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OSCAR INSTITUTE

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RTO: 21118

CRICOS 04300M

# **Issuing AQF Certificates and Outcomes**



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## Issuing AQF Certificates and Outcomes

### Purpose

Oscar institute is required to provide secure AQF certification documentation. Oscar institute 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.

### Scope

This policy applies to:

- All Administrative & Support Staff and learners; and
- All of our training and assessment services and related business functions.

### Responsibilities CEO

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Ensures the integrity and security of our AQF certification documentation.
- Reviews and approves all AQF certification documentation before issuance.

### Administrative & Support Staff

- Verifies all required learner information, including assessment records, USI (unless an exemption applies), and fee status.
- Coordinates the printing, approval, and timely issuance and postage of AQF certification documentation.
- Maintains records of issued certification documents in the Student Management System.

### Trainers & Assessors

- Ensures all learner assessment records are complete, accurate and saved to the student's file.
- Confirms the accuracy of information recorded on the student's file, including the start and end dates of their training, and the outcome(s) of their training and assessment.

### Accounts Staff



- Issues invoice for re-issue of AQF certification documentation fees within the specified timelines.
- Confirms receipt of fees.
- Maintains accurate financial records.

### **General Principles**

As an RTO, Oscar institute is committed to the following principles in the issuance of AQF certification documentation:

- Only issued to learners who have met all requirements of the training product.
- Is issued within 30 calendar days of the learner fulfilling all requirements of the training product, provided all agreed fees have been paid.
- Will not include the learner's USI, as per regulatory requirements.
- Will not be issued electronically to prevent misuse or fraud.
- 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.
- Will clearly state a unique certificate or statement number, be signed by the CEO and where it is a re-print, it clearly states that it is a re-issue.
- Records of issued AQF certification documentation will be maintained for 30 years, in compliance with regulatory requirements.
- Learners who have not provided or verified their USI will not be issued certification unless exempt under the Student Identifiers Act 2014. Where an exemption applies, Oscar institute the learners are also to be informed that the results of their training will not appear on any authenticated VET transcript prepared by the USI Registrar.

### **AQF Certification Documentation Requirements**

It is important that Oscar institute's AQF certification documentation meets the requirements of the Standards for RTOs 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 code.
- Our logo.
- The Nationally Recognised Training logo.
- The AQF logo or the words: 'The qualification is recognised within the Australian Qualifications Framework'.
- Our company seal, corporate identifier or unique watermark.
- QR code.
- The course code and title as specified on the National Training Register.
- Full legal name of learner (as verified with the USI).
- Student number (this is not their USI, rather this is our internal student ID number).
- Certificate number.
- Date issued.
- Name, title and signature of the CEO or authorised signatory.
- Contact details for enquiries relating to issued certificates.
- Only where applicable:
  - o Industry descriptor.
  - o Occupational or functional stream.
  - o State / Territory Training Authority logo.
  - o Include the words: 'Achieved through Australian Apprenticeship arrangements'.
  - o Include the words: 'These units / modules have been delivered and assessed in <insert language> followed by a listing of the relevant units / modules'.
- 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.
- The Nationally Recognised Training logo.
- Our company seal, corporate identifier or unique watermark.
- QR code.
- The course code and title as specified on the National Training Register.
- Full legal name of learner (as verified with the USI).
- Student number (this is not their USI, rather this is our internal student ID number).
- Certificate number.
- Date issued – must be consistent with the qualification testamur.
- Name, title and signature of the CEO or authorised signatory.
- Contact details for enquiries relating to issued certificates.
- A list of all of the units of competency or modules showing the unit code and title for each unit of competency and their respective outcomes.
- 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.
- The Nationally Recognised Training logo.
- Our company seal, corporate identifier or unique watermark.
- QR code.
- The training product code(s) and title(s) as specified on the National Training Register.



