



Issuance of Certification Policy

Document Control

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- Approved By: Jason Hartwell (CEO)
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- Responsible Person: Jason Hartwell (CEO)

1. Purpose

This policy outlines the requirements and procedures for the issuance of AQF certification documentation by the Registered Training Organisation (RTO) in compliance with the ASQA 2025 Standards for RTOs and the Australian Qualifications Framework (AQF).

2. Scope

This policy applies to all learners who have completed nationally recognised training delivered by the RTO and to all staff involved in assessment, administration, and certification issuance.

3. Legislative and Regulatory Framework

This policy aligns with:

- ASQA 2025 Standards for RTOs
- Australian Qualifications Framework (AQF)
- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- Privacy Act 1988

4. Policy Statement

The RTO will issue AQF certification documentation only to learners who have been assessed as competent in all required units of competency or modules, and where all administrative and regulatory requirements have been met.

Certification will be issued in a timely, accurate, and compliant manner, ensuring integrity and authenticity of all documents.

5. Types of Certification Documentation

The RTO will issue the following documents where applicable:

- Testamur (Qualification Certificate)
- Record of Results (where required)
- Statement of Attainment will be issued where a learner has completed one or more units but has not completed the full qualification

All certification will meet AQF requirements including correct use of:

- Nationally Recognised Training (NRT) logo
- RTO code
- Qualification or unit codes and titles

6. Conditions for Issuance

Certification will only be issued when:

- The learner has been assessed as competent in all required units
- All assessment processes have been validated and finalised
- Verification of the learner's USI with the USI Registry.
- Certification will not be withheld due to outstanding fees where this would breach regulatory requirements
- The learner's records are complete and verified
- Qualifications and units on the RTO's current scope of registration

7. Timeframe for Issuance

The RTO will issue certification documentation within **30 calendar days** of:

- The learner being assessed as competent, and
- The RTO receiving all required information, including USI

8. Verification of Identity

Prior to issuance, the RTO will verify learner identity to ensure accuracy of certification details. This may include:

- Government-issued identification
- Enrolment records cross-check

9. Format and Security of Certification

Certification documentation will:

- Be issued in hard copy and/or secure digital format
- Include unique identifiers or serial numbers
- Be protected against fraud and unauthorised reproduction

Digital certification will include:

- Secure PDF format
- Verification mechanisms (e.g., QR codes or validation links)

10. Re-Issuance of Certification

Learners may request re-issuance of certification documentation.

The RTO will:

- Verify identity before re-issuing
- Clearly mark re-issued documents as “Replacement” where applicable
- Maintain records of all re-issued documents

A fee may apply for re-issuance.

11. Record Keeping

The RTO will:

- Retain records of AQF certification for a minimum of 30 years
- Maintain secure, backed-up electronic records
- Ensure accessibility of records for authorised personnel

12. Revocation of Certification

Certification may be revoked where:

- It has been issued in error
- Fraudulent activity is identified

The RTO will:

- Notify the learner in writing
- Maintain records of revoked documents
- Reissue corrected certification where appropriate

13. Continuous Improvement

The RTO will monitor and review certification processes through:

- Internal audits
- Validation activities
- Feedback from learners and stakeholders

14. Responsibilities

Chief Executive Officer

- Ensure compliance with ASQA Standards
- Approve certification issuance processes
- Monitor adherence to regulatory requirements
- Conduct audits and reviews

Administration Staff

- Prepare and issue certification documentation
- Maintain accurate records

Trainers and Assessors

- Ensure assessments are valid, reliable, sufficient, and authentic
- Submit finalised results in a timely manner

15. Updates to this Policy

This policy is reviewed regularly to ensure compliance with:

- Legislative changes
- ASQA Standards updates
- Operational and risk management improvements

16. Contact Details

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