CERTIFICATE ISSUANCE POLICY

RELEVANT STANDARD(S):

Instrument	Relevant requirements
2025 Compliance Standards for NVR Registered Training Organisations	Clause 9 Issuance of AQF certification documentation; Clause 10 Certification and assessment records; Clause 11 VET qualifications and statements of attainment; Clause 12 Student identifiers; Clause 13 NRT logo
Australian Qualifications Framework	AQF Qualifications Issuance Policy and AQF Qualifications Register Policy
Student Identifiers Act 2014	Verification, use and protection of Unique Student Identifiers

Purpose

The Elite Edge Training Academy Pty Ltd issues secure and accurate AQF certification documentation to students who have met the requirements of a training product. This policy explains when qualifications, records of results and statements of attainment are issued, what they must contain and how related records are protected and retained.

Scope

This policy applies to all nationally recognised qualifications, units of competency and accredited modules delivered within the RTO's scope of registration. It applies to staff and contractors involved in finalising assessment results, approving, issuing, recording, storing or replacing certification documentation.

Policy principles

Certification documentation will only be issued for training products within the RTO's scope of registration.

- A qualification or statement of attainment will only be issued after the student has been assessed as meeting the relevant requirements.
- Certification documentation will be issued directly to the student and protected from unauthorised alteration, duplication or release.
- AQF certification documents will comply with the current Compliance Standards, AQF policies and NRT Logo Conditions of Use Policy.
- The RTO will maintain accurate records so students can obtain copies of previously issued certification documentation.

Issuing certification documentation

The RTO will issue AQF certification documentation within 30 calendar days after the student completes the relevant assessment, provided the student has completed the qualification or has completed one or more units and subsequently withdrawn, and has paid all agreed fees associated with the training product.

Where a student withdraws after completing one or more units and the related assessment was completed earlier, the RTO will issue the statement of attainment within 30 calendar days of the recorded withdrawal request.

Certification documentation will be issued directly to the student. A copy may be provided to an employer or another person only where the student has given prior written consent or where disclosure is required or authorised by law.

Unique Student Identifier

A qualification or statement of attainment will not be issued unless the student has a Unique Student Identifier that has been verified by the Registrar, unless a lawful exemption applies.

A student's Unique Student Identifier will not appear on a qualification, statement of attainment or record of results. USI information and supporting identity documents will be handled securely and in accordance with privacy requirements.

Where an exemption applies, the student will be advised before enrolment is completed or training commences that the results will not appear on an authenticated VET transcript and may not be accessible through the Commonwealth.

Qualifications and records of results

A student who completes all requirements of an AQF qualification will receive a testamur and a record of results. The record of results may be provided separately or appear on the reverse of the testamur.

Each qualification will contain the required information, including:

- The RTO's name, registration code and logo.
- The student's full name, as verified in the student management system.
- The qualification code and title recorded on the National Register.
- The date of issue and a unique certificate number.
- The NRT logo, an authorised signature and the RTO's seal, corporate identifier or unique watermark.
- The required AQF recognition statement or an authorised AQF logo.
- Any industry descriptor, occupational stream, apprenticeship statement or delivery-language statement required for that qualification.

The record of results will identify the student, the qualification code and title, each unit of competency or module completed, the result recorded for each unit and the date the record was issued.

Statements of attainment

A statement of attainment will be issued when a student exits a training program after completing one or more units of competency or accredited modules but has not completed the full qualification or course. It will not be used as an interim progress statement while the student continues in the same training program.

Each statement of attainment will contain the required information, including:

- The RTO's name, registration code and logo.

- The student's full name, as verified in the student management system.
- The national code and full title of every unit of competency or module achieved.
- The date of issue and a unique certificate number.
- The NRT logo, an authorised signature and the RTO's seal, corporate identifier or unique watermark.
- The required statement explaining when a VET statement of attainment is issued.
- Any qualification, course, apprenticeship or delivery-language statements that apply.

Use of logos

The NRT logo will be used only in accordance with the current NRT Logo Conditions of Use Policy. It will appear on AQF qualifications and statements of attainment but not on records of results, non-nationally recognised certificates, corporate stationery or learning resources.

The AQF logo may be used only where authorised and in accordance with its conditions of use. State or territory logos will only be used where the RTO has authority to do so.

Security and approval

Certification templates will be approved and controlled by the Chief Executive Officer. The student management system will generate a unique certificate number and record the student, training product, completion status, issue date and authorised signatory.

Only authorised RTO staff may produce, approve or issue AQF certification documentation. A third party must not produce or issue certification documentation on behalf of the RTO.

Before a document is released, authorised staff will confirm the student's identity, assessment outcome, course completion or withdrawal status, fee status, verified USI and the accuracy of all names, codes and titles. Any artificial intelligence-assisted template or content must receive human review before use.

Records and retention

The RTO will maintain a register of all qualifications it is authorised to issue and all qualifications and statements of attainment issued to students.

Records of AQF certification documentation will be retained for 30 years. All assessment evidence submitted by a student, including evidence relating to recognition of prior learning or a withdrawal, will be retained for at least two years after the student completes or exits the training product, unless another law, regulator or funding agreement requires a longer period.

Records will be stored securely, backed up and kept accessible so current and former students can request copies. The RTO will provide certification reports to ASQA when requested and will transfer required records to ASQA if the RTO ceases operating.

Replacement documentation

A current or former student may request replacement certification documentation in writing and must provide sufficient information to verify their identity and record. Where a legal name has changed, suitable identity and name-change evidence must be supplied.

A replacement will retain the original issue date, authorised signatory and other details that applied when the document was first issued, apart from an approved name correction or change. Any applicable replacement fee will be stated in the current fee schedule before the request is processed.

Roles and responsibilities

The Chief Executive Officer approves certification templates and authorised signatories and oversees compliance with this policy. Student Services verifies results and student details, issues approved documents, maintains the certification register and processes replacement requests. Trainers and assessors must ensure assessment decisions are complete, accurate and recorded before certification is requested.

Monitoring and improvement

The Chief Executive Officer will monitor certification records, issue timeframes, replacement requests, template controls and any errors or complaints. Improvements will be recorded and implemented through the RTO's continuous improvement processes. This policy will be reviewed annually or earlier if regulatory requirements change.

Version control

Date	Summary of modifications	Modified by	Version	Implementation	Next review
13/12/2024	Original policy created	360RTO Solutions	v. 1.0	13/12/2024	12/12/2025
01/06/2025	Reviewed for the 2025 Standards and updated certification, USI, record-retention and logo requirements	Cathy Dalton	v. 1.1	01/07/2025	30/06/2026
01/10/2026	Comprehensive review completed. Updated issue timeframes, certification content, record retention, document security, replacement documents, authorised issuance controls and RTO information	Cathy Dalton	v. 1.2	01/10/2026	30/06/2027

RTO information

Item	Details
Document name	Certificate Issuance Policy v1.2
RTO and company name	The Elite Edge Training Academy Pty Ltd
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