

Completion and Certification Policy

Organisation	Austraining (WA) Pty Ltd
RTO Code	52946
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Purpose and Scope

This policy sets out how Austraining WA manages the completion of training products and the issuance, reissuance and recording of AQF certification documentation. It applies to all learners across all delivery contexts.

This policy is read alongside the Training and Assessment Policy, the Marketing, Recruitment and Enrolment Policy, and the Compliance Standards for RTOs 2025 (Compliance Standards). It should also be read in conjunction with the AQF Qualifications Issuance Policy.

1. Issuing AQF Certification Documentation

Austraining WA will issue AQF certification documentation only to a learner who has been assessed as meeting the requirements of the training product as specified in the relevant training package or accredited course.

AQF certification documentation will be issued within 30 calendar days of the learner being assessed as meeting the requirements of the training product, provided that:

- all agreed fees the learner owes to Austraining WA have been paid
- the learner has a verified Unique Student Identifier (USI), unless an exemption applies under the Student Identifiers Act 2014
- a Student Internal Audit has been completed to confirm all requirements have been met.

Austraining WA will only issue certification for qualifications and accredited courses within its current scope of registration.

2. Unique Student Identifier

Austraining WA will not issue AQF certification documentation to a learner without a verified USI, unless an exemption applies under the Student Identifiers Act 2014. Austraining WA will:

- verify any USI provided by a learner with the Registrar before using it for any purpose
- apply for a USI on behalf of a learner where consent has been given and the learner does not already have one
- where an application on behalf of a learner is rejected, advise the learner in writing that they must make their own application and provide Austraining WA with the USI once obtained

- where an exemption applies, inform the learner before enrolment or commencement of training that their results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar
- ensure the security of all USI-related records and information stored in its student management systems
- not include the learner's USI on any AQF certification documentation.

3. Testamurs and Records of Results

Upon completion of a qualification, the relevant trainer will complete the Assessment Summary (for individual completions) or the Completion Form Checklist (for group completions) to notify the Administrative Officer. The Administrative Officer will complete a Student Internal Audit, which will lead to the issuance of a testamur and record of results within 30 calendar days, provided all agreed fees have been paid.

Each testamur and record of results will be recorded in the RTO Data Cloud Register of Qualifications and a copy retained in the learner's file (electronic or hard copy). Testamurs will be signed by the Training Manager or an authorised senior management representative.

All testamurs issued by Austraining WA will include the following:

- the name, registration code and logo of Austraining WA
- the full code and title of the AQF qualification as published on training.gov.au
- the name of the graduate
- the date of issue
- the signature of an authorised person
- the NRT logo (where applicable)
- the AQF recognition statement: 'The qualification is recognised within the Australian Qualifications Framework'
- any applicable statement regarding occupational or functional stream
- any applicable statement regarding apprenticeship arrangements
- where units have been delivered and assessed in a language other than English, a statement to that effect including a listing of the relevant units
- security features (watermark or embossed seal) to prevent fraudulent reproduction.

4. Statements of Attainment

Austraining WA will issue a Statement of Attainment to any learner who successfully completes one or more units of competency but does not meet the requirements for a full qualification, including learners who withdraw or partially complete a qualification (where all agreed fees have been paid).

All Statements of Attainment will include the following:

- the name and logo of Austraining WA
- the seal, corporate identifier or unique watermark of Austraining WA
- the national RTO code (52946)
- the name of the student
- the date of issue
- the NRT logo (where applicable)
- the signature of an authorised person
- the full title and national code of each unit of competency (or module) successfully completed

- where units form part of a qualification or course, the statement: 'These competencies form part of [full qualification code and title]'
- 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'
- where units have been delivered and assessed in a language other than English, a statement to that effect.

Learners may request a Statement of Attainment at any time at no charge. Upon written request (including email), the Administrative Officer will issue the Statement of Attainment based on RTO Data Cloud records.

5. Reissuing Certification

Reissuing a testamur incurs an administrative fee of \$75, which must be paid before the document is issued. Upon a written request (including email) from the learner stating their full name, date of birth and specific details of the qualification, the Administrative Officer will verify completion through RTO Data Cloud and issue the replacement certification.

Statements of Attainment may be reissued at any time without charge.

6. Register of Qualifications

The Administrative Officer maintains a Register of Qualifications in RTO Data Cloud, recording all qualifications and Statements of Attainment issued. This register is used for verification of previously issued qualifications and to enable the accurate issuance of replacement certification documentation.

7. Records Retention

Austraining WA retains records of learner AQF certification documentation for a minimum of 30 years. Records are accessible to current and past learners on request. Austraining WA provides returns of client records of attainment to the relevant authority on a regular basis as required.

8. Reporting Completions

Austraining WA assesses, records and reports completion of qualifications and accredited courses to the relevant authority as soon as practicable after successful completion, in accordance with Total VET Activity (TVA) reporting and AVETMISS requirements.

9. Recognising Qualifications from Other RTOs

Austraining WA will recognise AQF qualifications and Statements of Attainment issued by other RTOs for the purposes of credit transfer. Learners seeking credit transfer must complete the Credit Transfer Application Form and present original documentation for authentication and copying. The Administrative Officer will verify that the issuing body is an RTO registered with ASQA or the relevant state/territory regulator at training.gov.au.