AUSTRALIAN INSTITUTE OF TRAINING SOLUTIONS

Course Completion Policy

Relevant Standards	Linked Documents
Outcome Standards 2025	• Issuance of Qualification Policy • Feedback and Evaluation Policy • Fees and Charges Policy • Documents and Records Management Policy

1. Purpose

The Australian Institute of Training Solutions (AITS) is committed to maintaining compliance with the Standards for RTOs 2025. As learners complete their studies – whether a full qualification or a number of units – it is essential that completions are processed correctly and in a timely manner.

2. Types of Course Completion

There are two types of course completion:

- **Full completion** – students who have completed all units of competency required for a full qualification.
- **Partial completion** – students who have completed units of a course but have not completed all requirements of the full qualification.

3. Completion Procedure

Once a student has completed their studies, and the trainer and assessor has assessed all of the evidence as competent, the following completion procedure is used:

1. The trainer finalises all sections of the student's evidence, including all required signatures and dates.
2. For full completions, the trainer ensures the final sign-off is completed by all parties.
3. The trainer distributes, and then collects, the completed quality indicator questionnaires (Learner and Employer Questionnaires) and course evaluation forms from the student and the employer.
4. The trainer completes and signs the student completion checklist to ensure all documentation and evidence is accounted for and complete.
5. Handbooks, evidence and documents are presented to the General Manager to review, finalise and audit.
6. Handbooks, evidence and documents are then presented to the Student Services Officer, who ensures all final results are logged in the student management system.
7. The Student Services Officer confirms that all course fees are paid. If they are not, the Student Services Officer follows up with the student directly.
8. The Student Services Officer adds the student's details and parchment details to the Qualifications version control document.
9. The Student Services Officer uses the parchment details to create and issue the full qualification or statement of attainment, as set out in the Issuance of Qualification Policy.
10. The Student Services Manager logs and files all feedback from evaluation forms and questionnaires in the course evaluation summary spreadsheet (see the Feedback and Evaluation Policy for more information).

11. All documents, evidence and handbooks are prepared for archiving by the Student Services Manager.

4. Issuing Certification

Depending on the type of completion, once all course fees are paid in full, students will be issued with either a full nationally recognised qualification and a record of results, or a statement of attainment, within 30 days, as set out in the Issuance of Qualification Policy.