

AQF Certification Issuance Policy and Procedure

1. Purpose

Australian Learning Group (ALG) is committed to protecting the integrity and national recognition of vocational education and training by issuing Australian Qualifications Framework (AQF) certification documentation accurately, securely and within required timeframes.

This policy outlines how ALG ensures that AQF qualifications and Statements of Attainment are issued only to students who have successfully completed the requirements of a nationally recognised training product.

The policy also ensures that certification documentation is issued using controlled templates, verified assessment outcomes and secure record management processes.

This policy is also informed by the AQF Qualifications Register Policy, which supports the maintenance of accurate and auditable registers of AQF qualifications authorised to be issued and AQF certification documentation issued by ALG.

This policy supports compliance with the following regulatory requirements:

- Compliance Standards 2025 – Division 2 (Integrity of Nationally Recognised Training Products)
- Student Identifiers Act 2014
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)
- AQF Qualifications Register Policy
- AQF Qualifications Issuance Policy

2. Scope

This policy applies to:

- all AQF certification documentation issued by ALG
- all nationally recognised training delivered by ALG
- all staff involved in training, assessment, administration and certification issuance.

AQF certification documentation includes:

- AQF qualifications (testamurs)
- records of results
- statements of attainment

This policy applies to all students enrolled in nationally recognised training delivered by ALG.

3. Definitions

AQF certification documentation: Official documentation issued by a registered training organisation confirming that a student has achieved an AQF qualification or completed one or more units of competency.

AQF qualification: A qualification type endorsed in a training package or accredited in a VET accredited course and recognised within the Australian Qualifications Framework.

Testamur: The official certification document issued by ALG that confirms a student has been awarded an AQF qualification. It includes the name of the qualification, the issuing organisation and other required information, but does not list the units of competency completed.

Record of Results: A document listing all units of competency completed as part of a qualification. The Testamur and Record of Results are issued at the same time.

Statement of Attainment: A document issued by a registered training organisation when an individual has completed one or more accredited units of competency.

Training product: An AQF qualification, skill set, unit of competency, accredited course or module listed on the National Register.

Unique Student Identifier (USI): A unique reference number assigned to a student that allows their nationally recognised training records to be linked and accessed through the national USI system.

Authorised signatory: The person approved by ALG to sign AQF certification documentation on behalf of the organisation.

Student Management System (SMS): The electronic system used by ALG to manage student enrolments, academic results and certification records.

AQF Certification Issuance Register: The controlled record of all AQF certification documentation issued by ALG. This register is maintained within the Student Management System (RTOM), which records certification details and enables retrieval of reports containing all required information for compliance and audit purposes.

RTOM (RTO Manager): ALG's student management system that records student enrolment details, academic results, and the issuance of AQF certification documentation.

CANVAS: ALG's learning management system where students complete assessment components and where assessment outcomes are recorded.

My eEquals: A secure digital platform used to issue and manage verified digital copies of AQF certification documentation, enabling graduates and authorised third parties to access and verify qualifications online.

4. Responsibilities

Trainers and Assessors: Responsible for:

- conducting valid assessments
- recording assessment outcomes accurately
- submitting final results within required timeframes.

Student Administration: Responsible for:

- verifying student eligibility for certification
- verifying USI details
- generating certification documentation
- maintaining certification register through RTOM
- retaining certification records.

CEO or Authorised Delegate: Responsible for approving and signing certification documentation.

Quality Assurance Manager: Responsible for:

- monitoring certification issuance processes
- reviewing certification register through RTOM
- conducting compliance checks.

5. Policy

ALG issues AQF certification documentation only to a VET student who has been assessed by ALG as meeting the requirements of the relevant training product. Certification documentation is not issued to any person unless that person is eligible under the applicable training product requirements, has completed the relevant assessment requirements, and has met any other conditions for issuance set out in this policy.

ALG ensures certification documentation is issued accurately, securely and within required timeframes. Certification documents are produced using controlled templates and recorded in a certification register to ensure traceability and authenticity. These processes protect the integrity and authenticity of the qualifications and Statements of Attainment issued by ALG.

