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Issuance of Certificate Policy & Procedure

Scope

This policy applies to all students assessed by Polytechnic Victoria against nationally recognised training products within the organisation's scope of registration. It covers the issuance of:

- **Issuance of AQF certification documentation**
- **Issue of VET qualifications and VET statements of attainment**
- **Records of AQF certification documentation and assessments**

This policy does not apply to non-accredited courses or training.

This policy applies to all staff at Polytechnic Victoria who are involved in the issuance of Certificates of Completion and Statements of Attainment to the students of Polytechnic Victoria.

Purpose

This policy establishes the principles and procedures for issuing nationally recognised Vocational Education and Training (VET) qualifications, statements of attainment, and records of results. It ensures that Polytechnic Victoria (pv) issues these credentials in a timely and accurate manner, only to students who have met the requirements of the relevant training product.

The policy supports Standard of the NVR Revised Standards for RTOs 2025, Compliance Standards - Division 2 – Integrity of Nationally Recognised Training Products, Part 2 Compliance Requirements - 9 Issuance of AQF certification documentation, 10 Records of AQF certification documentation and assessments and 11 Issue of VET qualifications and VET statements of attainment

All student record will be retained in accordance with the Australian Qualifications Framework

Definitions

Term	Definition
AQF (Australian Qualifications Framework)	The national policy for regulated qualifications in Australian education and training.
Certificate	AQF certification documentation issued at the completion of a nationally recognised VET qualification.
Statement of Attainment	Issued for partial completion of a qualification, listing one or more units of competency achieved.
Record of Results	Lists all units of competency successfully achieved (and, where relevant, not achieved) for a qualification.

NRT (Nationally Recognised Training)	Training that leads to vocational qualifications and credentials recognised across Australia.
USI (Unique Student Identifier)	The unique number assigned to a student under the Student Identifiers Act 2014.

Policy

1. **Issuance of AQF Certification Documentation**

- Polytechnic Victoria only issues AQF certification documentation to students who have been assessed as competent in accordance with the relevant training product requirements.
- Where Polytechnic Victoria has assessed a VET student as meeting the requirements of the training product, AQF certification documentation will be issued within 30 calendar days from the completion of the assessment, provided the VET student:

  (a) has completed the AQF qualification or completed one or more units of an AQF qualification from which they have subsequently withdrawn; and
  (b) has paid to Polytechnic Victoria all agreed fees associated with the training product.
- Statements of Attainment are issued to students who have completed one or more units of competency from a nationally recognised qualification and have subsequently withdrawn.
- Records of Results are issued to accompany certificates or statements of attainment, listing all units of competency successfully achieved.

2. **VET Qualifications and Statements of Attainment requirements**

- **All VET qualifications issued must comply with the AQF Qualifications Issuance Policy and must include:**
  - The name, registration code, and logo of Polytechnic Victoria
  - The code and title of the AQF qualification
  - The NRT logo in accordance with the NRT Logo Conditions of Use policy
  - The signature of an individual authorised by Polytechnic Victoria to sign the qualification
  - Polytechnic Victoria's seal, corporate identifier, or unique watermark
  - The statement: "The qualification is recognised within the Australian Qualifications Framework", or an authorised AQF logo

- The industry descriptor, occupational or functional stream, and any relevant apprenticeship or language statements as required
- where the AQF qualification has been obtained by a VET student in the course of undertaking an Australian apprenticeship – the statement: "Achieved through Australian Apprenticeship arrangements"; and
- where any part of the AQF qualification has been delivered in another language – the statement: "these units of competency/modules have been delivered and assessed in [insert relevant language]" followed by a list of all units of competency or modules that have been delivered in the relevant language.

- **All VET statements of attainment issued must comply with the AQF Qualifications Issuance Policy and must include:**
  - The name, registration code, and logo of Polytechnic Victoria
  - The full title and national code of each unit of competency or module
  - The NRT logo in accordance with the NRT Logo Conditions of Use policy
  - The signature of an individual authorised by Polytechnic Victoria to sign the statement
  - Polytechnic Victoria's seal, corporate identifier, or unique watermark
  - The statement: "A VET statement of attainment is issued by an NVR registered training organisation when an individual has completed one or more accredited units or modules"
  - The relevant course or qualification code and title, and any language statements as required

