

QUALIFICATION ISSUANCE POLICY

POLICY NO: 46

PURPOSE

The purpose of this policy is to ensure Yarrowong Neighbourhood House Inc trading as Yarrowong Mulwala Community & Learning Centre (YMCLC), registration code 21765, issues Australian Qualifications Framework (AQF) qualifications to students in a timely, accurate, and compliant manner. This policy supports the organisation's commitment to maintaining the integrity and credibility of qualifications issued and adheres to the Standards for RTOs.

This policy applies to the issuance of all AQF qualification documentation by YMCLC, including qualifications, statements of attainment, and records of results, for all courses on its Scope of Registration.

YMCLC is committed to issuing AQF qualification documentation that is accurate, secure, and compliant with regulatory requirements. Qualifications will be provided only to students who have met the requirements of their enrolled training product, and all processes will ensure the integrity and recognition of issued credentials.

Training product means an AQF qualification, a skill set, a unit of competency, accredited short course or module.

YMCLC issues AQF qualification documentation only to a student whom it has assessed as meeting the requirements of the training product.

RATIONALE

YMCLC has robust controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the student has completed all requirements. While YMCLC delivers at multiple locations, it has centralised issuance of qualifications to strengthen these controls.

Qualifications are only issued to students after they have fully demonstrated competence, with an AQF Qualifications Issuance Checklist completed on each student file prior to documentation issuance.

AUSTRALIAN QUALIFICATIONS FRAMEWORK REQUIREMENTS

AQF qualifications documentation means the set of official documents which confirm that an AQF qualification or VET statement of attainment has been issued to an individual by an NVR registered training organisation or any other entity authorised to do so.

AQF qualification means a qualification type endorsed in a training package or accredited in a VET accredited course.

Skill set means a single unit of competency or a combination of units of competency from one or multiple training packages which link to a licensing or regulatory requirement, or a defined industry need.

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package.

YMCLC ensures:

- Students receive the qualification documentation to which they are entitled.
- AQF qualifications are correctly identified in qualification documentation.
- AQF qualifications are protected against fraudulent issuance.
- A clear distinction can be made between AQF qualifications and non-AQF qualifications.
- Qualification documentation is used consistently across the education and training sectors.
- Students and others are confident that the qualifications they have been awarded by YMCLC are part of Australia's national qualifications framework.

QUALIFICATIONS PATHWAYS

YMCLC also accepts and provides credit to students for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF qualification documentation issued by any other RTO or AQF authorised issuing organisation, or
- Authenticated VET transcripts issued by the Registrar.

YMCLC ensures it maximises the credit students can gain for learning already undertaken, by:

- Enhancing student progression into and between AQF qualifications,
- Recognising the multiple pathways students take to gain AQF qualifications and that learning can be formal, non-formal or informal, and
- Supporting the development of pathways in qualifications design.

UNIQUE STUDENT IDENTIFIER (USI)

YMCLC meets the requirements of the Student Identifier scheme, including:

- Verifying with the Registrar, a USI provided to it by an individual before using that USI for any purpose,
- Ensuring that YMCLC does not issue AQF qualification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the *Student Identifiers Act 2014* (Cth),
- Ensuring that where an exemption 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
- Ensuring the security of USIs and all related documentation under its control, including information stored in its student management systems.

To avoid possible delays in issuing qualifications, YMCLC has processes in place to verify a student's USI on enrolment or as soon as possible thereafter well in advance of when qualifications are expected to be issued.

YMCLC does not include the student's USI on any testamur documentation, consistent with the Student Identifiers Act 2014 (Cth).

AQF QUALIFICATION DOCUMENTATION REQUIREMENTS

All AQF qualification documentation issued by YMCLC meets the following requirements:

1. ISSUING AQF QUALIFICATIONS REQUIREMENTS

All YMCLC students who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following qualification documentation on award of the qualification:

- A testamur, and
- A record of results.

Students who complete part of the requirements of an AQF qualification in which they are enrolled are also entitled to receive a record of results. Students are entitled to retain testamurs and records of results once they have been issued.

YMCLC testamur for all AQF qualifications issued identifies the qualification as an AQF qualification by using the words 'The qualification is recognised within the Australian Qualifications Framework.

YMCLC ensures sufficient information is provided on AQF qualification documentation to ensure that the documentation can be authenticated and to reduce fraudulent use.

All testamurs for AQF qualifications issued by YMCLC includes the following information:

- The name, registration code and logo of YMCLC,
- The code and title of the awarded AQF qualification,
- The NRT Logo in accordance with the NRT Logo Conditions of Use Policy,
- The signature of an individual who the organisation has authorised to sign the AQF qualification,
- YMCLC's corporate logo, and
- The words 'The qualification is recognised within the Australian Qualifications Framework.

Nationally Recognised Training Logo means the logo used nationally to signify training packages and VET accredited courses. Please refer to the Marketing Policy for further information on the conditions of use.

YMCLC does not use the AQF logo. The AQF logo or these words are not used by YMCLC on any type of qualification documentation for non-AQF qualifications.

All testamurs for AQF qualifications issued by YMCLC also includes the following information where applicable:

- The industry descriptor, e.g. Engineering,
- The occupational or functional stream, in brackets, e.g. '(Fabrication),'
- Where relevant, the words, 'achieved through Australian Apprenticeship arrangements,'
- Where relevant, the State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities), and
- Where relevant, the words, 'these units/modules have been delivered and assessed in English followed by a listing of the relevant units/modules
- YMCLC ensures testamurs comply with the AQF Qualifications Issuance Policy.

