



P-011 CERTIFICATE ISSUANCE POLICY AND PROCEDURE V1

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Purpose

Dijan Training Program Ltd (DTP) is committed to delivering high-quality, culturally responsive training to Aboriginal and Torres Strait Islander communities and beyond. This policy ensures that all AQF certification documentation issued by DTP complies with:

- Standards for RTOs 2015 (Standard 3 and Schedule),
- The Australian Qualifications Framework (AQF) Qualifications Issuance Policy, and
- Legislative obligations including the *Learner Identifiers Act 2014* and the *Privacy Act 1988*.

Our aim is to uphold the integrity and credibility of nationally recognised training outcomes while providing timely, secure, and respectful recognition of learner achievement.

Definitions

- **AQF:** Australian Qualifications Framework
- **Certification Document:** Testamur, Statement of Attainment, or Record of Results
- **Testamur:** Certificate issued confirming completion of an AQF qualification
- **Statement of Attainment:** Issued when one or more units/modules are completed without completing the full qualification
- **Record of Results:** Accompanies a Testamur and shows units achieved
- **USI:** Unique Student Identifier required for issuance under the Learner Identifiers Act 2014

3. Policy Statements

- The Chief Executive Officer (CEO) is accountable for the oversight and governance of this policy. Where applicable, a written delegation may authorise another senior officer to act on their behalf.
- The RTO Business Manager is responsible for the day-to-day implementation and monitoring of this policy, ensuring alignment with legislative, regulatory, and quality standards.
- The CEO holds the authority to sign all AQF Testamurs and Statements of Attainment. In cases where the CEO is unavailable, this authority transfers to the Chair of the Board, who may also delegate as necessary under a documented arrangement.
- All certification documents must comply with Schedule 5 of the Standards for RTOs 2015 and follow guidance from the AQF Implementation Handbook.
- These references are integral to the policy and must be consulted when formatting and validating issued credentials.
 - o Qualifications may only be issued if they are:

P-011 Certificate Issuance Policy and Procedure V1	v 1.0	May 25	May 26	Approved by Rebecca Bond	Page No 1
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- On DTP's current scope of registration;
- Completed in full, with competency achieved across all required units; and
- Supported by a verified USI and full payment of all applicable fees and charges.

Certification must be issued as follows:

- A Testamur and Record of Results is issued within 30 calendar days of full qualification completion.
- A Statement of Attainment is issued within 30 calendar days of a withdrawal, cancellation, or partial completion.
- A Statement of Attainment is issued within 30 calendar days of successful completion of a short course, accredited course, skill set, or standalone unit.
- Certification is provided directly to the learner in electronic format. Hard copies are available upon request.
- No documentation will be released to third parties unless a Student Permission Form has been submitted and verified.

Before any document is signed and issued, the CEO (or delegate) must confirm that all certification complies with formatting and content standards set out in Schedule 5 and the AQF Implementation Handbook.

All Testamurs and Statements of Attainment must include the Nationally Recognised Training (NRT) logo, used strictly in accordance with NRT branding guidelines.

A Record of Results is issued only in conjunction with a full qualification and must reflect the correct unit codes, titles, and outcomes.

Learners receive their initial certification at no cost, as part of the course or program. Any request for reissue may attract a fee in line with the Fees and Charges Policy.

Parchment Paper

- Blank parchment paper is stored securely and used exclusively for issuing AQF documentation.
- Each sheet is logged in a Parchment Paper Register and must be signed out by the RTO Business Manager .
- Access to print functions is restricted to authorised Administration Officers.
- Misprinted or damaged parchments are securely destroyed and recorded.
- All reissued parchments are processed through the RTO Business Manager.

Electronic Signature Security

- The CEO's electronic signature is securely stored in the Learner Management System resource library.
- Only the CEO and the RTO Business Manager are authorised to access and apply the signature for AQF document issuance.
- Access to the resource library for teachers or general staff is deactivated.

- A Certification Register is maintained and audited to monitor all issued, reissued, or voided certification

3.1 DTP Issuance Requirements

Certification is issued within 30 calendar days of the learner being assessed as meeting requirements and all fees paid.

