



AAPoly Policy and Procedure		
Doc #: PP-2.5 Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6	Title: Issuance of Certification Documentation (VET)	
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

REVISION HISTORY			
Rev	Description of Change	Author	Effective Date
3	Integrated the Issuance of Certification Documentation of VET Qualifications Policy and the Procedure and adopted ACA Issuance of Certification Documentation Policy and Procedure	Compliance Officer	08/09/2023

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

1. Purpose


- 1.1 This policy and procedure provides a consistent set of principles under which all Australian Qualifications Framework (AQF) certification documentation are issued in accordance with the Standards for Registered Training Organisations (RTOs) 2015.
- 1.2 This policy and procedure ensures that the college has in place an effective and efficient process to issue, replace, verify and maintain records of AQF certification documentation issued to eligible students.
- 1.3 The guidelines for the issuance of AQF qualifications are provided to ensure staff members involved in the certification process have clear instructions on specific requirements and procedures.

2. Scope

- 2.1 This policy and procedure applies to all staff involved in the issuance certification documentation process.

3. Definitions

- 3.1 **Australian Qualifications Framework (AQF)** – is the national policy for regulated qualifications in Australian education and training.
- 3.2 **AQF Qualification** – The AQF comprises 10 levels ranging from certificates to doctoral degrees. VET qualifications fall under AQF Levels 1 to 8, for example, Certificate 1, Diploma, Advanced Diploma.
- 3.3 **AQF Certification Documentation** – A formal certification issued by the College in recognition that a student has achieved learning outcomes in line with the specifications of a particular AQF level and to the requirements of a particular nationally accredited training package, relevant to individual, professional, industry or community needs. A testamur, record of results, and statement of attainment are collectively referred to as AQF certification documentation.
- 3.4 **Testamur** – A formal certification issued by the College to learners who have met the requirements of a vocational education and training (VET) qualification.

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

3.5 Statement of Attainment (SoA) – A formal certification issued by the College in recognition that a student has achieved learning outcomes in one or more accredited units.

3.6 Record of Results – A record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised issuing organisation. In Australia this may be called a ‘transcript of results’, ‘academic transcript’, ‘record of achievement’ or ‘statement of results’.

3.7 Unique Student Identifier (USI) – An individual education number for the lifetime of a student that links to the Australian Government’s USI Registry System allowing an individual to view all of their training results from all providers including all completed training units and qualifications.


3.8 Interim Transcript – A statement of a student's academic achievements for the current program, excluding the Nationally Recognised Training (NRT) logo or a unique document number typically issued to currently enrolled students upon request.

3.9 Register of Qualifications – The college's record of all issued AQF certification documentation containing accurate and sufficient information to correctly identify the holder of the qualification, the AQF qualification by its full title, and the date of issue/award/conferral.

3.10 Nested Course – Refers to a structured sequence of qualifications where each qualification serves as a prerequisite for the subsequent higher-level qualification. This means that learners must complete the lower qualification before progressing to the higher one. For the purpose of this policy and procedure a nested course is also called a ‘Single CoE’ course where multiple qualifications are issued as one CoE.

3.11 Standalone Course – An individual qualification that is not part of a nested structure. Standalone courses can be offered independently, allowing students to enrol in and complete them without any prerequisite qualifications. In the context of the Issuance of AQF Certification Policy and Procedure. This is also referred to in this policy and procedure as a ‘Multiple CoE’ course.

3.12 Lower Qualification Document – Is an AQF certification documentation for a lower qualification successfully completed by a student after completing a nested course. This is typically requested by a student and issued by the College after a

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

student completes the highest qualification in a nested course but only successfully completes all the units in a lower qualification in the nested course. For instance, in a nested course that comprises multiple qualifications of increasing complexity, such as Certificate IV, Diploma, and Advanced Diploma, the Lower Qualification Document would pertain to the certification documentation issued when a student successfully completes the Certificate IV or Diploma levels. Fees apply for requests for a Lower Qualification Document.

