

# AQF issuance and replacement

## VET policies and procedures

School RTO approval statement					
<b>School RTO name</b>	Loganlea State High School				
<b>Policy start date</b>	01/07/2025	<b>QCAA school number</b>	016	<b>National provider number</b>	30072
<b>The principal as Chief Executive Officer (CEO) approves:</b> <ul style="list-style-type: none"><li>the policy, procedure and implementation requirements as part of the registered training organisation's (RTO's) quality management systems</li><li>all identified attachments to this policy and procedure</li><li>all modifications to the policy and procedure prior to implementation</li><li>the delegated RTO officer/s to implement the policy and procedure</li><li>the allocation of time to ensure delegated officers carry out all components within the prescribed timelines and dates of all activities outlined in this policy and procedure</li><li>the RTO manager monitoring, evaluating and reviewing the application of this policy and procedure to inform continuous improvement</li><li>that email addresses provide the same acknowledgment as a signature.</li></ul>					
<b>RTO manager</b>			<b>Principal</b>		
<b>Name</b>	Anna Ludwig		<b>Name</b>	Brenton Farleigh	
<b>Email</b>	<a href="mailto:aludw0@eq.edu.au">aludw0@eq.edu.au</a>		<b>Email</b>	<a href="mailto:bfarl14@eq.edu.au">bfarl14@eq.edu.au</a>	
<b>Date</b>	9/6/2025		<b>Date</b>	9/6/2025	
<b>All additional delegated officers</b> (add additional places to this table as required)					
<b>Delegated officer</b>	Nathan Watts		<b>Delegated officer</b>		
<b>Email</b>	<a href="mailto:Nwatt70@eq.edu.au">Nwatt70@eq.edu.au</a>		<b>Email</b>		
<b>Date</b>	9/06/2025		<b>Date</b>		

When completed, this form should be managed in accordance with the school's privacy obligations.

# Section 1: Policy and procedure

Section 1 of this policy and procedure addresses: (a) conditions for issuance of qualifications and statements of attainment; (b) templates to be used; (c) timeframes for issuance; (d) records to be kept; and (e) replacement of certification documents.

## Relevant Standards:

- [National Vocational Education and Training Regulator \(Compliance Standards for NVR Registered Training Organisations Fit and Proper Person Requirement\) Instrument 2025](#) (see Clauses 9.1, 9.2a-b, 10a-e, 11.1a-j, 11.2a -i, 12.1a, 13, Schedule 2)

## Issuance

Issuance policy and procedure				
Policy	Qualification	Statement of Attainment (SoA)	Timeframe	Records
<p>A student is only issued with:</p> <ul style="list-style-type: none"> <li>• a Qualification when they meet the training product requirements</li> <li>• a Statement of Attainment (SOA) when one or more units of competency are successfully completed.</li> </ul>	<p>Issue an AQF qualification and Record of Results if the training product in which the student is enrolled is successfully completed.</p>	<p>Issue an SoA if the training product in which the student is enrolled is partially completed.</p>	<p>Issue certification documentation to a student within 30 calendar days of all conditions for issuance being met.</p>	<p>Maintain sufficiently detailed records capable of identifying the student, type of certification (Qualification or SoA), training product, award/attainment date and issuance date.</p>
Conditions for issuance				
Unique Student Identifier (USI)	Fees and exemptions	Verification	Templates	Replacement
<p>A USI must be held prior to issuance.</p> <p>The USI must be verified by the RTO using the USI Registry System website.</p>	<p>Any agreed student fees have been paid.</p> <p>Certification may be issued on sighting confirmation that a student has been granted an exemption issued by the USI Registrar.</p>	<p>AVETMISS-compliant data supports the issuing of certification.</p> <p>Data is held in the QCAA-provided, AVETMISS-compliant student management system.</p>	<p>Certification documentation is based on templates that comply with Compliance Requirements, Schedule 2 of the <i>National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person</i></p>	<p>A certification documentation replacement policy and procedure is in place and is publicly available.</p>

Issuance policy and procedure				
			<i>Requirement)</i> <i>Instrument 2025</i> and the AQF. Attached templates include the RTO's measures to reduce fraudulent reproduction.	

