CO1 Completions and AQF Certification

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Policy Owner: Administration and Funding Claims Manager
Approved by: Head of Quality and Curriculum
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1.0 Purpose

The purpose of this policy and procedure is to outline the RTO's approach to ensuring it only issues qualifications, statements of attainment and records of results to learners who have completed all requirements of the program they are enrolled in.

In line with the Outcome Standards for Registered Training Organisations (RTOs) 2025, VET Student Loans and State Funding contract requirements the RTO ensures that each learner that is enrolled into nationally accredited program (qualifications, units of competency and skills set) is issued with an AQF certificate or statement of attainment as per the AQF Qualifications Issuance Policy guidelines.

2.0 Scope

This policy applies to all employee, partners and associates of the RTO in relation to issuing AQF qualifications, transcripts and statements of attainment.

This policy includes all regulatory requirements that fall under the RTOs obligations as a registered training organisation.

3.0 Definitions

Term	Definition
AQF	Means Australian Qualifications Framework which can be accessed at http://www.aqf.edu.au/
AQF Qualifications Issuance Policy	Means the national policy outlined in the AQF and available at AQF Policies
ASQA	Means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body
Certification document	Means a Testamur, Statement of Attainment or Record of Results.
Course	Means any nationally recognised qualification, unit of competency, skill set or short course in which a learner is enrolled with the RTO.
NCVER	National Centre for Vocational Education Research
PSTACD	Program Supervised Teaching Activity Completion Date
Record of Results	Is a record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment. Learners who complete part of the requirements of an AQF qualification are entitled to receive a record of results
RTO	Means Selmar Institute of Education (121531)

OSRTOs	Means the Outcome Standards for RTOs 2025 – refer definition of 'Standards'
Standards	Means the Outcome Standards for Registered Training Organisations (RTOs) 2025 of the VET Quality Framework which can be accessed from www.asqa.gov.au
Statement of Attainment	Confirms that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course.
SVTS	Skills Victoria Training System
Testamur	Defined by the AQF as 'an official certification document that confirms that a qualification has been awarded to an individual'. 'Testamurs' in this sense refer **only** to official documents that confirm that an AQF qualification has been awarded to an individual.
Unique Student Identifier	Means a unique number assigned to an individual by the Registrar, in accordance with the Student Identifiers Act 2014.

4.0 Policy

4.1 Certification Issuance

- In accordance with the Compliance Standards, the RTO issues AQF certification documentation to learners who have been assessed as meeting the requirements of a unit or qualification as specified in the relevant Training Package.

- All AQF certification documents issued by the RTO will meet the requirements of Compliance Standards, as well as the requirements of the National AQF Qualifications Issuance Policy.

- Certification documents will be issued within 30 days of the learner being assessed as meeting the requirements of the course, providing that all tuition fees have been paid.

4.2 Authenticity

- To ensure authenticity of our certification documents and to ensure they cannot be fraudulently reproduced, our certification documents:

    o Include an individual certificate number on them that can be authenticated against our Student Management System.

    o All important information including date, learner name and title of qualification/course is printed on a coloured background, so they are difficult to reproduce.

- Each AQF Certificate and Statement of Attainment had been designed as per the AQF Qualifications Issuance Policy including:

    o NRT Logo (as per the NRT Logo Conditions of Use policy)

    o Learner full name

    o RTO name, logo and TOID

    o Qualification/units of competency code and title

    o The words "The qualification is recognised within the Australian Qualifications Framework"

    o The words "achieved through Australian Apprenticeship arrangements" (for Traineeships)

    o Signature of authorised person

- - The words "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" (for Statements of Attainment only)
    - The words "These competencies form part of {qualification code and title}" (for withdrawals only)
- Other RTOs or other organisations may contact the RTO to confirm the details of any qualification, statement of attainment or record of results issued by us. The person making the enquiry must provide the details of the document including learner name, qualification or unit details, issue date and document number.

4.3 Record Keeping

- The RTO:
    - Retains a register of AQF qualifications and statements of attainment issued in its Student Management System
    - Retains records of AQF certification documentation issued for a period of 30 years, on its Student Management System
    - Reports completions via NAT files (NAT00130) that are reported annually (via NCVER) or when requested.
    - Reports completions to ASQA when requested.