3.13 Completion Letter – An official document issued to a student who has fulfilled all the requirements of a qualification. It serves as a confirmation that the student has successfully completed their studies and is eligible for the issuance or conferral of the AQF certification documentation. It is often granted while the final certification documentation is being processed or upon student’s request.


4. Responsibilities

4.1 Student Services Officer (SSO) – Responsible for obtaining or generating the list of students finishing at the end of each term and issuing certification documentation in accordance with the Standards for RTOs 2015 and the colleges Issuance of Certification Documentation policy and procedure. SSO is also responsible for updating the Paradigm and the Register of Qualifications.

4.2 Course Coordinator (CC) – Responsible for ensuring that the outcome for each assessment is entered into the College’s secured student management system (Paradigm) accurately and in accordance with the college’s Issuance of Certification Documentation policy and procedure.

4.3 Designated Head, Student Services (DH (SS)) – Responsible for the implementation of this procedure and for ensuring that staff are aware of its application. DH verifies and signs off the validation form completed by SS ensuring that the Issuance of Certification Documentation policy has been adhered to.

4.4 Compliance Manager – Works in collaboration with the DH (SS), DH (VET), and ED to ensure effective implementation of this policy and procedure. The Compliance Manager will conduct regular reviews of the policy and procedure to ensure their ongoing relevance and provide recommendations for improvements to enhance the effectiveness and efficiency of the policy and procedure.

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

4.5 Designated Head (VET) (DH (VET)) or Chief Executive Officer (CEO) or Executive Director (ED) – Responsible for approving and signing AQF certification documentation.

5. Policy

5.1 The College is committed to ensuring that all students pursuing an AQF qualification receive the appropriate AQF certification documentation in a timely manner. This issuance will be conducted in strict accordance with the requirements outlined in the relevant training package or vocational education and training (VET) accredited course, as well as in compliance with the Standards for Registered Training Organisations (RTOs) 2015 and the Australian Qualifications Framework.


5.2 The issuance of AQF certification documentation will take place within 30 calendar days after the learner has been assessed and deemed to have fulfilled the requirements of their training program. It is essential that the learner has settled any outstanding fees owed to the RTO (as stated in Clause 3.3 of the Standards for RTOs 2015) and has provided their Unique Student Identifier (USI), which will be duly verified by the college.

5.3 Consistent with the Standards for RTOs 2015 and the ASQA Guide to Issuing Qualifications, and for the avoidance of doubt, ACA policy states that the 30 calendar-day timeframe for issuing AQF certification documentation begins from the day following the publication of the results of an assessment or examination necessary to fulfill the requirements of the training program.

5.4 Students who have successfully completed a program of learning leading to the attainment of an AQF qualification are entitled to receive a testamur and a comprehensive record of their results.

5.5 Eligible students who have fulfilled some of the requirements of an AQF qualification are entitled to receive a statement of attainment, accompanied by a record of their results.

5.6 It is important to note that a statement of attainment should only be issued when a student has concluded their training program, regardless of whether they have completed the entire program or not. It should not be provided as an interim progress statement to students who are continuing the same qualification or

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

course, as per the AQF Qualifications Issuance Policy (Australian Qualifications Framework Second Edition, January 2013).

5.7 The College exclusively issues AQF certification documentation within the scope of its registration and maintains a comprehensive register of all certification documents that have been issued to students.

5.8 The College ensures that all AQF certification documentation includes the necessary features outlined in Schedule 4 and Schedule 5 of the Standards for RTOs 2015. Additionally, these documents are printed on the appropriate College letterheads in accordance with the prescribed requirements.

5.9 The issuance of AQF certification documentation in a nested course occurs upon completion of the highest qualification within the nested structure.

5.10 An AQF certification documentation is issued for each standalone course upon successful completion, regardless of whether it is offered by the college as a packaged course or not.

6. Procedure

6.1 Finalisation of Assessment Results

6.1.1 The CC finalises all assessment results in the Paradigm by the end of the first week following the end of the term.


6.1.2 Results are published not later than the first business day two weeks after the end of the term.

6.1.3 Upon publication of the results the SSO generates the list of students who are finishing in the term and identifies the students eligible to be issued certification documentation.