11 Issue of VET qualifications and VET statements of attainment

1. All VET qualifications issued by an NVR registered training organisation must comply with the AQF Qualifications Issuance Policy and must include:

a) the name, registration code and logo of the organisation;
b) the code and title of the AQF qualification;
c) the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy;
d) the signature of an individual who the organisation has authorised to sign the AQF qualification;
e) the organisation's seal, corporate identifier or unique watermark;

f) the following statement: "The qualification is recognised within the Australian Qualifications Framework", or any Australian Qualifications Framework logo authorised by the Conditions for the use of the Australian Qualifications Framework Logo policy;

g) where the AQF qualification has an industry descriptor as listed on the National Register in the corresponding training product – the industry descriptor;

h) where the AQF qualification has an occupational or functional stream listed on the National Register under the corresponding training product – the title of the stream in brackets after the code and title of the AQF qualification;

i) where the AQF qualification has been obtained by a VET student in the course of undertaking an Australian apprenticeship – the statement: "Achieved through Australian Apprenticeship arrangements"; and

j) where any part of the AQF qualification has been delivered in another language – the statement: "these units of competency/modules have been delivered and assessed in [insert relevant language]" followed by a list of all units of competency or modules that have been delivered in the relevant language.

2. All VET statements of attainment issued by an NVR registered training organisation must comply with the AQF Qualifications Issuance Policy and must include:

a) the name, registration code and logo of the organisation;

b) the full title and national code, as set out on the National Register, of:

I. each unit of competency to which the statement relates; or

II. if no units of competency exist – each module to which the statement relates;

c) the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy;

d) the signature of an individual who the organisation has authorised to sign the statement;

e) the organisation's seal, corporate identifier or unique watermark;

f) the statement: "A VET statement of attainment is issued by an NVR registered training organisation when an individual has completed one or more accredited units or modules";

g) where the units of competency form part of a VET course or qualification – the following statement: "These competencies form part of [code and full title of the relevant VET course or qualification]";

h) where the units of competency have been attained in the course of completing a VET course – the following statement: "These competencies were attained in completion of [VET course code] course in [full title of the VET course]"; and

i) where any of the units of competency or modules listed on the statement have been delivered in another language – the statement: "these units of competency/modules have been delivered and assessed in [insert relevant language]" followed by a list of all units of competency or modules that have been delivered in the relevant language.

3. **Unique Student Identifier Compliance**
    - All enrolling students must provide their USI, which is verified and recorded in the Mypv Student Management System (SMS) at enrolment.
    - Polytechnic Victoria verifies that any USI provided by a student belongs to that student before using it for any purpose.
    - Polytechnic Victoria will not issue a VET qualification or statement of attainment to a VET student unless the student has been assigned a USI, except where an exemption applies.
    - Polytechnic Victoria will not include any student's USI on a VET qualification or statement of attainment.
    - If a student is granted an exemption under the Student Identifiers Act 2014, Polytechnic Victoria will inform the student prior to enrolment or commencement of training and assessment that:
        - Their training outcomes will not be accessible through the USI transcript system.
        - Their results will not appear on any authenticated VET transcript issued by the Student Identifiers Registrar.
        - USIs are securely recorded in the student's SMS profile, with access restricted to authorised staff.
        - The SMS is regularly backed up to a secure, remote data centre.
        - The Polytechnic Victoria server is housed in an electronically secured, monitored room accessible only to approved staff.

4. Authentication and Verification

- Polytechnic Victoria is responsible for the authentication and verification of all Statements of Attainment and Qualifications it issues.
- All AQF certification documentation must be authenticated and verified by the Operations Manager or CEO.
- Each document is stamped with the official Polytechnic Victoria seal and, where applicable, affixed with an embossed gold seal.
- These measures are taken to enhance the authenticity of the documentation and to minimise the risk of fraudulent reproduction or misuse.

5. Records and Reporting

- Polytechnic Victoria maintains a Qualification Issuance Register and Statement of Attainment Register in Mypv and Polytechnic Victoria Drive in accordance with the AQF Qualifications Register Policy.
- Records of all AQF certification documentation issued will be securely retained for 30 years.
- Records of all assessments submitted by a VET student will be retained for 2 years after the student has completed the training product.
- VET students, including those previously enrolled, will be able to access copies of their AQF certification documentation upon request.
- Upon request from the National VET Regulator, Polytechnic Victoria will provide a report of all AQF qualifications and VET statements of attainment issued during the period specified.