4.4 Unique Student Identifiers (USIs)

- The RTO:
    - Does not issue AQF certification documentation to an individual without a verified USI, unless an exemption applies under the *Student Identifiers Act 2014*.
    - USI's are not to be included on a Statement of Attainment or a Certificate.

4.5 Reissuing

- Current and past learners can request a copy of their certification documents at any time by contacting the RTO's Administration Department or via RTO website.

4.6 Surveys

- Learners are sent Feedback surveys upon completion so that the RTO can evaluate its strengths, areas for improvement, completion rates and overall satisfaction.

4.7 VET Student Loans (VSL)

- The RTO is an approved provider to offer VET Student Loans (VSL). For the list of approved courses, please refer to the *RTO Funding Models Matrix*.

- The RTO ensures that it maintains quality programs including Diploma and Advanced Diploma level qualifications and monitors learner progression which enhances the completion rates per year. The RTO monitors the Departments benchmark completion rates to ensure that it is reaching those benchmarks however does not lower quality standards of the courses to raise completion rates.

- To further encourage learner completions, the RTO has a robust learner support process which includes a delegated LLN Support Coordinator, LMS support, contactable and accessible Trainer/Assessors and Administration staff.

- The RTO submits VET Course Completions submission each month for completions that have occurred in the previous month. These submissions are accompanied by a Statutory Declaration by an authorised senior officer (CEO or CFO) to confirm that the submission is valid and correct. This Statuary Declaration is uploaded to HITS (HELP IT System).

- Following completions, learners are sent feedback surveys so that the RTO can assess overall learner satisfaction and workplace outcomes.

- The RTO calculates the EFTS for each full qualification that is approved to be delivered under the VET Student Loan agreement. Each unit of study is divided into fractions depending on the study load required for that part of the course.

- Each learner funded under a VSL must compete ALL units of study with an EFTSL of 1.0 to be reported as completed in the VET Course Completions submission.

4.8 Victorian Skills First Program

- The RTO is an approved provider to offer funding via the Victorian Skills First Program to eligible students for select courses on their scope of registration and on the Skills First Funded Courses Report. For the list of approved courses, please refer to the RTO Funding Models Matrix.

- The RTO reports all unit of competency and qualification completions to the Department monthly via the NAT00130 file which forms part of the upload to SVTS.

- The RTO ensures that each learner Training Plan has the unit of competency completion date recorded and signed off by the Trainer/Assessor (and all other relevant parties). The Training Plan must also include the PSTACD which is reported to the Department in the monthly uploads.

- For Trainees, the employer must provide the RTO with written confirmation that the Trainee is competent in all workplace duties. This is done via Third Party Report Assessments and by signing off the Training Plan.

- Once a learner has been deemed competent is all units of competency in the program, has meet all the requirements of the course, paid all owed fees and charges in relation to the training the RTO will issue the AQF qualification or Statement of Attainment.

- The Certificate and Record of Results or Statement of Attainment is generated from Student management system and provided as a digital certificate.

- The learners can request printed certification documents at any time by contacting the RTO's Administration Department or via RTO website.

4.9 NSW Smart and Skilled Program

- The RTO is an approved provider to offer funding via the Smart and Skilled Program to eligible students for select courses on their scope of registration. For the list of approved courses, please refer to the RTO Funding Models Matrix.

- The RTO reports all unit of competency actual start and end dates, and the unit of competency outcome achieved. This is done every 28 days.

- Upon completion of a course a statement of attainment or testamur is issued to the student within 30 days, providing that all tuition fees have been paid.

- Once the AQF qualification has been issued to the student, the RTO will report this to the Department by ticking 'Y' in the Qualification issued flag in Student management system and including this in the monthly submission.

- The RTO reports all unit of competency and qualification completions to the Department monthly via the NAT00130 file which forms part of the upload to STS Online.

5.0 Legislative Context

Name	Section
Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements	Compliance Requirements 9-11
VET Student Loans	Clause 4.2.8, 4.6.3.2, 4.13.1-2
Victorian Skills First Program	Standard VET Funding Contract, Schedule 1 Part A
NSW Smart and Skilled Program	Operating Guidelines

6.0 Related Documents

Name	Document Type
Training Plan	Form
Certificate	Certification
Record of Results	Transcript
Statement of Attainment	Certification

7.0 Version Control and Revision Information

The RTO reserves the right to vary, replace or terminate this policy from time to time.

Version #	Approval Date	Approved By	Details
1	June 2025	HQC	Document creation to align with OSRTOs 2025