- Full legal name of learner (as verified with the USI).
- Student number (this is not their USI, rather this is our internal student ID number).
- Certificate number.
- Date issued – must be consistent with the Qualification Testamur.
- Name, title and signature of the CEO or authorised signatory.
- Contact details for enquiries relating to issued certificates.
- A list of all of the units of competency or modules showing the unit code and title for each unit of competency and their respective outcomes.
- Include the words:
  - o 'Statement of Attainment' – displayed prominently to ensure the Statement of Attainment is not mistaken for a Testamur.
  - o 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'.
- Only where applicable:
  - o State / Territory Training Authority logo.
  - o Include the words:
    - 'These units / modules have been delivered and assessed in <insert language> followed by a listing of the relevant units / modules'.
    - 'These competencies form part of (course code and title)'.
    - 'These competencies were attained in completion of (course code and title)'.

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



## Compliance

This policy aligns with:

- Standards for RTOs 2025:
  - o Standard 4.2 – Roles and responsibilities are clearly defined and understood.
  - o Standard 4.3 – Risks to VET students, staff and the RTO are identified and managed.
  - o Standard 4.4 – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.
  - o Compliance Requirements – AQF certification documentation.
- Australian Qualifications Framework.
- Student Identifiers Act 2014.

Failure to comply with this policy can have serious consequences, including but not limited to:

- For the RTO – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, reputation damage, or regulatory enforcement actions.
- For Staff Members – staff found to have knowingly or negligently failed to comply with this policy and any associated legislative or regulatory requirements may face disciplinary actions, up to and including termination of employment.
- For Learners and Clients – having to return the received AQF certification documentation or having them voided, which can disrupt and damage their employment and future careers.

## Continuous Improvement

- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our Continuous Improvement Schedule and areas for improvements are documented in our Continuous Improvement Register.
- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.



## Related Documents

- AQTF Employer Questionnaire
- AQTF Learner Questionnaire Continuous Improvement Schedule
- Certificate Document template
- Certificate Re-issue Document template
- Continuous Improvement Register
- Continuous Improvement Schedule
- Course Completion E-mail template
- Graduation Letter template
- Issuing of AQF Certification Documentation Checklist
- Re-issuing of AQF Certification Documentation Checklist
- Statement of Attainment template
- Student Handbook

### **Issuing of AQF Certification Documentation Procedure**

#### **1. Issue the AQTF Questionnaires**

- i. Send an e-mail to the Course Completion E-mail and attach the AQTF Learner Questionnaire to the e-mail.
- ii. If an employer had enrolled the learner into the program, their employer is also to be e-mailed an AQTF Employer Questionnaire to complete.
- iii. The Administrative & Support Staff is to review and complete the Issuing of AQF Certification Documentation Checklist.

#### **2. Confirm the learner's USI is correct and has been verified**

- i. Check that their USI has been provided by the learner and it has been verified to be true and correct.
- ii. 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. This must be done within 2 business days of the learner being assessed as meeting all of the requirements of the training product.



iii. Where the USI has not been verified, or no 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**

i. Confirm that the learner has paid their fees in full and there are no outstanding arrears on their account.

ii. 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. Student files**

i. Check the learner's completed assessment records and the assessment evidences collected for each unit are all complete and saved in the student's file.

ii. Check 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, recognition of prior learning approved, or credit transfer granted.

iii. Should there be any training and/or assessment information or data missing, the learner's Trainer & Assessor is to be contacted via e-mail 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**

i. Once the USI is correctly verified, the fees paid in full, and the data and files are all complete and accurate, the AQF certification documentation is to be printed.

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

- Graduation letter – printed on Copy Grade paper.
- Certificate (Testamur and Record of Results) – printed on Certificate grade paper.

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

- Graduation letter – printed on Copy Grade paper.



- Statement of Attainment – printed on Copy Grade paper.
- iv. This must be done within 5 business days of the learner being assessed as meeting all of the requirements of the training product.