## Replacement

Replacement policy and procedure				
Policy	Verification	Records	Templates	Replacement
On request, the RTO permits replacement of AQF certification documentation it has issued in the previous 7 years on or after 1 January 2015 or 30 years before 1 January 2015. Fees may be charged.	Verify the identity of the applicant (name, address, date of birth) based on suitable proof of identity documents.	Confirm details of certification to be replaced using records from the QCAA-provided, AVETMISS-compliant student management system.	Issued certification documentation is based on templates that comply with Compliance Requirements, Schedule 2 of the <i>National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirement) Instrument 2025</i> and the AQF.	The replacement certification documentation shows the current principal's signature and the original award/attainment date.

## Section 2: Issuance guide

The RTO manager or delegated officer uses this guide to support the issuance policy requirements being met.

Issuance policy requirements
<p>All AQF documentation:</p> <ul style="list-style-type: none"> <li>• must be printed using the RTO-approved templates and print stock or stationery: <ul style="list-style-type: none"> <li>– Print AQF Document from OneSchool VET Module.</li> <li>– Print Stock is located in locked cupboard next to Data Officer's desk.</li> </ul> </li> <li>• must not include student USIs</li> <li>• must be issued to students by mail or in person within 30 days of the award/attainment or issuance date</li> <li>• must include one or more of the following fraud prevention measures <ul style="list-style-type: none"> <li>– organisation's seal</li> <li>– corporate identifier</li> <li>– unique watermark</li> <li>– document number.</li> </ul> </li> </ul> <p>Records of issuance must be retained for reprinting, archive and audit purposes for a period of 7 years on or after 1 January 2015 or 30 years before 1 January 2015.</p>

Qualification	N/A	Yes	No
<b>Qualification template includes:</b>			
• the RTO name, code and logo	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the code and title of the awarded AQF qualification	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the NRT logo, as per NRT Logo Conditions of Use Policy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• <i>either</i> the AQF logo <i>or</i> the statement: 'This qualification is recognised within the Australian Qualifications Framework.'	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Printing or replacing a qualification using the approved template</b>			
When printing a replacement:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• has ID confirming student's identity been sighted?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• do records confirm the original certification documentation was awarded?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the student's USI been verified? <i>Select N/A if there is a USI exemption or when issuing a replacement qualification.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the student's name match the verified USI information? <i>Select N/A if there is a USI exemption or when issuing a replacement qualification.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If a USI exemption has been claimed, has the USI Registrar exemption been sighted?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Qualification	N/A	Yes	No
Does the data confirm that the student is eligible to be awarded a qualification?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have all agreed student fees been paid?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the printed qualification include:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the principal's name?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the principal's actual or digital signature?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the qualification award date?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the qualification print date?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Record of Results	N/A	Yes	No
<b>Note:</b> A Record of Results may be printed on the back of a qualification or on a separate page.			
<b>Record of Results template:</b>			
• includes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
– the RTO name, code and logo	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
– the mandatory title 'Record of Results'	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
– the code and title of the awarded AQF qualification	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• where relevant, the Record of Results mandatory statement: 'These units/modules have been delivered and assessed in [insert language]' is used (only required if assessed in another language)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• does not include the NRT or AQF logos.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Printing a Record of Results using the approved template</b>			
Have all conditions for 'Printing a qualification using the approved template' been checked as Yes or N/A for the student? If No, report to the RTO manager and do not proceed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the student name match the qualification?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do the units of competency titles and codes match the qualification?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the award date match the qualification?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the principal's name included (signature is optional)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Statement of Attainment (SoA)	N/A	Yes	No
<b>Note:</b> An SoA can be requested by a student or supplied when a student exits a course.			
<b>SoA template includes:</b>			
• the RTO name, code and logo	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Statement of Attainment (SoA)	N/A	Yes	No
• the mandatory statement: 'These competencies form part of [code and title of qualification/course]'	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the mandatory statement: 'A Statement of Attainment is issued by a registered training organisation when an individual has completed one or more accredited units.'	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• where relevant, the mandatory statement: 'These units/modules have been delivered and assessed in [insert language]' followed by a listing of relevant units/modules (only required if assessed in another language)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• the NRT logo, as per NRT Logo Conditions of Use Policy.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Printing or replacing the SoA using the approved template</b>			
When printing a replacement, has ID confirming student's identity been sighted and do records confirm the original SoA was awarded?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the data confirm that the student is eligible to be awarded an SoA?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the student's USI been verified? Select N/A if there is a USI exemption or when issuing a replacement SoA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the student's name match the verified USI information? Select N/A if there is a USI exemption or when issuing a replacement SoA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If a USI exemption has been claimed, has the USI Registrar exemption been sighted?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have all agreed student fees been paid?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the codes and titles of competencies or modules listed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the principal's name included?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the attainment date included?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Record of issuance	N/A	Yes	No
The record of issuance includes:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the RTO name and code	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• all student names	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• all types of certification documentation issued in the current year	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• all award, attainment and issuance dates.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Section 3: Systematic monitoring

