

## Student Completion Policy

### ***Policy***

Swinburne Open Education (RTO 3059) will ensure that eligible completing students receive the certification to which they are entitled in compliance with the requirements of the Australian Qualification Framework (AQF) and Standard 3 of the *Standards for Registered Training Organisations (RTOs) 2015*.

### ***Purpose***

The purpose of this policy is to ensure that Swinburne Open Education graduates receive AQF certification they are entitled to as required by the *Standards for Registered Training Organisations (RTOs) 2015*.

### ***Scope***

This policy applies exclusively to completion activities implemented by Up Education Online for students enrolled with Swinburne Open Education (RTO 3059) in accordance with the established partnership agreement.

### ***Responsible Officer(s)***

The Head of Faculty and Head of Student Support are responsible for ensuring that all completing student activities are undertaken in line with the processes described in the Student Completion Procedures.

### ***Review and Improvement***

This policy and associate procedures are subject to regular review and improvement through Continuous Improvement processes as described in the Continuous Improvement Policy and Procedures.

## Student Completion Procedures

### 1. *Completion definition*

A student is deemed to have completed their course with Swinburne Open Education when one or more of the following occurs:

- They complete all assessment tasks for the course within their enrolment period,
- Their enrolment period expires, and the student does not receive an extension,
- The student cancels their enrolment (refer to the Cancellation and Refund Policy).

Completion may not entitle a student to receive certification.

### 2. *Completion outcomes and relevant records*

Where a student has completed, Swinburne Open Education undertakes the following checks:

- Review course completion requirements and assessment submission,
- Confirm whether the USI has been provided,
- Confirm whether all applicable course fees have been paid,
- Confirm the student's current address.

Assessment records are stored in line with record keeping protocols described in the Assessment Procedures.

### 3. *Issuing Certification*

Swinburne Open Education will ensure that eligible completing students are issued with the relevant certification documentation within 30 days of completion of their course when:

- Student has paid in full their applicable course fees,
- Student has provided their Unique Student Identifier (USI).

Swinburne Open Education students may receive one or more of the following certification documents:

- AQF qualification (where students have successfully met all requirements for a complete NRT qualification),
- AQF statement of Attainment (where students have not successfully met all requirements for a complete NRT qualification and have successfully met requirements for one or more Unit(s) of Competency within the qualification),
- Academic Transcript (where applicable, highlighting the outcomes for the Units of Competency in the course).

Students may request a re-issue of their awarded qualification and/or Academic Transcript. Students seeking re-issue will need to complete the Re-Issue Form or contact Student Services and pay the re-issue fee (as per

the Schedule of Administrative Fees).

In the event the student advises that they have not received their qualification certification, they will be required to complete a Statutory Declaration and seek re-issue. In this instance the re-issue fee will be waived.

Students may also request a copy of their Academic Transcript at any time during their studies with Swinburne Open Education. Such requests may be subject to a fee (as outlined in the Schedule of Administrative Fees).