COURSE COMPLETION AND QUALIFICATION ISSUANCE POLICY & PROCEDURE

Introduction

The Australian Academy of Commerce (AAC) is dedicated to upholding the integrity, accuracy, and timeliness of course completion records and the issuance of qualifications. This commitment aligns with the requirements of the VET Quality Framework, the National Vocational Education and Training Regulator Act 2011, the Standards for Registered Training Organisations (RTOs) 2025, and the National Code of Practice for Providers of Education and Training to Overseas Students (2018).

Purpose

The AQF Certification Issuance Policy and Procedure ensures that AAC issues Australian Qualifications Framework (AQF) certification documentation accurately, securely, and consistently, in compliance with national regulatory standards, particularly Division 2 of the Compliance Requirements for Standards for RTOs 2025. This policy safeguards the integrity and credibility of qualifications by ensuring that certification documents are issued only to students who have legitimately met all training and assessment requirements, verified through rigorous administrative controls, including strict adherence to Student Identifier (USI) protocols. It also reinforces transparency, accountability, and trust among students, stakeholders, employers, and regulatory bodies by maintaining accurate, accessible, and secure records in alignment with legal and regulatory frameworks.

Scope

This policy and procedure applies to all AQF certification documentation issued by AAC, including Australian Qualifications Framework (AQF) qualifications, Statements of Attainment, and Records of Results. It governs the processes for verifying student eligibility, issuing, reissuing, and recording certification in accordance with regulatory and compliance requirements.

It applies to all students enrolled in nationally recognised training with AAC, as well as to all staff involved in assessment, administrative processing, and executive authorisation of certification documentation. This includes trainers and assessors, administrative staff, the Compliance Officer, and the Chief Executive Officer (CEO).

Policy Statement

This policy provides a procedure to ensure that AAC will:

- only issue qualifications that are on its scope of registration
- only issue an Australian Qualifications Framework (AQF) certification document to a student who it has assessed as meeting the requirements of the training product as specified in the relevant training package
- This policy applies to the issuance of AQF certification for all students, including those enrolled under CRICOS, and complies with the requirements of the National Code 2018 where applicable.
- issue the AQF certification documentation to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product they are enrolled in, once the student has paid all the required fees to AAC.

- accept and recognise AQF certification documentation issued by another RTO or AQF authorised issuing organisation once it has been authenticated.

Student Identifier (USI) Requirements:

- The Unique Student Identifier (USI) must not appear on any VET qualification or Statement of Attainment issued by AAC.
- AAC must verify with the USI Registrar that the provided USI belongs to the student before using the identifier for any administrative or record-keeping purposes.
- AAC must not issue an AQF qualification or a VET Statement of Attainment unless the student has provided a verified USI.
- If an exemption from providing a USI applies (as detailed in the Student Identifiers Act 2014), AAC will clearly inform the student, prior to the completion of enrolment or commencement of training and assessment (whichever occurs first), of the implications, specifically:
  - The student's training outcomes will not be accessible through Commonwealth resources.
  - The training results will not appear on any authenticated VET transcript prepared by the USI Registrar.
- (Further details about the implications of being exempt can be obtained from the USI website - Link)

NRT and AQF Logos:

- use AQF and NRT logos on a Qualification or a Statement of Attainment in accordance with Conditions of Use policy for these logos

AAC will ensure all administrative and academic staff understand and implement these requirements consistently to maintain regulatory compliance.

Definitions

Academic Transcript	See Record of Results.
Australian Qualifications Framework (AQF)	The framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.
AQF Certification	Documentation is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.
Qualification	A certificate or statement of attainment awarded upon successful completion of a course or unit(s).
Record of Results	A record of results is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised issuing organisation. In Australia, this may be called a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'.
Statement of Attainment (SoA)	A statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Testamur	Official certification document confirming a qualification has been awarded.

Regulatory and Legislative Requirements

- ESOS Act 2000
- ELICOS Standards 2018
- ESOS National Code 2018; Standard 3 & 8
- NVR Act 2011
- Standards for RTOs 2025: Division 2 – Integrity of Nationally Recognised Training Products
- Student Identifiers Act 2014

Course Completion and Qualification Issuance Procedure

The following procedure details the comprehensive steps that AAC undertakes to issue AQF certification documentation in a compliant, secure, and timely manner.