ALG ensures that all certification documentation is free from error and incorporates controls to prevent fraudulent reproduction or misuse.

ALG's AQF Certification Register is maintained through its student management system, RTOM (RTO Manager).

5.1 System Outcomes

Through the implementation of this policy and procedure, ALG ensures that:

- certification is issued only after assessment outcomes are finalised and verified as meeting the requirements of the training product.
- AQF certification documentation is issued within 30 calendar days of the student being assessed as meeting the requirements of the training product.
- Certificates are generated using controlled templates, include unique identifiers and are issued through authorised administrative processes.
- ALG maintains an AQF Certification Register and secure records to allow verification of qualifications issued.
- Certification documentation records are maintained for the required regulatory retention period and can be retrieved if requested by students or regulators.
- Quality assurance and compliance reviews ensure that certification issuance processes remain accurate, consistent and compliant with regulatory requirements.
- AQF certification register is maintained in an accurate and retrievable form in accordance with the AQF Qualifications Register Policy.

5.2 Issuance eligibility and timing

ALG will issue AQF certification documentation only where:

- the student has been assessed as meeting the requirements of the training product
- the student has completed the AQF qualification, or has completed one or more units of competency from an AQF qualification and has subsequently withdrawn
- all agreed fees associated with the training product have been paid
- a verified USI has been recorded for the student, unless an exemption applies under legislation.

AQF certification documentation must be issued to the student within 30 calendar days from completion of the assessment confirming that the student has met the requirements of the training product.

5.3 Assessment Quality Control Review

Before AQF certification documentation is issued, ALG conducts a quality control review of completed assessment records to confirm that the student has been correctly assessed as meeting the requirements of the training product.

This review is conducted by an authorised staff member who was not responsible for the original assessment.

The review confirms that:

- assessment outcomes have been recorded correctly
- all required units of competency have been completed
- sufficient evidence is available to support the assessment decision
- the student has met the requirements of the training product.

Where issues are identified, the matter is referred back to the trainer/assessor for clarification or correction before certification documentation is issued.

This process supports the integrity and accuracy of AQF certification documentation issued by ALG.

5.4 Types of certification documentation

Where a student has completed all requirements of an AQF qualification, ALG will issue:

- a testamur, and
- a record of results.

Where a student has completed one or more units of competency from an AQF qualification but has not completed the full qualification and has exited or withdrawn from the course, ALG will issue a Statement of Attainment.

Where a student completes part of the requirements of an AQF qualification, ALG may also issue a record of results in accordance with the AQF Qualifications Issuance Policy.

5.5 Completion letters

Students who have successfully completed the requirements of their course and have received a testamur and record of results, are eligible to receive a Completion Letter upon request.

A Completion Letter is issued automatically to students who have completed a course that includes work placement.

Completion letters must not be used as a substitute for AQF certification documentation. They are provided only as supplementary confirmation of course completion.

5.6 Certification document content

All AQF qualifications issued by ALG must comply with the AQF Qualifications Issuance Policy and include, as applicable:

- the student's full legal name
- ALG's name, registration code and logo
- the code and title of the AQF qualification (All qualification and unit codes and titles are used exactly as published on the National Register (training.gov.au))
- the NRT logo in accordance with the NRT Logo Conditions of Use Policy
- the signature of an authorised signatory
- ALG's seal, corporate identifier or unique watermark
- the statement: "The qualification is recognised within the Australian Qualifications Framework", or an authorised AQF logo
- any industry descriptor listed on the National Register for the qualification
- any occupational or functional stream listed on the National Register, shown in brackets after the qualification title
- the statement "Achieved through Australian Apprenticeship arrangements" where applicable
- where any part of the qualification has been delivered and assessed in another language, the required statement and list of the relevant units or modules
- the date of issue.

All Statements of Attainment issued by ALG must comply with the AQF Qualifications Issuance Policy and include, as applicable:

- ALG's name, registration code and logo
- the full title and national code of each unit of competency or module
- the NRT logo in accordance with the NRT Logo Conditions of Use Policy
- the signature of an authorised signatory
- ALG's seal, corporate identifier or unique watermark
- the 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"
- where applicable, the statement: "These competencies form part of [code and full title of the relevant VET course or qualification]"
- where applicable, the statement: "These competencies were attained in completion of [VET course code] course in [full title of the VET course]"
- where any listed units or modules have been delivered and assessed in another language, the required statement and list of relevant units or modules
- the date of issue.

