

**Completion**

Only students assessed as meeting accredited course or training package requirements are issued with AQF certificates.

Reference	<i>Standards for Registered Training Organisations 2015.</i>
Clause/s	3.1 AQF certification documentation issuance 3.2 AQF certification documentation meets schedule 5 3.3 AQF certification documentation issued within 30 days 3.4 AQF certification documentation records are retained in accordance with schedule 5 3.6 Participate in the student identifier scheme
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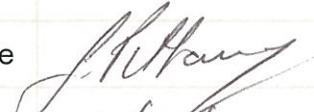
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**Authorised to implement**

RTO Chief Executive Officer

Jeanette Pittaway, Acting Director

RTO Chief Executive Officer signature

  
14/02/2019

Date signed

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## Acronyms

AQF	Australian Qualifications Framework
CEO	Chief Executive Officer
HMA	High managerial agent
LMS	Learning management system
MoU	Memorandum of understanding
NVR	National vocational education and training regulator
NRT	Nationally recognised training
RPL	Recognised prior learning
RTO	Registered training organisation
TAS	Training and assessment strategy
VET	Vocational education and training
WMH	West Moreton Health

## About us

West Moreton Hospital and Health Service (West Moreton Health (WMH)) is a registered training organisation (RTO) (provider number 40745), with the nationally accredited course, 10120NAT Course in Observing and Documenting a Mental State Examination, on our scope. The course is accredited by the Australian Skills Quality Authority, and listed on the national register <<<https://training.gov.au/Organisation/Details/40745>>>.

The Queensland Centre for Mental Health Learning (Learning Centre) is the unit within the WMH authorised to deliver training to mental health, and other health, professionals seeking core mental health education. Complementary to the accredited course, the Centre delivers a range of courses offering practical foundation knowledge for staff working with people experiencing mental health problems, as well as specific skills focusing on consumer safety and mental health recovery.

Whilst Queensland Health mental health staff are our primary target audience, training is available, and highly appropriate to:

- clinicians, practitioners and workers from other Queensland Health services who provide a service to, or support, people experiencing mental health issues
- mental health clinicians/practitioners from other Government services and departments
- mental health clinicians/practitioners of non-Government (private) services
- staff and support services who work with consumers of mental health services in other capacities, or who in their line of work assist people experiencing mental health problems
- university students on placement in mental health services.

## Contact details

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## Accredited course overview

The course consists of one unit of competency, MSED0C001 observe and document a mental state examination. The course was developed to address an industry need and does not have the depth to provide a full qualification. A statement of attainment is provided upon full attendance at the one-day course, and successful completion of the assessment. Alternatively, a learner may prefer to undertake the recognised prior learning (RPL) process. Upon successful completion of the RPL process the statement of attainment is issued.

## **1. Learning management system**

The Learning Centre maintains and monitors an accurate and current learning management system (a.k.a. student management system). This system manages the recording, and issuing, of candidate assessment results, either a statement of attainment or transcript of results. When a learner attends the full day's training, this system also issues a certificate of attendance.

## **2. Issuing accredited course assessment result**

Educators mark assessments using the approved marking guide and candidate check sheet to record completion of elements within the course. Candidate assessment results are noted within the candidate's printed assessment booklet, and recorded in the candidate's online profile in the learning management system.

When a candidate has successfully completed all assessment/s for a unit/s of competency, they are issued with a statement of attainment. Certification is only issued to candidates after they have fully demonstrated competence and where evidence of this is recorded in their file.

If a candidate does not successfully complete all assessment/s for a unit/s of competency they are issued with a transcript of results.

Australian Qualifications Framework (AQF) certification documentation is available directly to the candidate, by the candidate accessing their profile on the centre's learning management system and downloading the document.

Unique student identifier (USI) details are verified prior to issuing certification for any current product on scope. If a USI will not verify, the certification cannot be issued.

Note: As WMH is an enterprise RTO, upon enrolment each learner is advised that their results will be forwarded to their nominated line manager.

## **3. Issuing non-accredited course assessment result**

Educators mark assessments using the approved marking guide with results recorded in the guide. The assessment result is also recorded in the candidate's online profile in the learning management system.

When a candidate has successfully completed all assessment tasks for non-accredited training they are issued with a certificate of achievement. No assessment certification is issued for unsuccessful completion.

The certificate of achievement is available directly to the candidate, by the candidate accessing their profile on the centre's learning management system and downloading the document.

Note: As WMH is an enterprise RTO, upon enrolment each learner is advised that their results will be forwarded to their nominated line manager.

## **4. Timeframe for issuing assessment result**

Assessment completion certification for accredited training is issued within 30 calendar days of the candidate completing their final assessment work, or upon their exiting the course, providing all fees have been paid.