6.2 Notification of Failed Subjects

6.2.1 Following the publication of results, an official email will be sent to students who have failed subject(s) to inform them of their academic status.

6.2.2 Students will be granted a designated reassessment period of four weeks, commencing from the date of publication of the final term's results. During this timeframe, students are expected to coordinate with the CC to arrange and fulfill the mutually agreed intervention plan.

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

- 6.2.3** The official 'course end date' for students submitting reassessments after their final term will be the last submission date/reassessment date.
- 6.2.4** Reassessment results are expected to be finalised and published by the last business day two weeks after the reassessment period of four weeks.

Note: It is essential for both students and staff to adhere to the specified timelines. Students should actively engage with the CC to address their failed subjects promptly. Failure to comply with the outlined procedures and deadlines may result in further academic consequences or the inability to rectify the failed subjects. Refer to the Assessment Policy for further information.


6.3 Eligibility Criteria for Issuance of Certification Documentation

- 6.3.1** From the list of students finishing in the term the SSO identifies the students eligible to be issued the certification documentation. Students eligible must have:
 - a valid USI recorded in the college's student management system.
 - all outstanding fees paid in full.
- 6.3.2** For withdrawn students, applicable withdrawal fees must be paid before the issuance of documents.
- 6.3.3** The SSO will send an official email notification to the student informing them of the missing USI or outstanding fees to enable document issuance.

Note: If a USI is not provided or outstanding fees exist during the issuance of certification documentation, the issuance process could extend beyond the usual 30-day timeframe following the publication of results. The AQF certification documentation will be issued within 30 days from the date the student provides their USI or the outstanding fees are settled.

6.4 Issuance of AQF Certification Documentation

- 6.4.1** SSO prepares the necessary certification documentation, including testamurs, statements of attainment, and records of results, ensuring the accuracy of student details, units of competencies, qualifications attained, marks/grades, course start and end dates, and date of issue.

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023


- 6.4.2 SSO identifies the appropriate type of certification documentation to be issued to a student.
- 6.4.3 SSO ensures that all AQF certification documentation contain the following features, are printed on the applicable College letterheads, and comply with the requirements of Schedule 4 and Schedule 5 of the Standards for RTOs 2015.

Special attention must be given to any certification issued, especially the AQF certification documentation, to prevent potential tampering and safeguard the integrity of the issued documents. This involves maintaining consistency in document formats, including spaces, to mitigate the risk of unauthorized alterations or additions to the originally issued content.

- 6.4.4 SSO completes the Certificate Validation Form to be verified and approved by the DH(SS)/designated staff together with the AQF certification documentation.
- 6.4.5 SSO organises the printing and signing of the certification documentation by the authorised signatories.
- 6.4.6 SSO sends the certification documentation to eligible students promptly and securely.
- 6.4.7 SSO ensures appropriate records are maintained for tracking and auditing purposes. This includes uploading a copy of the certification documentation and adding notes in the student management system that the documents have been issued.
- 6.4.8 SSO updates the Register of Qualifications accurately, recording all details of the issued AQF certification documentation.

Testamur:

- College’s legal name, provider number, and logo
- Full name of the person receiving the qualification
- Awarded AQF qualification by its code and full title
- Date issued
- Authorised signatory
- Unique document number
- The Nationally Recognised Training (NRT) logo
- The State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities, e.g., within User Choice contracts)
- The issuing organisation's seal/watermark or corporate identifier

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

- The AQF logo or the words "The qualification is recognised within the Australian Qualifications Framework"

Statement of Attainment:

- College's legal name, provider number, and logo
- Full name of the person who achieved the competencies or modules
- A list of competencies (or modules where no competencies exist) showing
- Date issued
- Authorised signatory
- Unique document number
- The Nationally Recognised Training (NRT) logo
- The State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities, e.g., within User Choice contracts)
- The issuing organisation's seal/watermark or corporate identifier
- The words "A Statement of Attainment is issued by a Registered Training"
- The words "These competencies form part of the [National Course code and title of qualification)/course name]"

Note: The AQF logo is not included on a Statement of Attainment as the statement recognises only partial completion of an AQF qualification.