5.7 Use of the NRT logo

ALG will use the Nationally Recognised Training (NRT) logo only in accordance with the NRT Logo Conditions of Use Policy.

Access to and use of the NRT logo is controlled within ALG to ensure it is only applied by authorised staff and only in permitted contexts.

5.8 Student Identifier requirements

ALG must request verification from the USI Registrar that any student identifier provided by a student belongs to that student before ALG uses the identifier for any purpose.

ALG must not issue a VET qualification or Statement of Attainment unless the student has been assigned a student identifier, unless an exemption applies under the Student Identifiers Act 2014 or other relevant legislation.

ALG must not include a student's USI on a VET qualification or Statement of Attainment.

Where an exemption applies, ALG will inform the student, prior to the completion of enrolment or commencement of training and assessment, whichever occurs first, that:

- the results of the training will not be accessible through the Commonwealth, and
- the results will not appear on any authenticated VET transcript prepared by the Registrar.

5.9 Registers and record retention

ALG maintains, the following in accordance with the AQF Qualifications Register Policy:

- a register of AQF qualifications ALG is authorised to issue, and
- a register of AQF qualifications and VET Statements of Attainment issued by ALG.

The AQF Certification Register is maintained in an accurate, retrievable form and include enough information to identify the following:

- the holder of the qualification or statement
- the qualification or units issued by full and correct title
- the date of issue
- the certificate number or other unique identifier
- whether the certification documentation is an original issue or a reissue.

ALG retains records of all AQF certification documentation issued for 30 years.

ALG retains records of all assessments submitted by a student to ALG or a third party for 2 years after the student has completed the training product.

ALG ensures that current and previously enrolled students are able to access copies of their retained AQF certification documentation on request.

ALG will provide a report of AQF qualifications and VET Statements of Attainment issued during a specified period if requested by the National VET Regulator.

5.10 Replacement, authentication and verification

ALG permits the replacement or re-issue of AQF certification documentation where the original document has been lost, stolen, damaged or destroyed, subject to identity verification and payment of any applicable fee.

Students requesting a replacement or re-issue of AQF certification documentation must submit a Document Request Form.

A processing fee may apply for replacement or re-issued AQF certification documentation. Refer to the Additional Fees Schedule for current fees.

Prior to processing a replacement or re-issue request, ALG may require verification of the student's identity. Verification may include confirmation of:

- student ID
- registered email address
- course enrolment period
- Unique Student Identifier (USI)
- passport or other valid government-issued identification.

Replacement or re-issued AQF certification documentation will only be processed once identity has been verified and any applicable fees have been paid.

ALG is responsible for the authentication and verification of the AQF certification documentation it issues, including replacement documentation, and maintains mechanisms to reduce fraudulent reproduction or use of certificates and Statements of Attainment. These mechanisms include:

- Unique identifiers such as a certificate/document number that is linked to the student's ID and their AQF qualification.
- Secure, tamper-evident digital documentation issued through My eEquals, the official tertiary credentials platform used across Australia and New Zealand.

Information on how to request replacement AQF certification documentation, including any applicable fees and required identification, is made available to students at enrolment and through ALG's website and Student Handbook.

5.11 Revocation

AQF certification documentation may be revoked by ALG where it has been issued in error, where fraud or misconduct is identified, or where assessment outcomes are later found to be invalid.

Where certification documentation is revoked, ALG will maintain records of the decision and take reasonable steps to notify the affected student.

5.12 AQF Certification documentation security

- AQF document numbers are linked to the unique student identification numbers allocated to students by ALG.
- AQF certification documentation is issued digitally through **My eEquals**, which provides secure access and independent verification of documents.
- Hard copy AQF certification documentation is only issued at scheduled ALG graduation ceremonies where students attend in person.

5.13 National VET Data reporting

ALG reports training activity and AQF certification issuance to the National VET Data Collection (AVETMISS) in accordance with reporting requirements.

