

POL004 – CERTIFICATE ISSUANCE POLICY

This policy applies to both Southern Training Organisation RTO#91378 and MBA Group Training Limited RTO#88163

This policy outlines the approach of, and method adopted by, the RTO with respect to issuing, maintaining, and accepting AQF certification documentation as required by Standard 3 of the Standards for Registered Training Organisations (RTO's) 2015.

AQF CERTIFICATION

The RTO will issue, recognise, and retain AQF certification documentation as specified in the Standards for Registered Training Organisations (RTO's) 2015.

Further information regarding AQF certification documentation and guidelines can be located on the AQF and ASQA website:

- **AQF:** <https://www.aqf.edu.au/>
- **ASQA – Qualifications and statements of attainment:**
<https://www.asqa.gov.au/rto/responsibilities/qualifications-and-statements-attainment>

RTO OBLIGATIONS

In Accordance with Standard 3 of the Standards for RTO's, the RTO will:

- Only issue AQF certification documentation to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.
- All AQF certification documentation issued by an RTO meets the requirements of Schedule 5.
- AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product, if the training program in which the learner is enrolled in is complete and providing all agreed fees have been paid.
- Records of learner AQF certification documentation is secured and maintained by the RTO in accordance with the requirements of Schedule 5 and is accessible to current and past learners.
- The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:
 - AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
 - authenticated VET transcripts issued by the Registrar.
- The RTO meets the requirements of the Student Identifier scheme ensuring that it will not issue AQF certification documentation to an individual without a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014.

PROCEDURE

The following steps will be followed when issuing AQF certification documentation. All AQF certification is provided to the student within 30 days – pending payment and provision of complete enrolment documentation (including a valid USI). Certification documentation following short course training is provided via email to the contact provided at the time of enrolment. A physical copy of any AQF certification can be requested at any time.

Students who completed an apprenticeship will receive a physical copy from the RTO upon completion of their training contract. A digital copy can be supplied upon request.

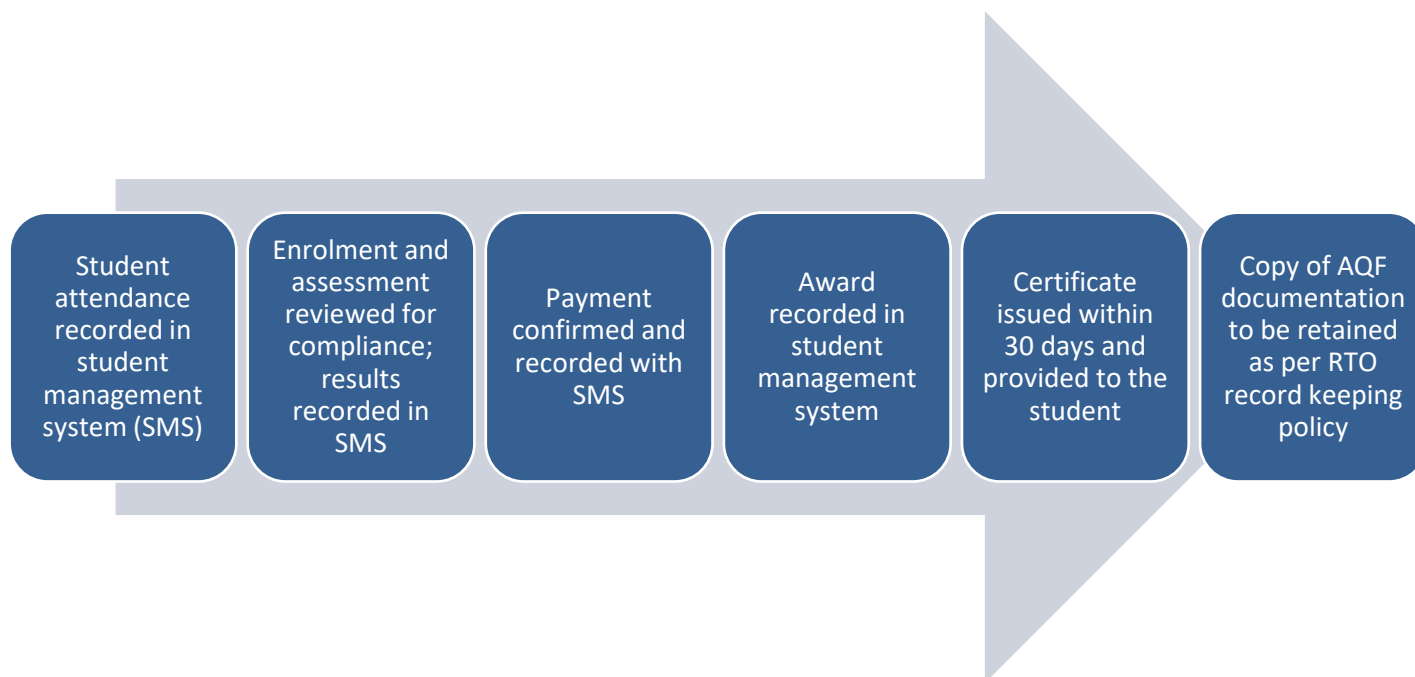
STATEMENT OF ATTAINMENT

A statement of attainment is issued to a participant who has completed one or more units of competency towards achieving a qualification or has successfully met all requirements specified by the unit/s of competency.