## **6. Review printed AQF certification documentation to confirm accuracy**

- i. Once the AQF certification documentation has been printed, check that the correct types of documents have been printed.
- ii. Check that the information printed matches to the information on the student's file to avoid any errors:
  - Learner's name
  - Student ID number
  - Training product code and title
  - Units of competency code and title and their respective outcomes.

This must be done within 5 business days of the learner being assessed as meeting all of the requirements of the training product.

## **7. CEO review and approval**

- i. Present the printed certification documentation to the CEO for review, approval and their signature.
- ii. The CEO may also review the learner's records to confirm the validity of the AQF certification documentation. This must be done within 5 business days of the learner being assessed as meeting all of the requirements of the training product.
- iii. It is imperative that the certification documentation is not left unattended at any time to ensure the integrity of the documents.

## **8. Postage**

- i. The Administrative & Support Staff is to ensure that the certification documentation is sent out within 10 business days of the learner being assessed as meeting all of the requirements of the training product.
- ii. It is important that the AQF certification documentation is only to be sent to the address on file and the post addressed to the learner via Registered Post.
- iii. Under no circumstances should the certification documentation be sent via e-mail to the learner or handed over to any third-party.



## **9. Record the tracking number**

- i. Once the AQF certification documents are mailed out, the Administrative & Support Staff is to record the tracking number on the student's file.

### **Re-Issuing of AQF Certification Documentation Procedure**

#### **1. Request received**

- i. 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.
- ii. We are to advise them of the fee for the re-issue (including postage), which is \$45 + GST, and it can take up to 5 business days to have the AQF certification documentation re-issued (excluding postage) and ask if they would like to proceed.
- iii. Confirm learner's identity – request for the learner to produce a valid Australian driver's licence or valid passport with a supporting document containing their full legal name and address.
- iv. Match the information in the learner's identity document to the records we have in their student's file.
- v. The Administrative & Support Staff is to review and complete the Re-issuing of AQF Certification Documentation Checklist.

#### **2. Issue invoice for re-issue fees**

- i. Where the learner agrees to the fees and would like to proceed, an invoice is to be issued to the learner within 2 business days.

#### **3. Print out the AQF certification documentation**

- i. Confirm fees are received before proceeding to print out the required AQF certification documentation.
- ii. If the learner has completed a full qualification, the following must be printed out:
  - Graduation letter – printed on Copy Grade paper.
  - Certificate (Testamur and Record of Results) – printed on Certificate grade paper.
- iii. If the learner has only completed several units, or an accredited short course, the following must be printed out:



- Graduation letter – printed on Copy Grade paper.
  - Statement of Attainment – printed on Copy Grade paper.
- iv. This must be done within 2 business days of the receipt payment for the re-issue of AQF certification documentation.

#### **4. Review printed AQF certification documentation to confirm accuracy**

- i. Once AQF the certification documentation has been printed, check that the correct types of documents have been printed.
- ii. Check that the information printed matches to the information on the student's file to avoid any errors:
- Learner's name
  - Student ID number
  - Training product code and title
  - Units of competency code and title and their respective outcomes.

This must be done within 2 business days of the receipt payment for the re-issue of AQF certification documentation.

#### **5. CEO review and approval**

- i. Present the printed certification documentation to the CEO for review, approval and their signature. This must be done within 2 business days of the receipt payment for the re-issue of AQF certification documentation.
- ii. It is imperative that the AQF certification documentation is not left unattended at any time to ensure the integrity of the documents.