2. ISSUING STATEMENTS OF ATTAINMENT REQUIREMENTS

All YMCLC students who have completed an accredited unit(s) are entitled to receive a Statement of attainment.

All statements of attainment issued by YMCLC include the following information:

- The name, Registration Code and logo of YMCLC,
- A list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency,
- The NRT Logo in accordance with the NRT Logo Conditions of Use Policy,
- The signature of an individual who the organisation has authorised to sign the statement,
- YMCLC's corporate logo, and
- The words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units or modules.'

All statements of attainment issued by YMCLC include the following information where applicable:

- The words 'These competencies form part of [code and title of qualification(s)/course(s)],
- The words, 'These competencies were attained in completion of [code] course in [full title],
- where relevant, the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities), and
- Where relevant, the words, 'these units / modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.

YMCLC ensures testamurs comply with the AQF Qualifications Issuance Policy.

YMCLC's statements of attainment:

- Correctly identify the person entitled to receive the statement of attainment, the accredited units by their full title and the date issued.

- Are in a form that ensures it cannot be mistaken for a testamur for a full AQF qualification.

Students are entitled to retain the statement of attainment once it has been issued.

3. JURISDICTIONAL DOCUMENTATION REQUIREMENTS

YMCLC ensures testamur documentation also meets the following jurisdictional or contractual expectations:

Victorian Skills First Program

YMCLC ensures that qualifications issued to Australian Apprentices following completion contain on the certificate below the qualification title, the words "achieved through Australian Apprenticeship arrangements".

If an Apprentice/Trainee successfully completes the structured training while continuing to be unemployed the qualification:

- Can be issued but the words "achieved through Australian Apprenticeship arrangements" should be omitted from the certificate, OR
- At the Apprentice's request, withhold the certificate to allow for re-employment and completion of the Training Contract.

FRAUD PREVENTION

YMCLC confirms its responsibility for authentication and verification of a student's qualification and statement of attainment documentation.

YMCLC has mechanisms in place to reduce fraudulent reproduction of its qualification documentation. All YMCLC documentation includes the YMCLC logo. An additional fraud prevention measure used is document numbers for verification purposes.

ISSUANCE TIMELINES

YMCLC ensures AQF qualifications documentation is issued to a student within thirty (30) calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing:

- The AQF training product in which the student is enrolled is complete, or
- The student has completed one or more units of the training product and subsequently withdrawn, and
- All agreed fees the student owes to the RTO for that training product have been paid.

YMCLC issues AQF qualification documentation directly to the student, not to another party, such as an employer.

AQF QUALIFICATIONS REGISTER

YMCLC:

- Maintains a register of AQF qualifications it is authorised to issue. Please refer to the National Training Register YMCLC scope of registration.
- Maintains a register of all AQF qualifications issued. Please refer to the PowerPro RTO student management system.
- Retains records of AQF qualification documentation issued for a period of thirty (30) years.
- Ensures records of student AQF qualification documentation are accessible to current and past students.
- Provides reports of records of qualifications and statements of attainment issued to its VET Regulator on a regular basis as determined by the VET Regulator.

Please refer to the Records Management policy for further information.

GRADUATIONS

As part of recognising the significance and effort in completing a nationally recognised qualification, YMCLC holds a graduation ceremony for all students to attend if desired.

REISSUE OF TESTAMUR DOCUMENTATION

YMCLC ensures that current and past students can access records of their achievements.

All YMCLC students who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system.

Where a student's achievements have not been recorded through the USI system, YMCLC has processes in place to ensure that this student can access reissues of their AQF qualification documentation.

A fee of \$25 including GST per request applies to all reissue of documentation requests. All documentation reissues occur within thirty (30) calendar days of receipt of the request for a reissue with accompanying fee payment.

Students are entitled to graduate with a qualification that most closely represents the current skill needs of industry. A qualification being superseded or discontinued is a clear indication that industry needs have changed to the extent that the previous qualification is no longer suitable.

MONITORING AND EVALUATION

YMCLC monitors and evaluates the AQF qualification documentation processes to ensure effectiveness.

A process of performance monitoring, evaluation, and reporting has been established and implemented.

The organisation continually improves the effectiveness and efficiency of processes. Process performance and outcomes are regularly audited to identify and remove causes of existing and potential problems, as well as to uncover any opportunities for improvement.

Please refer to the Quality Policy for further information on the monitoring and evaluation process.

RELATED DOCUMENTS

AQF Qualifications Issuance Checklist

RELATED LEGISLATION

Tertiary Education Quality and Standards Agency Act 2011

VET Quality Framework

Standards for VET Accredited Courses 2021

RELATED POLICIES

Enrolment Policy

Marketing Policy

Quality Policy

RELATED STANDARDS

Standards for RTOs 2025

APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Executive Officer
Advisory Board to Approval Authority	Board of Management
Administrator	Training Manager
Next Review Date	November 2023

Approval and Amendment History	Details
Original Approval Authority and Date	01/11/2021 V1.0 created to replace the Work instruction titled "Issue and Reissue of Accredited Certificate using Wisenet Credential" Never reviewed/approved by BOM.
Amendment Authority and Date	11/04/2023 approved by Board of Management. 14/10/2025 V2 Board of Management review and updated to Standards for RTOs 2025, rename Qualification Issuance Policy from Certificate Issuance Policy.
Notes	