Any delivery of training and assessment in another language other than English shall be noted on the testamur or the SoA.

6.5 Issuance of Certification Documentation Upon Transition of Courses

- 6.5.1** When a qualification under the National Register is superseded by a new training product and students are transitioned to the new course, the student must be issued the relevant AQF certification documentation within 30 calendar days from the publication of results for the last term prior to the transition.

Example Scenario:

A student was enrolled in the Advanced Diploma of Leadership Management with a 4-term duration, which was superseded by a new Advanced Diploma of Leadership Management course.

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

The student completed Term 1 of the old course and was transitioned to the new course in Term 2. The student will be issued an SOA for the old course. Completed units will be credited to the new course, if applicable. Upon completion of the new course, the student will be issued the relevant AQF certification documentation following the procedures on the Eligibility Criteria and AQF certification documentation.


Note: This additional provision serves to clarify the timeline for issuing certification documentation to students who have been transitioned to a new qualification. The requirements specified in this note will be effective starting from the release date of version 8 of the Issuance of Certification Documentation Policy and Procedure. This ensures compliance with the company's updated policy and procedure guidelines regarding the issuance of certification documents in cases of course transition beyond 30 days from the transition date.

6.6 Replacement/Re-issuance of AQF Certification Documentation

- 6.6.1** Requests for replacement/re-issuance of AQF certification documentation must be made in writing by completing the Student Request Form. Requests for replacement/re-issuance of AQF certification documentation will incur an administrative fee. Refer to the Fees and Charges policy for more information.
- 6.6.2** SSO verifies the student's identity and eligibility to receive replacement documentation.
- 6.6.3** SSO initiates the replacement process, ensuring that the replacement documentation accurately reflects the information in the original documentation, except in instances where authorised alterations or updates are required.
- 6.6.4** The document number remains the same when re-issuing or replacing the documents. The College's current certification documentation formats will be followed when reissuing documents.
- 6.6.5** Replacement/re-issued AQF certification documentation must include both the original issue date and the re-issue date.

Testamur/SOA

Originally Issued On: dd Month year
 Reissued On: dd Month year
 Certificate ID No: Cxxxx

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

Transcript (without alterations)

Originally issued on dd Month year.
Reissued without alteration on dd Month year.


Transcript (with alterations)

Originally issued on dd Month year.
Reissued with alteration on dd Month year.

- 6.6.6** SSO organises the printing and signing of the replacement certification documentation by the authorised signatories.
- 6.6.7** SSO sends the replacement certification documentation to the student promptly and securely, ensuring appropriate records are maintained for tracking and auditing purposes.
- 6.6.8** SSO shall update the Register of Qualifications accurately, recording all details of the replacement AQF certification documentation.
- 6.6.9** In case of personal identity changes, students must also provide original or certified copies of relevant documentation to support their specific situation, e.g., Birth Certificate, Marriage Certificate, Notice of Dissolution of Marriage, and Change of Name Certificate.

6.7 Issuance of Certification Documentation for Students Who Completed the Course Early (Fast Track)

- 6.7.1** This only applies to students who complete the course one study period earlier. This does not apply to students who complete the course days or weeks earlier than the expected end date.
- 6.7.2** SSO checks if the CC placed notes in the system confirming that it is a fast track student.
- 6.7.3** SSO ensures that the Confirmation of Enrolment (CoE) reflects the actual finish date of the student.
- 6.7.4** SSO informs the IT Team/designated officer to update the end date in Paradigm. The end date must be consistent with the actual end date in PRISMS.
- 6.7.5** Eligibility Criteria and AQF certification documentation procedures must be followed.
- 6.7.6** For Fast Track students, the transcript should contain the note '(Course Completed Early)' after the end date. This note should not appear in the testamur or the SOA.