1. Course Completion Verification

1.1 Assessment Finalisation

Upon the completion of all assessment requirements, the trainer and assessor will confirm that the student has fulfilled the necessary competencies as outlined by the relevant training package.

1.2 Student Management System Records (SMS)
Trainers or assessors record the completed units in the Student Management System (SMS).

1.3 Administration Review
The Director of Studies (VET) then formally approves these course outcomes. Following academic approval, the Student Services Officer (SSO) will verify all administrative documentation, ensuring that the student's enrolment and supporting documents such as their Unique Student Identifier (USI), Language, Literacy and Numeracy assessment (LLND), identification, pre-requisites, and fee payment are complete and correct. It is crucial that the student's USI is verified with the USI Registrar promptly and accurately, and it must not appear on any formal AQF certification documentation.

If a student is exempt from providing a USI, the Student Services Officer (SSO) must clearly inform the student of the specific consequences of this exemption, including that their results will not appear on any authenticated VET transcript or Commonwealth records. This notification occurs before the completion of enrolment or prior to the commencement of training and assessment, whichever comes first.

The SSO reviews the student's file thoroughly, ensuring all units of competency are accurately recorded. This file is then forwarded to the CEO or designated delegate, who authorises and signs the AQF certification documentation.

Certification documents are issued within 30 calendar days of the student meeting all course requirements and the clearance of all outstanding fees.

1.4 Outstanding Fees

If a student has any outstanding fees, they will be notified. Payment of all outstanding fees is required before a testamur, record of results, or statement of attainment can be issued. This policy is communicated to students during induction to prevent misunderstandings.

2. Qualification Issuance

Once eligibility is confirmed, the qualification or statement of attainment is prepared, ensuring accuracy in student details and course information.

The document is then issued to the student via email or hard copy, depending on their preference. A record of issuance is saved in the SMS. Students are notified of the issuance and provided instructions on how to collect their documents if necessary.

- All graduates of AAC receive certification documentation to which they are entitled within thirty (30) days of the learner being assessed.
- All AQF qualifications on AAC's scope of registration are correctly identified in certification documentation.
- AQF qualifications issued by AAC are protected against fraudulent issuance.
- Testamurs include the student's name, course code, title and date of issue.
- Statements of attainment lists units completed and are clearly marked to distinguish them from full qualifications.
- A clear distinction can be made between AQF qualifications and non AQF qualifications delivered by AAC.
- Graduates and others are confident that the qualifications they have been awarded are part of the AQF.

2.1 Testamur

AAC will ensure that:

- the testamur will include the organisation name, RTO code and organisation logo
- the testamur will include the code and title of the awarded AQF qualification; and
- the NRT logo in accordance with the current conditions of use
- the testamur includes authorised signatory
- does not include a state or territory registering body logo
- the testamur for all AQF qualifications issued will identify the qualification as an AQF qualification either by the words 'The qualification is recognised within the Australian Qualifications Framework' or the use of any AQF logo authorised by the AQF Council

2.2 Statement of Attainment

AAC issues statements of attainment according to the following guidelines:

- the Statement of Attainment will include the organisation name, RTO code and organisation logo
- the Statement of Attainment will include a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency
- the Statement of Attainment includes authorised signatory

- the Statement of Attainment includes the NRT logo in accordance with the current conditions of use
- the Statement of Attainment includes the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units';
- statements of attainment will not include the Australian Qualifications Framework (AQF) words or logo
- statements of attainment will not include a state or territory registering body logo
- statements of attainment will not include the learner's Student Identifier consistent with the Student Identifiers Act 2014.
- AAC has developed the statement of attainment in a format so that it cannot be mistaken for a full AQF qualification:
- The words 'statement of attainment' are placed at top of document (just below RTO logo) in prominent upper case
- The number of the statement of attainment is titled: Statement of Attainment No. xxxxxx

2.3 Record of Results

AAC will ensure that:

- the Record of Results includes the organisation name, RTO code and organisation logo
- the Record of Results includes the code and title of the awarded AQF qualification
- the NRT logo is not used on the record of results
- the AQF logo or words 'The qualification is recognised within the Australian Qualifications Framework' is not used on the record of results

Results will be shown on the record of results as follows:

C   Competent
NYC   Not Yet Competent
CT   Credit Transfer
RPL   Recognition of Prior Learning
W   Withdrawn

The Student Services Officer (SSO) is responsible for the resulting and issuing of testamurs, statements of attainment and records of results, including replacement certification documents and preserving the Student Management System (SMS) in current, compliant and operational status.

