

AQF Certification Document Issuance Policy & Procedures

1. Purpose

This policy outlines Insight Academy's commitment to ensuring the accurate, secure, and timely issuance, recording, and maintenance of course completion requirements as well as AQF certification documentation for all eligible learners. It ensures that graduates are issued with valid and verifiable documentation that reflects their learning achievements and supports their employment and further study outcomes. This policy works in conjunction with *USI Management Policy and Procedures* as well as *Document Management and Records Retention Policy and Procedures* to ensure comprehensive compliance and efficiency.

2. Scope

This policy applies to all nationally recognised training and assessment delivered by Insight Academy and covers:

- Verification of course completion requirements
- Certification document formatting and issuing processes
- NRT & AQF logo usage.
- Issuance of AQF qualifications and Statements of Attainment or Record of Results
- Unique Student Identifier (USI) verification
- Recordkeeping of certification

3. Policy Statement

Insight Academy ensures the integrity, security, and timely issuance of AQF certification documents (Testamur, Record of Results, and/or Statement of Attainment) to students who have fulfilled training product and competency requirements. Certification is only issued when a student has been assessed as competent, has completed all components of the training product, has provided a verified USI (Refer *Unique Student Identifier (USI) Management Policy & Procedures*), and has paid all required course fees.

This policy also ensures recognition of partial completions through Statements of Attainment, and timely issuance within 30 calendar days of finalisation. This process supports both quality assurance and learner outcomes, aligning with the national VET regulatory framework.

Guiding Principles

This commitment is underpinned by the following guiding principles:

- Integrity and Compliance: Insight Academy issues AQF qualifications and Record of Results only after confirming that a student has been assessed as competent and have

successfully completed all components of the training product. Students who are not assessed competent in all units of competency within a training product are only issued with a Statement of Attainment for units of competency assessed as competent (partial completion). The issuance process complies with national policies and ensures secure and consistent documentation practices ensuring the student's USI is verified before issuing certification.

- **Timeliness and Access:** Certification documents are issued within a maximum of thirty (30) calendar days of course completion, ensuring that students can progress to employment or further study without undue delay. Former students are also able to access replacement or duplicate documents upon request.
- **Record Management and Verification:** Insight Academy maintains a secure and accurate ***Qualification Issuance Register*** of qualifications and Statements of Attainment (SOA) issued and retains certification records for thirty (30) years. Students' results and certification are traceable, auditable, and protected from unauthorised access or tampering.
- **Brand and Logo Integrity:** All certification uses the NRT and AQF logos in accordance with their respective conditions of use, ensuring national recognition and standardisation.
- **Student-Centred Focus:** Insight Academy ensures students are informed of certification entitlements, processes, and timelines, and supports their requests for document access or re-issuance.

4. Procedure

4.1 Course Completion and Verification

- Final assessment outcomes are submitted to the Training Coordinator and administration team.
- The Training Coordinator verifies completion of unit requirements of all units of competency within the training product/ course as recorded in the ***Course Progress Register***
- Students who have:
 - Completed all units receive a Testamur/ Certificate and Record of Results
 - Completed some units only receive a Statement of Attainment, issued in accordance with the AQF policy.

4.2 Financial and USI Check

- Prior to issuance, the Admin Team confirms that the student has a verified USI and no outstanding fees. (Refer *Unique Student Identifier (USI) Management Policy & Procedures*)

- Certification is not issued to students with outstanding financial obligations related to the training product.

4.3 AQF Certification Document Generation

- Certification documents are generated using secure templates:
 - Includes NRT logo and AQF logo in accordance with the NRT Logo Conditions of Use Policy
 - Includes RTO name and code, qualification code and title, and authorised signatures.
 - Conforms with *AQF Qualifications Issuance Policy*.
- Partial completion results in a Statement of Attainment.
- AQF Certification Documents are issued within 30 calendar days of course completion, provided all conditions are met.
- Insight Academy ensures it does not include any individual's Unique Student Identifier (USI) on a VET qualification or VET statement of attainment.

4.4 Records Management

- All issued certification documentation is recorded in the ***Qualification Issuance Register*** and saved in the student files within the Student Management System (SMS). (Refer *Document Management and Records Retention Policy and Procedures*)
- Records of certification issued are retained for a minimum of thirty (30) years.

4.5 Reissuance of AQF Certification Documents

- Students may request re-issuance or duplicate documents by submitting a formal application.
- The student request is authenticated with valid ID documents and USI verification.
- Admin team verifies request and issues replacement within 20 business days.

Standard Operating Procedure: AQF Certification Document Issuance

Step	Procedure Description	Responsible Person(s)	Supporting Documents
1	Submit final assessment outcomes for all units completed.	Trainers and Assessors	Unit Result Summary Sheet

2	Verify course or partial completion against the training product (course) and competency requirements.	Training Coordinator	SMS, Course Progress Register
3	Provides confirmation to Admin team to process the AQF Certification Documentation.	Training Coordinator	Intranet, Qualifications Register
4	Confirms student has no outstanding fees	Admin Officer	SMS
5	Notifies the student of any outstanding fees and provides a timeline for clearance of the same to be able to generate an AQF Certification Document.	Admin Officer	Overdue fee notice
6	Confirms student USI on file has been verified.	Admin Officer	Student Files on SMS
7	Generate testamur/record of results or Statement of Attainment using secure template	Admin Officer	Certificate Template, ROR Template, SOA Template
8	Record certification in SMS and Qualification Register; issue to student	Admin Officer	Qualifications Register

5. Supporting Documents

- Unit Results Summary Sheet
- Course Progress Register
- Certificate Template

- Record of Results Template
- Statement of Attainment Template
- Qualification Issuance Register

6. Related Policies

- Training and Assessment Strategies Policy and Procedures
- Assessment Principles and Evidence Policy and Procedures
- Transition of Training Products Policy and Procedures
- Unique Student Identifier (USI) Management Policy and Procedures
- Document Management and Records Retention Policy and Procedures
- Feedback, Complaints and Appeals Policy and Procedures
- Leadership and Accountability Policy and Procedures

7. Roles & Responsibility

CEO: Authorises certification policy framework

RTO Manager: Oversees compliance with issuance and completion standards

Compliance Coordinator: Ensures alignment with AQF and legislative instruments

Training Coordinator: Verifies course/partial completion and assessment records

Admin Officer: Confirms eligibility, generates and records certification

Trainers and Assessors: Submit verified final outcomes in accordance with TAS and the Assessment Evidence requirements.

8. Legislative Background

This policy is guided by the following legislative and regulatory frameworks:

- Section 9 - 13 of the Compliance Requirements within the Compliance Standards for NVR Registered Training Organisations 2025 under the National Vocational Education and Training Regulator Act 2011 (Cth).
- Education Services for Overseas Students Act 2000 (ESOS Act).
- AQF Qualification Issuance Policy and AQF Qualification Register Policy under the Australian Qualifications Framework.

9. Monitoring and Improvement

This policy is reviewed annually or earlier in response to changes in regulatory requirements or audit outcomes. Review activities including, audit findings, and student, trainers & assessors as well as industry feedback.