Completing Section 3 supports the requirement to monitor and evaluate performance against the Standards.

The RTO manager will record the dates when monitoring activities occur, the outcomes of the monitoring process and how these outcomes were used to inform continuous improvement.

### Relevant Standards:

- [National Vocational Education and Training Regulator \(Compliance Standards for NVR Registered Training Organisations Fit and Proper Person Requirement\) Instrument 2025](#) (see Clauses 9.1, 9.2a-b, 10a-e, 11.1a-j, 11.2a -i, 12.1a, 13, Schedule 2)
- [National Vocational Education and Training Regulator \(Outcome Standards for NVR Registered Training Organisations Instrument 2025](#) (see Outcome Standards 4.4)

Systematic monitoring records	
Date of successive monitoring activities	Name of person/s conducting successive monitoring activities
10th June 2025	Nathan Watts

Monitoring and evaluating the application of this policy and procedure by the RTO		Record of last activity	
		Yes	No
<b>School RTO approval statement</b> (Page 1 of this document)	<b>The following details are current and complete:</b>		
	• school RTO name	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	• the start date on the policy and procedure document	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	• QCAA school number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	• national provider number	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	• principal's name and contact details	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	• RTO manager's name and contact details	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Monitoring and evaluating the application of this policy and procedure by the RTO		Record of last activity	
		Yes	No
	<ul style="list-style-type: none"> <li>all delegated officers' names and contact details.</li> </ul>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Monitoring and evaluating the application of this policy and procedure by the RTO		Record of last activity	
		Yes	No
<b>Policy and procedure</b> (Section 1 of this document)	Issuance policy represents current practice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Issuance procedures represent current practice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Replacement procedures represent current practice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Conditions for issuance represent current practice.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Issuance guide</b> (Section 2 of this document)	Issuance guide is used for issuing certification documentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Replacement</b>	The identity of the applicant is verified if replacement certification is requested.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Record</b>	Details of all issued certification kept for 7 years on or after 1 January 2015 or 30 years before 1 January 2015.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Data</b>	Data recorded in QCAA's student management system has been checked for accuracy.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Certificates and record of results template</b>	Current approved qualification template is attached.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Current Record of Results template is attached.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	The approved templates are being used.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Student management software accurately records certificates and Records of Results issued.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Monitoring and evaluating the application of this policy and procedure by the RTO		Record of last activity	
		Yes	No
	Certification documentation is issued to a student within 30 calendar days of meeting all the completion requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Statement of Attainment (SoA) template</b>	Current approved SoA template is attached.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	The approved template is being used.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Student management software accurately records SoAs issued.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	SoA is issued to a student within 30 calendar days if student is exiting the course or school.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Fee schedule</b>	Replacement fee schedule is attached (mandatory if applicable).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

RTO manager notes	
<b>Outcomes from the last monitoring activity</b>	10/6/25 – Initial monitoring of processes prior to implementation, current practices comply with PnP.
<b>Continuous improvement practices informed by above outcomes</b>	
<b>Actions finalised</b>	

## Section 4: Explanation of terms

This policy and procedure contains words and expressions that have specific meaning.

