AQF Issuance and Replacement Policy

Background

Clause 3.1

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Clause 3.2

All AQF certification documentation issued by an RTO meets the requirements of Schedule 5.

Clause 3.3

AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.

Clause 3.4

Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners.

Policy Statement

The College will have controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the learner has completed all requirements. Certification will only be issued to learners after they have fully demonstrated competence and where evidence of this is in place.

To ensure credibility of qualifications the College will ensure it meets the requirements of the AQF Qualifications Issuance Policy and will include any additional information specific to the VET sector, as per Schedules Four and Five of the Standards.

Procedure

In accordance with the Standards a student is only issued with:
- a **Qualification** when they meet the training package requirements
- a **Statement of Attainment** when one or more units of competency are successfully completed.

Before a Testamur or Statement of Attainment is awarded, the VET Coordinator/delegated representative will ensure that:
- The units of competency for the award have been completed and assessed as competent.
- The students Unique Student Identifier has been verified, refer to Student Identifier Policy

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Sufficient information is provided on a Testamur and or Statement of Attainment to ensure that the documentation is able to be authenticated and to reduce chances of fraudulent reproduction. To reduce fraudulent reproduction

- All certification will have an identification number that is unique to the course participant who completed the course.
- All certification will have the College's name, RTO code and Logo (pre-printed stationery)
- To ensure templates remain compliant and current, they will be regularly updated.

Electronic copies of course participant data will be maintained in the Colleges Student Management System and back-ups maintained.
- The College will retain sufficient data to be able to reissue a qualification or statement of attainment for the 30-year period
- If the College ceases being an RTO, the College will provide this information to QCAA/ASQA in digital form

Policy	Qualification	Statement of Attainment (SoA)	Timeframe	Records
A student is only issued with: • a **Qualification** when they meet the training package requirements • a **Statement of Attainment** when one or more units of competency are successfully completed.	Issue an AQF certificate and record of results if the qualification in which the student is enrolled is successfully completed.	Issue an SoA if the qualification in which the student is enrolled is partially completed.	Issue certification documentation to a student within 30 calendar days of all conditions for issuance being met.	Maintain sufficiently detailed records capable of identifying the student, type of certification (Certificate or SoA), qualification, award/attainment date and issuance date.
Conditions for issuance				
Unique Student Identifier (USI)	Fees and exemptions	Verification	Templates	Replacement
• A USI must be held prior to issuance. • The USI must be verified by the RTO using the USI Registry System website.	• Any agreed student fees have been paid. • Certification may be issued on sighting confirmation that a student has been granted an exemption issued by the USI Registrar.	• AVETMISS-compliant data that supports issuing of certification. • Data held in the QCAA provided AVETMISS-compliant student management system.	Certification documentation is based on templates compliant with Schedules 4 and 5 of the Standards and the AQF. Templates include the RTO's measures to reduce fraudulent reproduction.	A certification documentation replacement policy and procedure is in place

When issuing a certificate/statement the following procedure will be followed:
1. The Trainer/Assessor will complete a Student Completion Record for students who have completed their course, exited the qualification early or left the College. The Student Completion Record will indicate any completed or partially completed qualifications.

2. The Trainer/Assessor will forward the Student Completion Record to the VET Administration Officer who will amend student's file on aXcelerate to indicate that qualification has been

issued.

3. The VET Administration Officer will produce the qualification and issue directly to the student, via the Teacher, or post to the student if they have left the College
4. The VET Administration Officer will store a copy of issued qualifications in the students electronic file
5. The VET Administration Officer will record details of the issued qualification and/or statement in the Certificate Register

Replacement Qualifications

For certificates/statements of attainment issued by the college, the College will provide replacement copies of issued qualifications to students and past students.

Policy	Verification	Records	Templates	Replacement
On request the RTO permits replacement of AQF certification documentation it has issued in the previous 30 years.	Verify the identity of the applicant (name, address, date of birth) based on suitable proof of identity documents.	Confirm details of certification to be replaced using records from the AVETMISS-compliant student management system provided by QCAA.	Issued certification documentation is based on templates that meet the requirements of Schedules 4 and 5 of the Standards and the AQF.	The replacement certification documentation shows the current Principal's signature and the original award/attainment date.

Requests for a replacement qualification or statement of attainment (within the 30-year period) are processed as follows:
- Requests for a replacement qualifications or statements of attainment can be in writing (emails acceptable) or via telephone from the student or past student of the College.
- The request will be forwarded to the RTO Manager for verification and confirmation
- The VET Administration Officer will re-issue replacement qualifications and statements of attainment as per the original details in the register through AXcelerate.
- There is no cost for replacement copies.
- The replacement qualification will identify that it is a re-issued version
- The replacement qualification will be issued within 14 working days of receipt of written/verbal request.

Issuance requirements

All AQF documentation:
- must be printed using the RTO-approved templates and school certificate stationery
- must not include student USIs
- must be issued to students by mail or in person within 30 days of the award/attainment or issuance date
- must include the following fraud prevention measures:
  o document number

Records of issuance must be retained for reprinting, archive and audit purposes for a period of 30 years.

Certificate

Certificate template includes:
- the RTO name, code and logo
- the qualification code and title
- the NRT logo, as per NRT logo requirements
- either the AQF logo or the statement: 'This qualification is recognised within the Australian Qualifications Framework.'

Record of results

Records of Results template includes:

the RTO name, code and logo
- the mandatory title 'Record of Results'
- the qualification code and title
- where relevant, the Record of Results mandatory statement: 'These units/modules have been delivered and *assessed in [*insert language*]*' is used and only required if assessed in another language
- does not include the NRT or AQF logos.

Statement of Attainment (SoA)

SoA templates include:
- the RTO name, code and logo
- the mandatory statement:
  'These competencies form part of [code and title of qualification/course]'
- the mandatory statement:
  'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.'
- where relevant, the mandatory statement 'These units/modules have been delivered and assessed in [insert *language*]' followed by a listing of relevant units/modules (only required if assessed in another language).