



PP35 – Certification Issuance Policy

1. Purpose

This policy ensures that all AQF certification documentation (including qualifications and statements of attainment) issued by Austra College is valid, compliant, and issued in accordance with the Standards for RTOs 2025 (Clause 9 and Clause 11), the AQF Qualifications Issuance Policy, and the NRT Logo Conditions of Use. It supports timely, accurate, and lawful certification of VET student achievements.

2. Scope

Applies to all certification issued by Austra College for:

- ✚ AQF qualifications
- ✚ Statements of attainment
- ✚ This includes full qualifications, partial completion of units, and withdrawal situations where at least one unit is completed.

3. Definitions

Term	Description
AQF	Australian Qualifications Framework
Qualification	A nationally recognised credential for completion of a training product
Statement of Attainment	A formal record of partial completion or withdrawal where one or more units are completed
SMS	Student Management System, used to generate official documentation
NRT Logo	Nationally Recognised Training logo for use on compliant certificates

4. Legislative and Regulatory References

- ✚ Standards for RTOs 2025 – Clause 9 and Clause 11
- ✚ AQF Qualifications Issuance Policy
- ✚ NRT Logo Conditions of Use Policy
- ✚ National VET Regulator Act 2011
- ✚ Student Identifiers Act 2014

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5. Policy Statement

Austra College will only issue AQF certification documentation to individuals who:

- ✚ have been formally assessed as competent in accordance with the training package rules;
- ✚ **Have completed either:**
 - A full AQF qualification, or
 - One or more units of competency from an AQF qualification and subsequently withdrawn from the qualification;
- ✚ Have met all agreed fee payment requirements;
- ✚ Have had their student and assessment records verified for compliance;
- ✚ Will receive their certification within 30 calendar days of completion of assessment, subject to the above conditions.

All certification is generated through the SMS to maintain standardised, accurate, and compliant document control.

6. Certificate Issuance Conditions

6.1 AQF Qualifications Must Include:

- ✚ RTO's name, registration code, and logo
- ✚ Code and full title of qualification (as on training.gov.au)
- ✚ NRT logo (as per logo policy)
- ✚ Signature of an authorised signatory
- ✚ RTO's seal, identifier, or unique watermark
- ✚ **Statement:** "The qualification is recognised within the Australian Qualifications Framework" or AQF logo
- ✚ **If applicable:**
 - Industry descriptor
 - Occupational/functional stream in brackets
 - "Achieved through Australian Apprenticeship arrangements"
 - Language delivery statement for multilingual delivery

6.2 Statements of Attainment Must Include:

- ✚ RTO's name, registration code, and logo
- ✚ Full title and code of each unit/module
- ✚ NRT logo (as per logo policy)
- ✚ Signature of authorised signatory

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- ✚ RTO seal, identifier, or watermark
- ✚ Statement: “A VET statement of attainment is issued by an NVR registered training organisation when an individual has completed one or more accredited units or modules.”
- ✚ **If applicable:**
 - Statement of qualification the unit(s) belong to
 - Statement of attainment from partial course
 - Language delivery statement for multilingual delivery

7. Procedure – Step-by-Step

Step	Action	Responsible Person
1	Verify Completion: Confirm student has either completed all units of an AQF qualification or completed some units and formally withdrawn from the course.	Admin Officer/ Trainer
2	Compliance Check: Review enrolment, completed assessments, PTR (Pre-training review), fee status, and USI.	RTO Manager
3	Confirm Fees Paid: Ensure all course-related fees have been paid in full.	Admin Officer
4	Generate Certificate: Use SMS to generate Testamur + Record of Results or Statement of Attainment. Ensure correct inclusion of required information and logos (as per (Compliance Standards) Section 11 and AQF policy).	Admin Officer/ RTO Manager
5	Final Sign-Off: Check USI, product codes, trainer declaration, and eligibility type.	RTO Manager
6	Issue Certificate: Email digital copy, file PDF, and provide hard copy. SMS keep the log of issued Testamur.	Admin Officer
8	Re-issue Requests: Process within 10 business days with proof of ID after the re-issue fees.	Admin Officer

8. Compliance Assurance

Before issuing a certificate, the following must be verified:

- ✚ Student has completed the full qualification or eligible units.
- ✚ All assessments are valid and completed.
- ✚ Student has withdrawn but has completed at least one unit – issue SoA.
- ✚ All documentation complies with (Compliance Standards) Section 9-11 (logos, wording, signatures).
- ✚ Certification is not issued until all **fees** are paid.

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- ✚ AQF Logo and NRT Logo are applied in accordance with guidelines.

9. Non-Compliance Handling

- ✚ If any non-compliance is discovered post-issuance, the certificate will be revoked and a replacement issued once compliance is ensured
- ✚ Errors are logged in the Continuous Improvement Register

10. Related Documents

- ✚ Student Management System (SMS)
- ✚ Certification Register- SMS
- ✚ PP3 – Assessment Tools and Systems Policy
- ✚ PP31 - Enrolment Policy
- ✚ PP32 - Fee Management and Refund Policy
- ✚ Compliance Audit Checklist (certificate Issue)
- ✚ SMS User Guide for Certificate Generation
- ✚ [Fact sheet - Sample forms of AQF certification documentation.pdf](#)

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11. Flow chart

Certification Issuance Policy

Verify Completion

Confirm student's course status



Compliance Check

Review enrolment and assessments

Generate Certificate

Create digital and hard copies



Confirm Fees Paid

Ensure all fees are settled

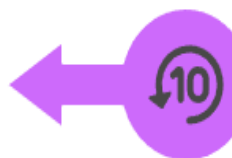
Final Sign-Off

Check eligibility and declarations



Issue Certificate

Distribute digital and hard copies



Re-issue Requests

Process re-issue requests within 10 days

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