Glossary	
Term	Meaning
<b>AQF</b>	The Australian Qualifications Framework (AQF) specifies all qualification types recognised in the National framework. These are certificates, diplomas and degrees.  The AQF also specifies mandatory policies that RTOs must have relating to issuing and replacing certification documentation.
<b>AQF certification documentation</b>	The Australian states and territories recognise three types of AQF VET certification documentation; testamurs for qualifications with records of Results, Statements of Attainment (SoAs) and USI transcripts.
<b>AQF logo</b>	RTOs must include the AQF logo or the words 'The qualification is recognised within the Australian Qualifications Framework' on certificates only. The AQF logo must not be used on SoAs or Records of Results.
<b>AQF register</b>	School RTOs using QCAA-approved student management software meet the AQF register requirements.
<b>AQF replacement certification documentation</b>	The AQF requires all RTOs to have a certification documentation replacement policy. The policy must include verifying the applicant is entitled to replacement certification.
<b>Attainment date</b>	The attainment date is the date the RTO deems the student to have successfully met the requirements of one or more units and is eligible to receive an SoA. (Attainment date only applies to SoAs.)
<b>AVETMISS-compliant data</b>	Accurate and current data is recorded in a timely manner in QCAA-approved student management software. QCAA sends AVETMISS data to the National Centre for Vocational Education Research (NCVER) on behalf of school RTOs under the delegation.
<b>AVETMISS-compliant student management system</b>	Accurate student VET enrolment and outcome records maintained in QCAA-approved student management software meet AVETMISS requirements. School RTOs operating under the QCAA delegation only report VET data to the QCAA. Current software includes: Student Management.
<b>Award date</b>	The award date is the date the RTO deems the student to have successfully completed all requirements of a training product. Award date only applies to a qualification.
<b>Evaluate</b>	Assess the findings of the monitoring to determine if the certification policies and procedures are adhered to.
<b>Fraudulent Prevention Measures</b>	All AQF certification documentation issued or replaced must include one or more fraud reduction measures.
<b>Monitor</b>	The ongoing process of regularly collecting and analysing relevant information to determine if the certification documents are issued in accordance with this policy and procedure.

## Glossary

Term	Meaning
<b>Nationally Recognised Training (NRT) logo</b>	The logo used nationally to signify training packages and VET accredited courses. It must NOT be included in Records of Results. Conditions for using the NRT logo are found in Schedule 2 of the <i>National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirement) Instrument 2025</i> and the AQF. Attached templates include the RTO's measures to reduce fraudulent reproduction.
<b>Qualification</b>	A qualification is an official AQF document that confirms that a qualification has been awarded to an individual.
<b>Quality assurance processes</b>	Quality assurance processes ensure RTO's policies and procedures are followed and regularly monitored. This directly relates to Sections 1, 3 and 4 of this document.
<b>Record of Results</b>	The Record of Results is the document that accompanies a qualification detailing all the units making up the successfully completed training product. It does not include the AQF or NRT logos. This is not an SoA.
<b>Records</b>	The RTO's 7-year retention on or after 1 January 2015 or 30-year retention before 1 January 2015 of student enrolments and outcomes data. These records must be accessible to reissue certification documents whenever requested by past students and to provide reports on request by the QCAA.
<b>Review</b>	Identify and implement recommendations resulting from the evaluation of current practices to ensure quality services are being delivered and meet the needs of the students.
<b>RTO officers</b>	Any person delegated by the principal to ensure the RTO's AQF Issuance and Replacement policy and procedure is followed.
<b>Statement of Attainment (SoA)</b>	A Statement of Attainment officially lists successfully completed units forming part of a training product.
<b>Student management (SM)</b>	QCAA Student Management is AVETMISS-compliant software.
<b>Systematic monitoring</b>	The process of collecting, analysing and using information to track progress towards maintaining compliance and consistency across the RTO's operations.
<b>Templates</b>	The RTO-approved templates for qualifications and records of results and SoAs attached to this policy and procedure.
<b>Timeframe</b>	Number of calendar days between the last completion date recorded for the units of competency and the date that the certification document was issued to a student. This timeframe must not exceed 30 days.
<b>Training product</b>	All students must be enrolled in a specific training product. The student is issued certification documentation on successfully completing all training package or accredited course requirements.
<b>Unique Student Identifier (USI)</b>	The RTO must hold a verified USI or exemption granted by the Commonwealth USI Registrar prior to issuance of AQF certification documentation.

Glossary	
Term	Meaning
<b>Verification</b>	<p>Confirmation of the applicant's proof of identity and confirmation of the entitlement of the applicant for initial issuance. This will be the data held in the QCAA-approved SMS.</p> <p>Verification will also be required before providing replacement certification.</p>

## Attachments

- Qualification and Record of Results template: p.14-15
- Statement of Attainment template: p. 16
- Qualification and Record of Results sample: p. 17-18
- Statement of Attainment sample: p. 19