The SMS maintains all data, including all relevant student details and a register of Certificates, Diplomas, Advanced Diploma and Statements of Attainment issued.

3. Fraud Prevention Measures

AC has implemented the following measures to minimize the risk of fraudulent reproduction of qualifications and statements of attainment:

- Every qualification and statement of attainment is assigned a unique ID number for verification purposes.
- High-quality, tamper-resistant paper is used for all physical documents.
- Testamur and statement of attainment templates are securely built into the Student Management System (SMS).
- Electronic copies of student records are securely stored and maintained within the SMS.

- Access to SMS templates is password-protected to ensure only authorized personnel can generate or modify documents.

4. Record Retention and Reporting

Following issuance, the Student Services Officer securely files all student assessment and administrative evidence, ensuring traceability and ease of access. AQF certification documentation is then entered into the Student Management System (SMS), where it must be retained securely for 30 years, in line with regulatory requirements.

4.1 Retention

- All qualifications and statements of attainment are recorded in the SMS and backed up regularly.
- Copies are stored securely and retained for thirty (30) years.
- AAC maintains a comprehensive register of all AQF qualifications issued to graduates.
- Copies of testamurs, statements of attainment, and academic transcripts are stored in the student's academic file.
- Scanned copies are maintained electronically in the SMS and backed up to an external hard drive.

4.2 Reporting

- AAC submits reports on issued qualifications and records of attainment to its VET regulator on a schedule determined by the regulator.
- AAC provides returns on client attainment records for units of competency and VET qualifications to the National VET Regulator as required.
- In the event that AAC withdraws its registration, it will return its Certificate of Registration to the NVR (ASQA) within ten (10) business days from the effective withdrawal date.

5. Re-Issuing Qualifications

In cases of reissue, the student must submit a formal written request and provide valid identification to confirm their identity. All reissue requests require explicit authorisation from the CEO, and a corresponding fee will be charged to the student. Reissued certificates precisely duplicate the original documentation, clearly marked as 're-issued', with all details validated against original records held within the SMS and learner file.

AAC adheres to the following procedure for the re-issuing of qualifications:

- If the testamur or statement of attainment is misplaced or damaged, the student or prior student may contact AAC to order a replacement.
- AAC will not re-issue a testamur or statement of attainment or academic transcript; however, we will issue a 'Certified Copy' of the original certification documentation with a statement on the documentation stating: 'this is a replacement of original document.'
- Students or prior students making requests for replacement certification must provide proof of identity including the student identification number in addition to a current Australian driver's licence or a current passport. The Compliance Officer will then complete a verification check to ensure the person requesting documentation is the person previously enrolled in stated course.

- The cost for a certified copy of the original award documentation is $100.00, which is to be paid at time of application for replacement documentation. It may take up to two weeks for the copy award document to be completed.

Procedure Summary Table

Procedure Step & Action	Responsibility	Timeframe	Reference/Use
1. Trainer confirms student has fulfilled all assessment requirements in line with the training package before certification is approved.	Trainer and Assessor	At point of final assessment completion	Ensures student meets all competency and packaging rules
2. Verify enrolment and admin documents are complete (USI, LLND, ID, pre-requisites, fee payment) before issuing certification.	Student Services Officer (SSO)	Immediately after final assessment approval and before issuing certificate	Pre-issuance compliance check
3. Verify student USI with USI Registrar before use for administrative or record-keeping purposes	Student Services Officer (SSO)	Immediately upon receiving USI from student	Compliance with Student Identifiers Act 2014
4. Inform students about USI exemption consequences clearly before enrolment/training commencement	Student Services Officer (SSO)	Before completion of enrolment or training commencement (whichever occurs first)	Compliance with Student Identifiers Act 2014
5. Ensure USI is not printed on testamur or SOA, and certification is withheld if USI is not verified (unless exempt); inform students of transcript access limitations if exempt.	Compliance Officer	During enrolment and before certification issuance	Ensures compliance with Student Identifiers Act 2014
6. SSO prepares completed student file for CEO; units recorded progressively; full review prior to printing.	Student Services Officer (SSO)	Upon course completion or withdrawal	Verification prior to printing