- Documents are issued for:
 - o Full qualifications (Testamur + Record of Results)
 - o Partial completions (Statement of Attainment)
- No certification is issued without a verified USI unless exempt.
- DTP ensures equity and cultural sensitivity when issuing certification to all learners, particularly those in remote or community-based locations.

3.2 Document Format

All documents comply with Schedule 5 of the Standards.

Include:

- RTO name and code
- Learner name
- Qualification code and title (or unit code/title for SOAs)
- Issue date
- Authorised signatory
- NRT logo (in accordance with usage guidelines)
- Unique certificate number
- DTP's corporate seal or watermark for authenticity

3.3 Authentication and Security

Each document includes:

- o Unique document number
- o Security watermark or branded seal
- Verification can be requested by employers or third parties with learner consent.
- Certification details are verified through our secure Learner Management System (LMS).

3.4 Recordkeeping

- A register of all qualifications and statements issued is kept in the LMS.
- Records are retained for 30 years in accordance with Clause 3.4 and DTP's Records Management Policy.
- Confidentiality and cultural safety principles guide how learner records are accessed and stored.

3.5 Reissue Requests

- Learners may request reissued certificates (fees may apply).
- Reissues use original data; only the issue date may change.
- DTP ensures respectful communication when learners seek replacement documentation, especially for those in disadvantaged or hard-to-reach regions.

4. Procedures

4.1 Pre-Issuance Checks

Confirm learner:

- Has completed all required units
- Has a verified USI
- Has paid all applicable fees
- Confirm compliance with Training Package, accredited course requirements, and Training and Assessment Strategy (TAS).
- Cross-reference against individualised training plans and RPL outcomes (if applicable).

4.2 Document Generation-Electronic

- Use LMS templates aligned to approved formatting
- Review by Training Manager or delegated authority to ensure accuracy
- Draft documents are checked by the Admin Team for completeness

4.2 Document Generation-Hard Copy

4.3 Authorisation and Dispatch

- Secure and authorised signatory signs documents (digitally or in ink)
- Digital version emailed to learner with option to collect or receive via registered post
- Copies retained in both electronic and physical learner files
- Communications are delivered respectfully and in plain language where English is a second language

4.4 Statement of Attainment Issuance

Issued when:

- Learner has withdrawn/cancelled and completed some units
- A skill set or accredited course is completed
- May be accompanied by a Record of Results upon request

4.5 Reissuance Process

- Learner submits written request (form available online and at campus sites)
- Admin retrieves original record and verifies details
- Reissue processed with same information (new print date)
- Fee charged as per Fees & Refunds Policy unless waived due to hardship or community exemption
- All replacement documents issued with appropriate notation of reissue date

5. Roles and Responsibilities

Role	Responsibility
CEO	Final approval, signing authority, policy oversight
RTO Business Manager	Implementation, quality checks, template maintenance
Administration Designated Officer	File audit, reissuance handling, LMS records update

6. Related Documents

- Certification Summary Audit Form
- Certificate Issuance-Parchment Paper Count Sheet Register
- Learner Handbook
- Records Management Policy
- Fees & Refunds Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Learner Privacy Policy
- Testamur Templates

7. Standards Compliance

Standards for RTOs 2015:

- **Clause 3.1:** The RTO issues AQF [Australian Qualifications Framework] certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET [vocational education and training] accredited course.
- **Clause 3.2:** All AQF certification documentation issued by an RTO meets the requirements of [Schedule 5](#).
- **Clause 3.3:** 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 if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.
- **Clause 3.4:** Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of [Schedule 5](#) and are accessible to current and past learners.
- **Clause 3.5** The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:
 - a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
 - b) authenticated VET transcripts issued by the Registrar.
- **Clause 3.6.** The RTO meets the requirements of the Student Identifier scheme, including:
 - a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;
 - b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the *Student Identifiers Act 2014*;

c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and

d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

Schedule 4: Conditions of Use of NRT Logo

Schedule 5: Application of the AQF Qualifications Issuance Policy within the VET Sector

These clauses guide Dijan Training Program Ltd in maintaining transparent, accountable, and timely certification processes that uphold national standards and learner rights.

- AQF Qualifications Issuance Policy
 - Learner Identifiers Act 2014
 - Privacy Act 1988 – APP 7
 - Australian Consumer Law (regarding learner rights and communication)
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