6. **Issuance Timeframe and Method**

- Certificates, Statements of Attainment, and Records of Results will be issued within 30 calendar days of assessment completion, at no additional cost to the student.
- Both digital and hard copy certification formats will be available.

7. **Fraud Prevention and Authentication**

- All certificates and statements of attainment are issued with manually assigned unique document numbers.
- The Qualification Issuance Register and Statement of Attainment Register are maintained in Polytechnic Victoria Drive.
- Polytechnic Victoria management will ensure issuing staff use only the current version of the Qualification or Statement of Attainment template.
- All documents are reviewed for compliance by two trained staff members before authorisation.

8. **Reissuance of Certification**

- Any requests for the re-issuing of a lost or damaged Certificate of Completion or Statement of Attainment must be made in writing by the student.
- The request are processed within 5 working days.

- Reissued documents will be clearly marked as a reissue and include the original issue date.
- An administration fee applies for reissued documents, as advised to students prior to enrolment.

- **Cessation of Operations**

  In the event Polytechnic Victoria ceases operations as an RTO, the Operations Manager will provide an electronic copy of all certification records to ASQA to enable reissuance by the regulator. **4. Procedure**

4.1 Issuance of AQF Certification Documentation

1. Assessment Completion and Eligibility Check
   - Confirm the student has met all assessment requirements for the relevant training product.
   - Ensure all agreed fees have been paid.
   - Verify the student's USI is recorded and validated in the Student Management System (SMS).
2. Document Preparation
   - Use the current approved template to prepare the Certificate of Completion or Statement of Attainment.
   - Include all required details as specified in the AQF Qualifications Issuance Policy.
   - Assign a unique document number manually.
3. Quality Control and Compliance Check
   - Two staff members review the document for accuracy and compliance with AQF standards.
   - Confirm all required elements are present and correct.
4. Authorisation and Authentication
   - Submit the document to the CEO or Operations Manager for review and signature.
   - Apply the official Polytechnic Victoria stamp and, where applicable, an embossed gold seal.
5. Issuance
   - Issue the AQF certification documentation to the student within 30 calendar days of assessment completion.

- Retain a copy in the student's file and update the central register in Polytechnic Victoria Drive.

4.2 Re-issuing Certificates and Statements of Attainment

1. Request Submission
    - The student submits a written request for re-issuance.
2. Request Processing
    - Log the request and confirm the student's identity and eligibility.
    - Notify the student of the applicable administration fee as outlined below or as current at the time of application:
        - $50 for Certificates of Completion or other formal documentation.
        - $20 per unit (capped at $100) for Statements of Attainment.
    - Process the payment.
3. Document Preparation and Quality Control
    - Prepare the new document using the current approved template.
    - Assign a new unique number manually.
    - Two staff members check the document for compliance.
4. Authorisation and Authentication
    - Submit the document to the CEO or Operations Manager for review and signature.
    - Apply the official stamp and, where applicable, an embossed gold seal.
5. Re-issuance
    - Issue the re-issued document to the student within 5 working days of the request.
    - Update the central register in Polytechnic Victoria Drive.

4.3 Record Keeping and Reporting

1. Central Register Maintenance

    - Maintain the Qualification Issuance Register and Statement of Attainment Register in Polytechnic Victoria Drive/My.pv student management system.
    - Ensure the register is up-to-date and accessible for reporting purposes.

2. Retention

    - Retain records of all AQF certification documentation for 30 years.
    - Retain records of all assessments for 2 years after the student has completed the training product.

3. Access

    - Provide current and past students with access to their AQF certification documentation upon request.

4. Reporting

    - Prepare and submit reports to the National VET Regulator as requested, detailing all AQF qualifications and statements of attainment issued during the specified period.

Review

This Policy will be reviewed annually to ensure it remains current and effective.

- **Appendix A – Register Fields**

Qualification Issuance Register

The register includes the following fields:

- Authorized issuing organization (Polytechnic Victoria)
- Student name
- Student ID
- Enrolment Number
- Start Date

- End Date
- Enrolment Outcome
- Course code
- Certificate number
- Issued date
- USI

Statement of Attainment Register

The register includes the following fields:

- Authorized issuing organization (Polytechnic Victoria)
- Student name
- Student id
- Enrolment Number
- Start Date
- End Date
- Enrolment Outcome
- Course code
- Certificate number
- Issued date
- USI