Procedure Step & Action	Responsibility	Timeframe	Reference/Use
7. CEO signs AQF certification and ensures it is issued within 30 calendar days; copy saved to student file.	CEO	Within 30 calendar days of course completion and fee clearance	Meets Clause 9 of the Compliance Requirements for Standards for RTOs 2025
8. File student assessment and admin evidence securely in date order.	Student Services Officer (SSO)	Immediately after issuance	Ensures traceability and compliance
9. Store AQF certification records in SMS for 30 years.	Compliance Officer	Upon issuance	Meets Clause 10 of the Compliance Requirements for Standards for RTOs 2025

Reissue Procedure

Procedure Step & Action	Responsibility	Timeframe	Reference/Use
1. Re-issues will only be produced for the individual to whom the Qualification or Statement of Attainment was originally issued. The individual must make a written request and verify their identity using a valid document (e.g., licence, passport, birth certificate).	Student Services Officer (SSO)	At time of student request	Initiates reissue process and confirms eligibility
2. All reissues must be authorised by the Chief Executive Officer. No other staff may approve re-issues.	CEO	Upon verification and before printing	Ensures controlled and accountable certificate reissue
3. A fee is charged for the reissue. An invoice is to be issued to the student.	Student Services Officer (SSO)	After request and before certificate preparation	Confirms cost recovery and finance tracking
4. Reissued certificates are exact duplicates of the original, with only the issue date changed to show 're-issued'.	Student Services Officer (SSO)	During certificate preparation	Maintains consistency and audit trail

5. Certificate details are validated in the SMS against the original scan/photocopy retained in the learner file.	Student Services Officer (SSO)	Before printing	Prevents error or fraud in reissue process
6. Once approved, the re-issue is provided to the learner. A copy and the request are retained on the student's file, labelled as a re-issue.	Student Services Officer (SSO)	Immediately after authorisation and issuance	Ensures evidence of issue and compliance

Roles and Responsibilities

Role	Responsibility
CEO	• Provide strategic oversight to ensure the integrity and compliance of qualification issuance. • Approve policies and procedures related to certification. • Ensure adequate resources for policy implementation and monitoring.
Compliance Officer	• Oversee adherence to regulatory requirements and ensure compliance with the Standards for RTOs. • Manage the qualification preparation, issuance, and replacement processes. • Conduct internal audits related to records and reporting.
Student Services Officer (SSO)	• Manage the SMS to ensure accurate recordkeeping of student details, qualifications, and statements of attainment. • Oversee the issuance, replacement, and secure storage of testamurs, statements of attainment and academic transcripts.
Director of Studies (DoS) ELICOS / VET	• Review and ensure accurate finalisation of assessment results. • Verify that all units of competency have been successfully completed and meet the requirements for qualification issuance.
Trainers and Assessors / Teachers (ELICOS and VET)	• Ensure accurate assessment completion and timely submission of student results to the SMS. • Verify competencies for all units before recommending qualification issuance.

Policy Implementation

This policy and procedure is implemented through a structured, monitored process to ensure that all AQF certification documentation issued by AAC is compliant with national standards, accurately reflects student achievement, and is managed in a secure and timely manner.

Implementation includes:
- Clear delegation of responsibilities to qualified staff including trainers and assessors, administrative personnel, and the CEO or delegated authority.
- Training and induction of staff on certification requirements, AQF protocols, and the use of the Student Management System (SMS) to record outcomes and track issuance.
- Ongoing monitoring of certification practices through internal audits, use of the Certificate Issuance Checklist, and regular reviews of the AQF Certificate Register.

- Integration with student records systems, ensuring all issued certificates are linked to verified assessment records and compliant enrolment documentation.
- Use of supporting forms and registers such as the Certificate Reissue Request Form, SMS issuance logs, and reissue procedures, all retained in accordance with regulatory timelines.
- Review and update of certification templates to reflect any changes to training package codes, AQF guidelines, or branding requirements.
- Retention of certification records for a minimum of 30 years as per Clause 10 of the Standards for RTOs 2025 and access provisions under the NVR Act.

This policy is communicated to all relevant staff and reviewed every two years as part of AAC's internal policy review cycle. Any identified non-compliance or delays in issuing certification are investigated and rectified through the Continuous Improvement Register.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V2.0	Feb 2025	Redeveloped from Course Completion policy.	CEO	Feb 2025	Compliance Officer	Feb 2026
V3.0	Jun 2025	Updated in line with the new Standards for RTOs 2025	CEO	11 July 2025	Compliance Officer	July 2027

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