

Issuing AQF Certificates and Outcomes

In accordance with Clauses 3.1 to 3.4 of the Standards for RTOs 2015, AIHFE is required to provide secure AQF certification documentation. This means that AIHFE must have controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the student has completed all assessment requirements. Inappropriately issued certification poses a significant risk to our reputation and to the VET sector.

General Issuing of AQF Certification Documentation Principles

To meet the requirements of the Standards, AIHFE will:

- Only issue AQF certification documentation to learners who have been assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course;
- Ensure the 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 in its entirety, and providing that all agreed fees and charges have been paid in full;
- Maintain records of all AQF certification documentation issued to learners for a period of 30 years and provide reports of these records to ASQA on a regular basis, as determined by ASQA;
- Ensure that the learner's Unique Student Identifier (USI) is not included in the learner's Qualification testamur, Record of Results or Statement of Attainment; and
- Ensure that learners who have not had their USI provided and verified are not issued with their AQF qualification documents, unless an exemption applies under the Student Identifiers Act 2014. Where an exemption applies, AIHFE would have notified the learner prior to the finalisation of their enrolment in the Student Handbook that the results of the training will not appear on any authenticated VET transcript prepared by the USI Registrar.

Responsibilities

The CEO is responsible:

- In ensuring the integrity and the security of all AQF certification documentation issued to students; and
- To review and approve of all certification documentation prior to the issuance of the documentation to learners.
- Ensuring that the AQF certification documents are sent out to the learners within **30-days** of the learner being assessed as meeting all of the requirements of the training product.

The Trainer & Assessor is to ensure that:

- All of the learner's completed assessment tools and submitted assessment evidences are complete and are correctly saved to the learner's file;
- The information recorded on the student's file pertaining to the learner's training activity outcome(s) are accurate – particularly the start and end dates of training activity, as well as the outcome of the training and assessment activity;
- Confirming that:
 - The learner's USI is correctly recorded and it has been verified on the USI database (unless an exemption applies under the Student Identifiers Act 2014), and
 - There are no outstanding balances on their account and their fees are paid in full; and
- Coordinating the printing, the approval from the CEO, and the issuing of the AQF certification documentation to the learner.

AQF Certification Documentation Requirements

It is important that AIHFE's certification documentation meets the requirements of the Standards for RTOs 2015 and the Australian Qualifications Framework. In order to do so, our certification documents will contain the following:

- **Qualification testamur** – issued to learners who have met the requirements of a vocational education and training qualification:
 - Our legal name;
 - Our RTO number;
 - Our logo;
 - The AQF logo;
 - Watermark;
 - The Nationally Recognised Training logo;
 - Full legal name of learner (as verified with the USI);
 - Certificate number;
 - The course code and title as specified on the National Register of VET;
 - Date issued;
 - Title and signature of the CEO or authorised signatory;
 - Industry descriptor (if applicable);
 - Occupational or functional stream (if applicable);
 - State / Territory Training Authority logo (if applicable);
 - Include the words: 'Achieved through Australian Apprenticeship arrangements' (if applicable);
 - Include the words: 'These units / modules have been delivered and assessed in <insert language> followed by a listing of the relevant units / modules' (if applicable);
 - Accompany each testamur with a Record of Results, on a separate page, which identifies the units of competency issued within the qualification.

- **Record of Results** – issued to learners to accompany the qualification testamur:
 - Our legal name;
 - Our RTO number;
 - Our logo;
 - Watermark;
 - Full legal name of learner (as verified with the USI);
 - Certificate number;
 - The course code and title as specified on the National Register of VET;
 - Date issued – must be consistent with the qualification testamur;
 - A list of all of the units of competency or modules showing the unit code and title for each unit of competency as specified on the National Register of VET;
 - Title and signature of the CEO or authorised signatory;
 - Include the words: ‘These units / modules have been delivered and assessed in <insert language> followed by a listing of the relevant units / modules’ (if applicable).
- **Statement of Attainment** – issued to learners to certify the completion of one or more units or modules from a VET qualification but the learner has not achieved all of the units of competency to receive a full qualification, or the completion of an accredited short course:
 - Our legal name;
 - Our RTO number;
 - Our logo;
 - Watermark;
 - The Nationally Recognised Training logo;
 - Full legal name of learner (as verified with the USI);
 - Certificate number;
 - The course code and title as specified on the National Register of VET (if applicable – in the case of skill sets);
 - Date issued;
 - A list of all of the units of competency or modules showing the unit code and title for each unit of competency as specified on the National Register of VET;

- Title and signature of the CEO or authorised signatory;
- State / Territory Training Authority logo (if applicable);
- Include the words: 'Statement of Attainment' – displayed prominently to ensure the Statement of Attainment is not mistaken for a testamur;
- Include the words: 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units';
- Include the words: 'These competencies form part of (course code and title)' (if applicable);
- Include the words: 'These competencies were attained in completion of (course code and title)' (if applicable);
- Include the words: 'These units / modules have been delivered and assessed in <insert language> followed by a listing of the relevant units / modules' (if applicable).