The Learning Centre aims to issue assessment completion certification for non-accredited training within 30 calendar days of the candidate completing their final assessment work.

## **5. AQF qualifications issuance policy**

The Nationally Recognised Training (NRT) logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to AQF certification documentation. The NRT logo is a registered trade mark and is only used in accordance with the terms use. All AQF terms

are met when issuing AQF qualifications and statements of attainment; and in marketing of accredited training.

#### *Certification format*

All AQF certification issued, meets requirements of schedule 5 of the *Standards for Registered Training Organisations (2015)*.

A NRT logo check sheet is used when developing accredited training results templates.

The NRT logo is not used for non-accredited assessed course certification.

### **6. Record retention**

Accredited training candidate assessment files and respective AQF certification are retained for a period of 30 years from the date of issue.

Non-AQF certification and respective assessment files are saved on the centre's network drive.

#### *Record reporting*

Reports of AQF certification issued, are provided to the VET regulator, as determined by the regulator.

### **7. Transcript of results**

The transcript of results lists assessment results against the respective unit/s of competency from the relevant training package, or accredited course.

### **8. Certificate of attendance**

Each learner marked as being in full attendance at training has access to download a certificate of attendance from their profile on the learning management system.

If a learner has attended only part of the training session, a certificate of attendance is not available. In this instance, upon the learner's request, a written statement reflecting the hours of attendance can be provided as proof of attendance.

Should a learner attend accredited training without providing their USI (refer point 7), assessment results are not issued until such time a verified USI is received. If no verified USI is received no assessment result is issued.

### **9. Unique student identifier**

The Learning Centre adheres to USI legislative requirements.

Learners attending accredited training must provide a USI prior to attending the course. This USI is verified by the centre before the learner's enrolment is confirmed.

In complying with the USI initiative, learner USI's are collected and verified before a qualification or statement of attainment is issued for any nationally recognised training completed.

Privacy and security of USIs and related documentation is ensured by restricting access to this information to only those staff requiring it as part of their work. All staff comply with the Code of Conduct for the Queensland Public Service, which includes maintaining information privacy.

Where applicable, personal information collected solely for applying for a USI on behalf of a learner is confidentially destroyed.

If a learner has exemption from providing a USI they are informed, upon confirmation of their enrolment, that their result is not accessible through the Commonwealth, and will not appear on any authenticated VET transcript prepared by the Registrar.

Any USI that does not verify, negates the issue of AQF certification documentation until the number is verified.

Should a learner attend accredited training without providing their USI, assessment results are not issued until such time a verified USI is received. If no verified USI is received, no assessment result is issued.

Note: Assessment includes collection and analysis of evidence for recognition of prior learning. Provision of a verified USI applies to the RPL process.

## 10. Responsibilities

### RTO CEO/Director, Learning Centre

- Ensures only learners with a valid USI are issued with AQF certification.
- Ensures AQF documentation templates meet schedule 5 of the *Standards for Registered Training Organisations (2015)*.
- Ensures the learning management system issues correct certification to learners.
- Ensures AQF documentation is retained for a period of 30 years.
- Ensures assessment certification for non-accredited training is retained/destroyed in line with Queensland Health policy.

### RTO CEO/Director, Learning Centre and RTO HMA/Program Manager

- Ensures all candidates are assessed as meeting accredited course requirements before the assessment result is issued.
- Accredited training assessment completion certification is issued within 30 calendar days of the learner's final assessment being completed, or their exiting their course, providing all fees have been paid.

### RTO HMA/Research and Systems Manager

- Ensures the LMS records validation of USI's.
- Ensures correct AQF documentation is loaded on the LMS.
- Ensures correct non-accredited assessment certification is loaded on the LMS.
- Ensures AQF certification is available for current and past learners.

### RTO HMA/Business Development Manager

- Ensures correct AQF documentation is provided for upload to the LMS.
- Ensures correct non-accredited assessment certification is provided for upload to the LMS.

## 11. How we meet the standards

- Application of these practices are detailed in relevant staff desktop manuals.
- An accurate and current learning management system is maintained by the Learning Centre.
- The learning management system produces a register of all results issued under the Australian Qualifications Framework.
- An assessment results check sheet is completed before an assessment result is issued.
- Accredited course pre-course information booklet contains information for learners/potential learners on completion of training and assessment, including issuance of course completion documentation.
- A nationally recognised training check sheet is used in the development of course result documentation templates.
- Candidate assessment results are issued within 30 calendar days of the final assessment being completed, or the candidate exiting their course, providing all fees have been paid.
- All USI's are verified before learners are accepted into accredited training, and/or issued an accredited training assessment result.
- The LMS is monitored and maintained to ensure access to assessment data and AQF certification for a period of 30 years.