



## Qualifications and Statement of Attainment Issuance Process

### **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 DTEC consist of:

- i) A testamur which records the name of the student and the code and title of the qualification they have completed.
- ii) A 'Record of Results' which lists the units of competency awarded

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 Statement of Attainments**

Qualifications and Statements of Attainment are only issued following advice from an appropriately qualified DTEC assessor that the participant is competent.

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

- i) Satisfied the packaging requirements for that qualification, as defined in the relevant nationally recognised Training Package  
AND
- ii) Paid DTEC in full for your training  
AND
- iii) Provided DTEC with your Unique Student Identifier (USI)

You are entitled to receive a **Statement of Attainment** when you have:

- i) Been deemed competent by a DTEC assessor in one or more units of competency  
AND
- ii) Paid DTEC in full for your training and assessment  
AND
- iii) Provided DTEC with your Unique Student Identifier (USI)

### **When are qualifications and Statements of Attainment issued?**

DTEC will guarantee issuance of a qualification or Statement of Attainment within 30 days of the participant meeting all eligibility. We will strive to issue the statement within 1 week from eligibility being met for qualifications and two business days for Statements of Attainment.

If you have not received a qualification or Statement of Attainment that you believe you are eligible for, please contact DTEC.



### **How will my qualification or Statement of Attainment be issued?**

DTEC will send an electronic version of your certification to your nominated email address. If you would like a hard copy printed you may contact DTEC and a hard copy can be provided for a nominal fee.

If your company has paid for the training a copy of your certification will also be emailed to the person who booked the training for you.

### **What if I notice an error on my qualification or Statement of Attainment?**

Should you notice an error on a certificate or Statement of Attainment that has been issued to you, please contact a DTEC team member who will investigate the matter and arrange for a replacement to be issued.

### **Revoking qualifications and Statements of Attainment**

DTEC reserves the right to revoke certification of an AQF qualification or Statement of Attainment issued. Circumstances under which credentials may be revoked include:

- DTEC has been instructed to do so by its regulator
- DTEC has detected that information printed on the credential is incorrect
- DTEC 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
- DTEC has detected that a student gained their credential dishonestly (ie through engaging in plagiarism)

Where a credential has been revoked, this will be noted on the relevant student record and the student will be notified. Where applicable, the USI Registrar will also be informed.

### **What records are kept of qualifications and Statements of Attainment?**

DTEC maintains records of qualifications and Statements of Attainment issued for at least 30 years.

DTEC 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 DTEC ceased to operate as a Registered Training Organisation, clients could seek information from the VET regulator about qualifications or units of competency that they completed through DTEC.

From 2016, students will also be able to access, from their USI account, records of qualifications and Statements of Attainment issued to them by DTEC after January 1, 2015.

### **I've lost my certificate or Statement of Attainment, what can I do?**

DTEC will re-issue certificates and Statements of Attainment upon request. There is a fee of \$35 (*accurate at the time of this policy being published*) payable for the replacement of certificates or Statements of Attainment. The replacement document will be emailed or mailed to the requested address. Documents must be requested by the individual who completed the training; you may not request a re-issue on the behalf of another individual. However, we can send the document to your employer or another individual if requested.

Where DTEC re-issues a credential and the original is then found DTEC may request that the re-issued copy be returned.