Where required, you can refer to ASQA's sample forms of AQF certification documentation [here](#).

Awards, Honours and Recognition

Awards will be given to students for excellence in academic activities and outstanding contributions to the AIHFE's lifestyle.

Issuing of AQF Certification Documentation Procedure

1. **Issue the AQTF Learner Questionnaire to the learner** – undertake the exit interview with the learner and send them the AQTF Learner Questionnaire.
2. **Confirm the learner's USI is correct and has been verified** – check that their USI has been collected from the learner and it has been verified to be true and correct. If we have not been provided with the learner's USI and/or it has not been verified, collect this information as soon as possible from the learner. This must be done within **2 business days** of the learner being assessed as meeting all of the requirements of the training product. Under Clause 3.3 of the Standards for RTOs, an RTO must issue the AQF certification documentation to a learner within **30-days** of the learner being assessed as meeting the requirements of the training product, providing all agreed fees have been paid. Note. Where the USI has not been verified, or not exemption has been recorded, you should not be issuing the student with their AQF certification.

3. **Confirm the learner has no outstanding balances on their account** – confirm that the learner has paid their fees in full and there are no outstanding arrears on their account. If there are any outstanding fees, the learner is to be contacted via telephone immediately and notify them that we are not able to send out their certification documentation until their fees are paid in full. This must be done within **2 business days** of the learner being assessed as meeting all of the requirements of the training product.
4. **Ensure the data and student files have all been saved securely** – check that the learner's completed assessment records and the assessment evidences collected for each unit are all complete on the student's file, and that the training activity information – such as the unit code, start and end training dates, as well as the training and assessment outcome is accurately entered and marked as competent. Should there be any files or data missing, the learner's Trainer & Assessor is to be contacted to request for the file or data that is missing. This must be done within **2 business days** of the learner being assessed as meeting all of the requirements of the training product.
5. **Print out the AQF certification documentation** – once the USI is correctly verified, the fees paid in full, and the data and files are all complete and accurate, the certification documentation is to be issued. This must be done within **30 business days** of the learner being assessed as meeting all of the requirements of the training product.
6. **Check that the correct certification documentation has been printed (only for nationally recognised training learners)** – once the certification documentation has been printed, check that the correct types of documents have been printed.

If the learner has completed a full qualification, the following must be printed out:

 - Certificate (Testamur and Record of Results)

If the learner has only completed several units, or an accredited short course, the following must be printed out:

 - Statement of Attainment
7. **Confirm that the information on the printed certification documentation matches the information recorded** – check that the information, specifically the learner's name, student ID number, course code and title, units of competency code and title completed, and outcomes which have been printed matches to the information on the student's file to avoid any errors. This must be done within **15 business days** of

the learner being assessed as meeting all of the requirements of the training product.

8. **Submit them to the CEO for review and approval** – the CEO is to review the learner's records to confirm the validity of the certification documentation. This must be done within **25 business days** of the learner being assessed as meeting all of the requirements of the training product. It is imperative that the certification documentation is not left unattended at any time to ensure the integrity of the documents.
9. **Send out AQF certification documentation** – the certification documentation is sent out within **30 business days** of the learner being assessed as meeting all of the requirements of the training product. It is important that the certification documentation is only to be sent to the address on file and the post addressed to the learner via Registered Post. Under no circumstances should the certification documentation be sent via e-mail to the learner or handed over to any third-party.
10. **Record the tracking number** – once the certification documents are mailed out, the tracking number is to be recorded on the student's file.