For a statement of attainment to be issued the student must have:

- a) enrolled and paid for a training product on the RTO's scope of registration
- b) provided the RTO with a valid USI number
- c) successfully completed all training and assessment as specified on the national register and RTO's delivery schedule

The below steps will be followed when issuing a statement of attainment:



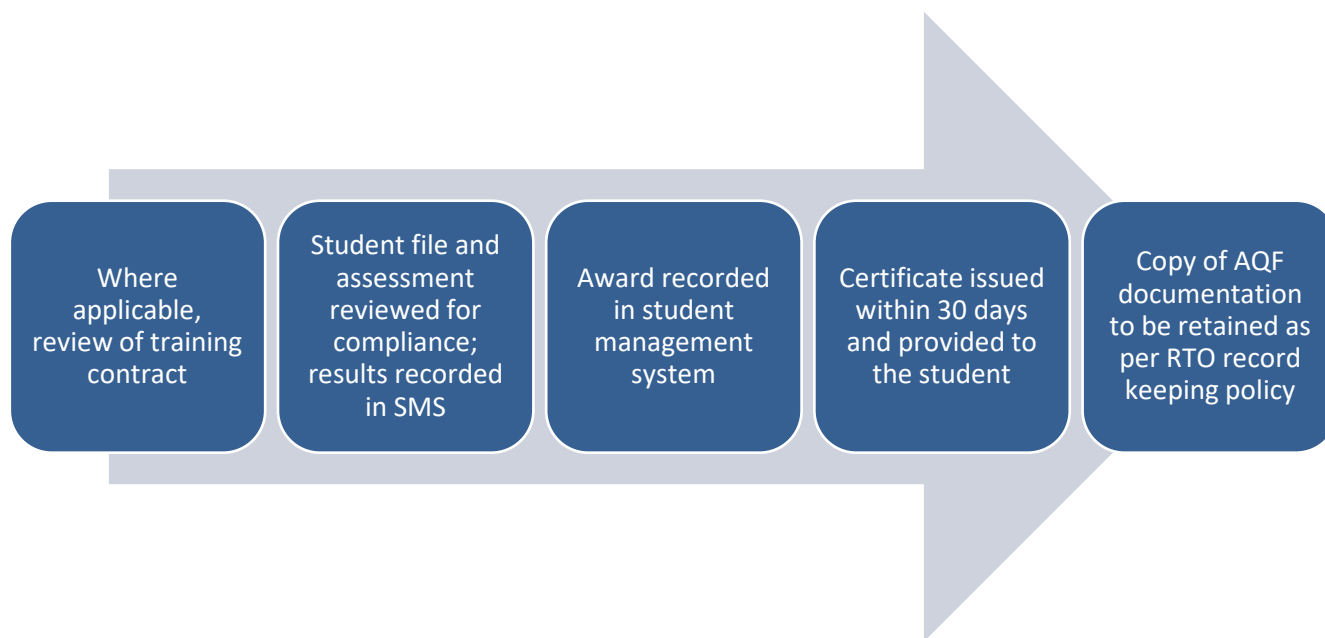
QUALIFICATION CERTIFICATION

A qualification certificate is issued to a participant who has successfully met the requirements of a training product as listed on the national register.

For a qualification certificate to be issued, the student must have:

- a) enrolled and paid for a training product on the RTO's scope of registration
- b) provided the RTO with a valid USI number
- c) successfully completed all training and assessment as specified on the national register and RTO's delivery schedule
- d) where an apprenticeship, trainee or ASBA arrangement is in place;
 - provided all necessary information to the RTO as per their training contract and,
 - completed necessary workplace hours
 - employer endorsement of competency

The below steps will be followed when issuing a qualification certificate:



DOCUMENT INFO

Relevant Standards: Standards for Registered Training Organisations (RTOs) 2015 –Standard 3, Standard 4

Version History: 1.2 Sep 2024

Document last edited by: Claudia Copland – RTO Compliance and Administration Officer

Document authorized by: Cara Schultz

Cara Schultz
Training Director