Certificate Verification Policy

Purpose

The purpose of this Policy is to ensure Safeguard training & Services maintains compliance against the Standards for Registered Training Organisations (RTOs) 2015, STD 1.13 to 1.16 and 3.1 to 3.4 when verifying certification documentation used as evidence.

Scope

This policy applies to all employees, partners and trainers delivering on behalf of Safeguard training & Services and students of Safeguard training & Services.

Policy Statement

The policy relates to verifying certification documentation in the following cases:

External RTO seeking verification for an Safeguard training & Services issued a certificate; or
Safeguard training & Services seeking verification of certificate issued by an external RTO for a trainer credential; or
Student certificate is being used as evidence for Recognition of Prior Learning (RPL) or credit transfer whilst undertaking study with Safeguard training & Services.

Where an RTO requests Safeguard training & Services to verify a certificate issued to a student:

The RTO must provide a copy of the certificate with the request for verification.
Safeguard training & Services will respond to the request within three (3) working days.
Fraudulently issued certificates identified will be escalated for investigation and reporting.

Where a Vocational Education and Training (VET) qualified trainer presents a certificate as part of their portfolio to deliver training for and on behalf of Safeguard training & Services, Safeguard training & Services will in the first instance request verification from the issuing RTO or request access to the trainer's Unique Student Identifier (USI) record to verify that the certificate is authentic.

Where an RTO is no longer current on the National Training Register and has closed down, Safeguard training & Services will request the individual to contact Australian Skills Quality Authority (ASQA) to verify their records are authentic

If ASQA cannot verify the student records, then Safeguard training & Services will make a determination on the authenticity of the certification documentation by:

- conducting a thorough review of the RTOs history in the National Training Register i.e. the RTO was operating at the time of the certificate issuance and the course type was on their Scope of Training Register;
- reviewing the prior experience and evidence provided by the student (if any); and
- conducting a review of the actual certificate document checking for issues or areas of concern

Based on Safeguard training & Services process of attempting to seek verification using a variety of methods as described above, and the probability that our review and assumptions of the authenticity of the document is accurate, the certificate will be accepted as evidence.

Responsibilities

Compliance, monitoring and review

The CEO and General Manager of Regulatory Compliance is responsible for implementing, reviewing, monitoring and ensuring compliance with this policy.

Reporting

No additional reporting is required.

Definitions

Terms and definitions

Certificate Verification: Verification of a certificate will result from:

- Checking a USI transcript that we have downloaded; or
- Advice received from an issuing RTO that they verify the certificate as authentic.
- If an RTO is no longer operating or the RTO will not provide any information, then Safeguard training & Services will make a determination that we have taken all steps to validate the issued certificate and, in our opinion, it has been issued and is an authentic record of training and we will record this certificate as internally verified.

Related Legislation & Documents

Standards for Registered Training Organisations (RTOs) 2015

National Vocational Education and Training Regulator Act 2011

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