited short course but not the whole qualification are entitled to receive the following certification documentation:

- A Statement of Attainment (SoA); and
- A record of results.

4.5 A SA will include:
- issuing organisation
- the person receiving the SoA
- accredited units by their full name and title
- date issued
- authenticity of the document, in a form to reduce fraud such as the issuing organisation's seal, corporate identifier or unique watermark.

The statement of attainment must be in a form that ensures it cannot be mistaken for a testamur for a full AQF qualification. It must include the statement 'A statement of attainment is issued when an individual has completed one or more accredited units'.

4.6 A record of results will include:
- issuing organisation
- graduate who is entitled to receive the AQF qualification
- accredited units by their full name and title
- date of issue
- person(s) in the organization authorised to issue the documentation,
- Phoenix Academy Student Identification Number, and
- authenticity of the document, in a form to reduce fraud such as the issuing organisation's seal, corporate identifier or unique watermark.

4.5 **Authority to issue:**
Only the Principal, The Executive Director – Academic, the Director – Academic or the Academic Manager – VET may sign all Testamurs and Statements of Attainment.

5. **Policy for the production of Testamurs, Records of Results and Statements of Attainment with regards to the use of logos:**

Testamurs (certificates/qualifications):
5.1 AQF Logo: The Testamur (certificate/qualification) for all AQF qualifications issued will identify the qualification as an AQF qualification either by the words:'*The qualification is recognized within the Australian Qualifications Framework',* or the use of the AQF logo.
5.2 NRT Logo: The NRT logo must be depicted on all AQF qualifications, and certificates relating to courses meeting the requirements of the AQTF. These can only be issued by an RTO when the training delivered is covered by the RTO's scope of registration.
5.3 ASQA Logo: This logo should never be used on qualifications.

Record of Results:
5.4 AQF Logo: This logo should never be used on records of results.
5.5 NRT Logo: This logo should never be used on records of results.
5.6 ASQA Logo: This logo should never be used on records of results.

Statements of Attainment:
5.7 AQF Logo: This logo should never be used on Statements of Attainment.
5.8 2 NRT Logo: The NRT logo must be depicted on all AQF Statements of Attainment relating to units/modules meeting the requirements of the AQTF. These can only be issued by an RTO when the training delivered is covered by the RTO's scope of registration.
5.9 ASQA Logo: This logo should never be used on Statements of Attainment.

6. Policy to produce Phoenix Academy Interim Reports and Final Reports
6.1 At the end of each semester after the SPM and BOE meetings where students' results are recorded, the following reports are also produced:
- Interim Report – includes the student's results from that semester's studies only. The report includes the name of the course and units included, a competency grade and mark (please see Explanatory notes).
- Final Report – includes the student's results from all semesters studied. The report includes the name of the course and units included, a competency grade and mark (please see Explanatory notes).

7. Issuing Duplicates
7.1 Requests for duplicate Academic Transcripts can be made via written request to the registrar. **A fee of AUD$50 will apply for the issuing of duplicate certificates, in additional to any outstanding fees.**
7.2 The Registrar will check to ensure the student is financial prior to sending the initial response to a student, outlining the payment options and confirmation of postal address.
7.3 Once all payments have been received, the Director - Academic will complete the reproduction of the certificate and send to student via email and post within 28 days.