

Document Details	
<b>Title</b>	Reprint Policy
<b>Division</b>	PeoplePlus Education TOID: 21912 TOID: 4011
<b>Date for Review</b>	January 2017
<b>Document Author</b>	Cheryl Crispo – IT Manager

Version History			
Version No:	Date	Purpose of Change	Issued by
1.0	1/12/2015	Document established	
2.0	28/9/2016	Document updated for rebranding	Cheryl Crispo

## 1 Purpose

This Policy applies to both PeoplePlus Education (TOID 4011) and Australian Employment and Training Solutions (AETS) (TOID 21912) including all PeoplePlus staff; students and prospective students, member of the public.

From herein, both Training Organisations will be referred to as “PeoplePlus”.

## 2 Scope

All PeoplePlus staff: Managers, Compliance Staff, Trainers, PeoplePlus Admin

## 3 Policy

This policy and procedure is designed to ensure that students are informed of the price charged for reprinting of Statements of Attainment, and Certificates, for all states of delivery across Australia; and to ensure that we are compliant with the VET Quality Framework in regards to transparency of fees and charges.

- The price is \$ 10 per Statement or Certificate
- For VCGLR Responsible Service of Alcohol reprints , the price is \$ 15 per copy

## 4 Procedure

If a past or present student requires a reprint of their Statement of Attainment and/or Certificate and/or Statement of Results:

- Check VETtrak to ensure the student details are recorded in the SMS
- Confirm date of birth or other identity check
- Confirm USI has been provided if the student completed their studies from 1/1/2015 onwards
- Check the invoice to ensure the account has been paid.
- Check the file notes under “Contact Records”.
- If the file note clearly states that the Certificate has been posted, advise the student and confirm that a reprint fee will be charged.
- Advise the student that where possible, we prefer reprints to be collected in person from any of our sites (e.g. CBD, Ballarat, Hobart, Tamworth, A4e offices across Australia)
- Confirm the current postal address for the client.
- Update VETtrak if the address has changed.

- If they live out of these regions, we can post the certificate, but if it is returned by Australia Post, they MUST then come in, in person, to collect (we will NOT post twice)
- If the file notes do NOT reflect the certificate has been posted, check the file notes under the occurrence, as it may have been recorded as a group file note.
- Refer to above.

If there are NO file notes at all, you may use your judgement in regards to NOT charging the fee.

Please ensure all VETtrak Contact Records are updated to ensure that in the event the student rings in again, we have clear evidence that the Certificate was posted (or picked up) as per the above.

## **5 Payments of Fees**

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- Fees can be paid by EFTPOS or Credit Card over the phone.
- Fees can be paid by Cash, EFTPOS or Credit Card in person in Ballarat.

**Note:** This policy can be used in conjunction with Policies and/or forms:

- 0020 Refunds
- 0007 Complaints and Appeals
- Student Handbook