

Amy Boleszny

From: ASQA - Enquiries <Enquiries@asqa.gov.au>
Sent: Wednesday, 18 July 2018 11:31 AM
To: 'Amy Boleszny'
Cc: ASQA - Enquiries
Subject: RE: Issuance of certification RTO 30831 [SEC=UNCLASSIFIED]

Dear Amy,

Thank you for your email.

Clause 3.3 of the *Standards for RTOs 2015* states:

- *“AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.”*

The clause makes it clear that learners are entitled to receive AQF documents 30 days from the time their assessment is complete – completion in this context includes the fulfilment of any necessary control measures the RTO has in place to confirm assessment results, which may be manual or managed through a student management system (SMS).

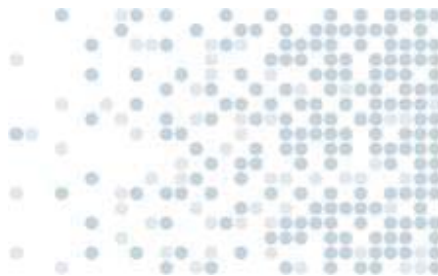
As you are aware, you are not obligated to issue AQF documentation where fees are outstanding.

I trust this information has been of assistance. If you have any further queries please do not hesitate to contact ASQA on **1300 701 801**.

Kind regards,

Angus

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From: Amy Boleszny [mailto:ceo@hbta.edu.au]
Sent: Thursday, 12 July 2018 9:51 AM
To: ASQA - Enquiries
Subject: Issuance of certification RTO 30831

Good morning,

Clause 3.3 of the standards states:

AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.