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023


Name of Student: Abcde Fghijk
Date of Birth: dd Month year
Student ID: 202012345
Name of Qualification: Course Code Full Title
Start Date: dd Month year
Finish Date: dd Month year (Course Completed Early)

6.8 Issuance of a Lower Qualification Document

- 6.8.1** Student completes the Student Request Form clearly indicating the request for a Lower Qualification Document.
- 6.8.2** The student pays the applicable fees for the issuance of a Lower Qualification Document.
- 6.8.3** The SSO follows the Eligibility Criteria and Issuance of AQF certification documentation procedure.
- 6.8.4** In the issuance of a Lower Qualification Documentation, the student will be issued the testamur for the highest level of qualification successfully completed in a nested course. For example, if student successfully completed Certificate IV and Diploma units in an Advanced Diploma course, issue the Diploma testamur. If the student only successfully completed all Certificate IV units, issue Certificate IV testamur.
- 6.8.5** The certificate should be issued along with an SoA and a transcript for the highest level of qualification of the nested course.
- 6.8.6** If the request for a Lower Qualification Document comes after the issuance of the SoA and the transcript, the SSO may issue only the Lower Qualification Document unless the student requests for a re-issue of the previously issued documents.
- 6.8.7** The issuance of the Lower Qualification Document does not have to be within 30 days from the publication of the results. Nonetheless, processing of this request should be within a reasonable timeframe. In cases where there are any delays or complications, the student should be promptly informed of the status of their request and provided with an estimated timeline for completion.
- 6.8.8** The transcript should state that the student has satisfied the requirements for, and is eligible to receive the lower qualification being awarded.

Example Scenario:

A student enrolled in a nested course of study from Certificate IV to Advanced Diploma but only successfully completed all the units for Certificate IV and Diploma. The student does not want to fix the failed units for Advanced Diploma and is requesting for a Lower Qualification

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

Document instead. The student will be issued a testamur for Diploma together with an SoA and a transcript for Advanced Diploma.

Sample End Section of Transcript:

- End of Transcript -

Explanation of grades: HD = High Distinction = 85-100%; D = Distinction = 75-84%; C = Credit = 65-74%;
P = Pass = 50-64%; F = Fail = <50%; E = Exempt (Credit Transfer / RCC / RPL)
Explanation for competency: C = Competent; NYC = Not Yet Competent; NYA = Not Yet Attempted

Mr. Abcde has satisfied the requirements for, and is eligible to receive, a Diploma of Information Technology (ICT12345).

Issued without alteration on dd Month year.

6.9 Return of AQF Certification Documentation

6.9.1 The College may require the return of a Certificate in the following circumstances:


- **Fraud or dishonesty:** The College may revoke an award and require the return of the certificate if shown to its satisfaction that the award was improperly obtained
- **Replacement of the original certificate:** Where a past student makes an application for a replacement certificate due to damage or legal name change.
- **College error:** Where the certificate was presented erroneously or contained incorrect details. The College may require the return of a Certificate in the following circumstances:

6.9.2 The SSO contacts the student about the retrieval of previously issued AQF certification documentation providing a clear and specific reason for the request to return.

6.10 Issuance of Transcript for Students Who Fail All Units

6.10.1 Students who fail all units may be issued a transcript ONLY upon request. SSO ensures that the student has a valid USI validated and recorded in the college's student management system and has all outstanding fees paid in full.

6.10.2 Indicate in the Certificate Validation Form that the student is only being issued a transcript.

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

6.10.3 SSO organises the printing and signing of the transcript by the authorised signatories.

6.10.4 SSO sends the transcript to eligible students promptly and securely, ensuring appropriate records are maintained for tracking and auditing purposes.

6.11 Register of Issued AQF Certification Documentation

6.11.1 All AQF certification documentation that have been issued must be recorded and maintained in an auditable-quality register.

6.11.2 The register will contain sufficient information to identify correctly the:
 Holder of the AQF certification documentation
 Code and Full Title of the VET qualification
 Date of issue/award/conferral

6.12 Verification of Issued Certification Documentation

6.12.1 The college may receive requests to verify the authenticity and validity of issued certification documentation from external parties.