#### **6. Postage**

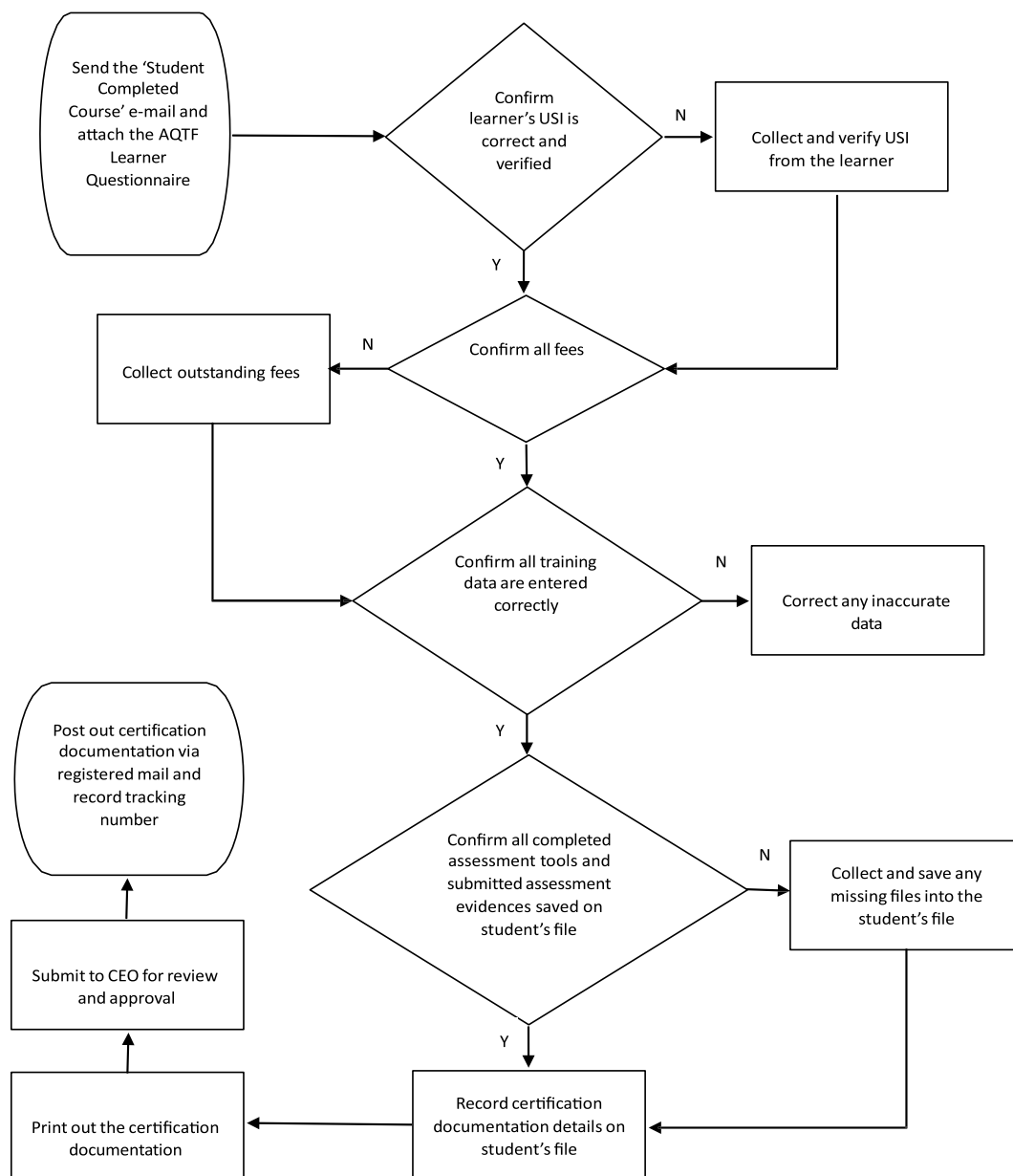
- i. The Administrative & Support Staff is to ensure that the AQF certification documentation is sent out within 5 business days of the receipt payment for the re-issue of AQF certification documentation.
- ii. It is important that the AQF certification documentation is only to be sent to the address on file and the post addressed to the learner via Registered Post.
- iii. Under no circumstances should the AQF certification documentation be sent via e-mail to the learner or handed over to any third-party.



## 7. Record the tracking number

- i. Once the AQF certification documents are mailed out, the Administrative & Support Staff is to record the tracking number on the student's file.

### Issuing of AQF Certification Documentation Process Flow-Chart





## Re-issuing of AQF Certification Documentation Process Flow-Chart