6. Monitoring and Review

ALG monitors compliance with this policy through:

- internal compliance reviews
- monitoring of certification registers
- review of student records
- periodic quality assurance checks
- review of compliance of AQF certification templates against the AQF Qualifications Issuance Policy and NRT Logo Conditions of Use
- review of the AQF Certification Register against the AQF Qualifications Register Policy

Reviews of certification issuance processes are conducted periodically as part of ALG's internal compliance monitoring and quality assurance activities. The quality control review is conducted by a staff member who was not involved in the original assessment decision.

Findings are discussed at management meetings and recorded in the **Continuous Improvement Register**.

7. Procedure

Step	Key Actions	Responsibility	Supporting Documents
1. Recording assessment outcomes	Trainer/assessor records final assessment outcomes in the learning system.	Trainer/Assessor	Assessment records
2. Assessment quality control review	Review completed assessment records to confirm that assessment outcomes are accurate, sufficient evidence supports competency decisions, and the student has met the requirements of the training product.	Assessment Quality Control Officer	Completed assessment instruments Assessment records, quality control checklist
3. Unit completion check	Confirm completion of required units.	Assessment Quality Control Officer	Assessment records Assessment Quality Control Register
4. Assessment finalisation and eligibility check	Confirm that the student has met the requirements of the training product and is eligible for issuance of a qualification or Statement of Attainment.	Assessment Quality Control Officer	Assessment records Assessment Quality Control Register
5. USI Verification	Verify the student's USI with the Registrar before using the USI for issuance processing. Where no USI is held, confirm whether a valid exemption applies.	Student Experience Team	USI verification factian in RTOM
6. Fee payment check	Confirm fees have been paid.	Student Experience Team	Student account
7. Document creation and review	Generate certification documentation using approved controlled templates and confirm all mandatory content is included, (qualification or unit titles, NRT logo, authorised signatory,	Student Experience Team	Certification document

	date of issue and unique certificate number).		
	Check document accuracy and certificate number.	Student Experience Team	Certification checklist
8. Approval and Signatory	Authorised signatory approves documentation	CEO or delegate	Signed certificate
9. Certification Register Entry	Record certification details in the AQF Certification Register within RTOM, including student name, qualification/unit title, certificate number and issue date.	Student Experience Team	RTOM certification register
10. Meet issuance deadline	Issue certification documentation within 30 days.	Student Experience Team	Issue record
11. Student access and replacement requests	- Provide copies of retained AQF certification documentation to current or previously enrolled students on request. - Receive and review Document Request Forms, - verify student identity details, confirm payment of any applicable fees, process replacement or re-issued AQF certification documentation, and record reissue details in RTO	Student Experience Team	Reissue request form AQF Certification Register retained certification record
12. Regulatory reporting	Provide a report of AQF qualifications and Statements of Attainment issued during the period	Quality Assurance Manager / Student Experience Team	AQF Certification Register,
13. Document storage	Store certification records securely.	Student Experience Team	Student Management System
14. Monitoring and review	conduct scheduled reviews of AQF certification issuance processes:	Quality Assurance Manager / Compliance Team	AQF Certification Register, student records, certification

	• review of certification registers, student records • certification templates • compliance with the AQF Qualifications Issuance Policy and NRT Logo Conditions of Use. • Record findings and improvement actions.		templates, compliance review notes Continuous Improvement Register
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8. Related Documents

- Assessment Review and Validation Policy and Procedure
- Assessment Quality Control Policy and Procedure
- Records Management Policy and Procedure
- Fees and Refunds Policy and Procedure
- Self-Assurance, Monitoring and Continuous Improvement Policy and Procedure
- AQF Qualifications Register
- Student Identifier (USI) Policy
- Document Request Form
- Compliance Standards 2025, Schedule 2 (Nationally Recognised Training Logo Conditions of Use Policy)

9. Document Information and Review

Document Information		
Document ID	STU-14	
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Responsible officer	Joe Lynch	
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Approval by	CEO	
Endorsed by	Academic Director and Head of Quality Assurance	
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2.0	11 March 2026	Updated to address the requirements of the Compliance Standards 2025, 9-14.