6.12.2 SSO responds to verification requests, ensuring appropriate verification procedures are followed, and accurate information is provided.

6.12.2.1.1 Verify the identity of the requesting party by obtaining their contact information, relationship to the student, and any relevant identification documents.

6.12.2.1.2 Cross-reference the provided information with the college's records (e.g. Register of Qualification and paradigm) to confirm its accuracy.


6.12.2.1.3 Authenticate the requested details by comparing them against official documentation, such as enrolment records, academic transcripts, or certification records.

6.12.3 Communicate the verified information to the requesting party promptly and securely, adhering to data protection and privacy regulations.

6.12.4 SSO shall maintain records of all verification requests and responses for auditing purposes.

7. Withdrawn Students

7.1 Withdrawal application is finalised.

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

7.2 It is important to note that the timeframe for the issuance of certification documentation for withdrawn students starts from when the results are published rather than the student's actual finish date.

7.3 The SSO ensures the Eligibility Criteria are met and the Certification Documentation procedures are followed.

7.4 For withdrawn students, the transcript should contain the note '(Course Terminated Early)' after the end date. This note should not appear in the testamur or the SOA.

8. Cancelled/Reported Students

8.1 Students whose course has been terminated prior to completion due to non-enrolment or course progress issues are eligible to get their certification documentation provided a valid USI has been provided and all fees from the completed term(s) are paid.

8.2 The SSO ensures the Eligibility Criteria are met and the Certification Documentation procedures are followed.

8.3 The transcript should contain the note '(Course Terminated Early)' after the end date. This note should not appear in the testamur or the SOA.

9. Interim Transcript

9.1 Student completes the Student Request Form clearly indicating the request for an interim transcript.

9.2 The student pays the applicable fees for the issuance of an interim transcript.

9.3 Requests for interim transcripts should be processed within 5 calendar days of the receipt of the payment. In cases where there are any delays or complications, the student should be promptly informed of the status of their request and provided with an estimated timeline for completion.

9.4 Students who have not yet provided the USI may still be issued an interim transcript provided they don't have outstanding fees.


9.5 There is no need to complete a Certificate Validation Form.

9.6 SSO issues the document using the College's current interim transcript template with the "Interim" watermark.

9.7 The interim transcript should accurately reflect the student's academic status at the time of request.

9.8 The transcript should include grades for completed units, while units not attempted by the student should be marked as "NYA" (Not Yet Attempted).

9.9 The completion letter is signed by the issuing SSO.

AAPoly Policy and Procedure		
Doc #: PP-2.5	Title: Issuance of Certification Documentation (VET)	
Standards: 3.1, 3.2, 3.3, 3.4, 3.5 & 3.6		
Rev #: 3	Approved By: Student Services Manager or Delegate	Date: 08/09/2023

9.10 The SSO sends a copy of the interim transcript to the student or notifies the student when the document is ready for collection.

9.11 A copy of the issued interim transcript should be retained in the student's file for future reference.

10. Completion Letter

10.1 The student informs the SSO about the request for a Completion Letter.

10.2 Requests for Completion Letter is usually processed within a day.

10.3 The SSO confirms the student's eligibility ensuring the student has fulfilled all the requirements of the qualification and without outstanding fees.

10.4 SSO issues and signs the document using the College's current Completion Letter template.

10.5 The SSO sends a copy of the Completion Letter to the student or notifies the student when the document is ready for collection.

10.6 SSO notes in the student management system that the Completion Letter for the specific qualification has been issued.

11. References

11.1 Monitoring Student Progress and Course Extension Policy and Procedure

11.2 Assessment Policy and Procedure

11.3 Australian Qualification Framework

11.4 Standards for RTOs (2015)

11.5 ASQA's Guide to Issuing Qualifications

11.6 Unique Student Identifier (www.usi.gov.au)

12. Appendices

12.1 Certificate Validation Form

12.2 Certificate Template

12.3 SoA Template

12.4 Academic Transcript Template

12.5 Interim Academic Transcript Template

12.6 Register of Qualifications

12.7 Student Request Form