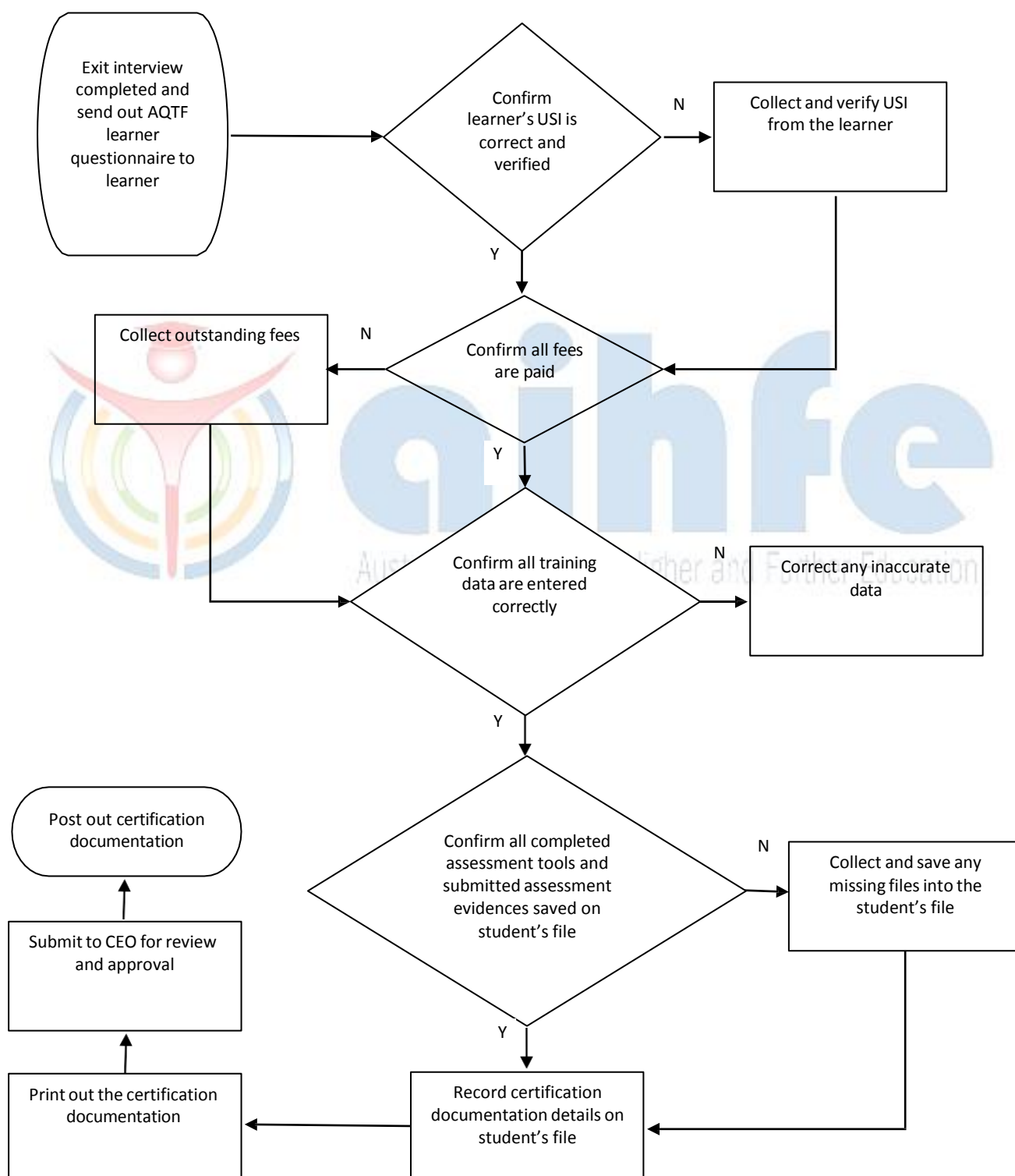
Re-Issuing of AQF Certification Documentation Procedure

1. **Receive request to re-issue Qualification Testamur and Record of Results, or Statement of Attainment** – from time to time, a learner may inform us that they have misplaced or lost their AQF certification documents and require another copy issued to them. We are to advise them of the process and of any applicable fees for the re-issue - \$50 + GST.
2. **Print out AQF certification documentation for the learner** – the testamur, record of results or statement of attainment is to be sent out within **30 business days** of the receipt of payment for the re-issue of certification documentation.
3. **Submit them to the CEO for review and approval** – the CEO is to review and approve. The CEO may want to review the learner's records to confirm the validity of the certification documentation. This must be done within **15 business days** of the receipt of payment. It is imperative that the certification documentation is not left unattended at any time to ensure the integrity of the documents.
4. **Send out AQF certification documentation** – the AQF certification documentation is sent out within **15 business days** of the receipt of payment. It is important that the certification documentation is only to be sent to the address on file and the post addressed to the learner via Registered Post. Under no circumstances should the

certification documentation be sent via e-mail to the learner or handed over to any third-party.

5. **Record the tracking number** – once the certification documents are mailed out, the tracking number is to be recorded on the student's file.

Issuing of AQF Certification Documentation Process Flow-Chart



Re-issuing of AQF Certification Documentation Process Flow-Chart

