

Certificate Issuance Policy

Relevant Standards: *Standards for Registered Training Organisations (RTOs) 2015* Standard 1, Clauses 3.1 – 3.4, 3.6

Purpose

Australian Institute of Arboriculture is committed to providing quality training and assessment in accordance with Standards for Registered Training Organisations (SRTOs 2015). This policy provides the framework and general principles for issuing certification documentation in **Australian Institute of Arboriculture**.

Australian Institute of Arboriculture issues and maintains AQF certification documentation and provides access to those documents to learners in accordance with the Australian Skills Quality Authority and Standard 3 of SRTOs 2015.

This policy outlines **Australian Institute of Arboriculture's** policy principles and procedure when issuing only AQF qualifications and statements of attainment that meet the requirement of the AQF Implementation Handbook, endorsed training packages and accredited courses within its scope of registration.

Scope

Australian Institute of Arboriculture is committed to ensuring AQF qualifications and statements of attainment are issued in accordance with the requirements of the Standards for Registered Training Organisations (SRTOs 2015), and the endorsed training packages and VET accredited courses within its scope of registration.

As such, **Australian Institute of Arboriculture** ensures that:

1. AQF qualifications and statements of attainment issued by the RTO are within its scope of registration and that they certify the achievement of qualifications or industry competency standards from nationally endorsed training packages or VET accredited courses.
1. A clear distinction can be made between AQF certification documents and non-AQF certification issued.

Policy Principles

Issuing Certification Policy

Australian Institute of Arboriculture issues certification in accordance with Schedule 5 of Standards for Registered Training Organisations (SRTOs 2015). **Australian Institute of Arboriculture** only issues qualifications and statements of attainment to those learners who meet the required outcomes of a qualification, accredited course, unit of competency or module, as specified in the relevant training package or VET accredited course.

Australian Institute of Arboriculture will ensure the security of learner identifiers and all related documentation under its control, including information stored in its learner management systems. The Unique Learner Identifier (USI) must **not** be included on the testamur, consistent with the Learner Identifier Act 2014.

Australian Institute of Arboriculture will, using the Learner Management System:

1. maintain a register of all AQF qualifications issued;
2. retain records of all AQF certification documentation for a period of 30 years; and
3. provides report of records of qualifications issued to the VET Regulator on a regular basis as requested by the VET regulator.

Australian Institute of Arboriculture issues AQF certification documentation to learners within 30 calendar days of the learner being assessed as meeting the requirements of the training package or VET accredited course:

1. if the training program in which the learner is enrolled in is complete; and
2. providing all agreed fees the learner owes to **Australian Institute of Arboriculture** have been paid.

AQF certification documentation will only be issued once the learner has settled all their obligations with **Australian Institute of Arboriculture**, such as outstanding fees. However, completion status and qualification issuance must be reported within 30 days from the date the learner is deemed competent.

AQF certification documentation will not be issued to the learner without **Australian Institute of Arboriculture** being in receipt of the verified Unique Learner Identifier (USI) for that learner, unless an exemption applies, as per the requirements of the Learner Identifier Act 2014.

If an exception applies, in accordance with SRTOs 2015, **Australian Institute of Arboriculture** will inform the learner prior to either the completion of the enrolment or commencement of training and assessment, whichever comes 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.

Verified Unique Learner Identifier (USI)

Australian Institute of Arboriculture requires all VET learners to supply a USI verified by the Commonwealth Registrar before any certification documentation can be issued.

Exemptions to the USI requirements may apply including for international learners studying offshore and outside of Australia.

Any learner who requests exemption from the USI shall be notified that any completion results and records will not be available through the Commonwealth Registrar.

Learner's USIs are subject to privacy requirements

Issuing Qualifications / Testamurs

All learners who have completed a training program which leads to the award of a full AQF qualification will receive:

1. a testamur; and
2. a record of results.

Each AQF qualification issued will comply with the 'AQF Qualifications Issuance Policy' and the 'Standards for RTOs 2015' - Schedule 5, and will include:

1. **Australian Institute of Arboriculture** name and logo;
2. **Australian Institute of Arboriculture** national provider number (RTO Code: 45502);
3. the full name of the individual receiving the award;
4. the full title and national code of the unit/s of competencies or AQF qualification awarded;
5. a certificate number;
6. the date of issue;
7. the signature of an authorized person;
8. the relevant national and state logos (in accordance with the Standards for RTOs – Schedule 4);
9. authentication mark (**Australian Institute of Arboriculture** seal, corporate identifier, unique watermark and/or QR code);
10. the industry descriptor, e.g. Engineering;
11. the occupational or functional stream, in brackets e.g. (Fabrication);
12. where relevant, the words, 'achieved through Australian Apprenticeship arrangements';
13. where relevant, the words, 'these units/modules have been delivered and assessed in English', followed by a listing of the relevant units/modules.

All testamurs will identify the qualification as an AQF qualification either:

1. by the inclusion of the words, 'The qualification is recognised within the Australian Qualifications Framework;
or,
2. the use of the AQF logo authorised by the AQF Council.

Issuing Statement of Attainment

Each statement of attainment issued will comply with the 'AQF Qualifications Issuance Policy', 'Standards for RTOs 2015' - Schedule 5, and will include:

1. **Australian Institute of Arboriculture** name and logo;
2. **Australian Institute of Arboriculture** national provider number (RTO Code:<insert code>);
3. the full name of the individual receiving the award;
4. the full title and national code of the unit/s of competency / modules awarded;
5. all the elements required under the specific training package;
6. a certificate number;
7. the date of issue;
8. the signature of an authorized person;
9. the relevant national and state logos (in accordance with the Standards for RTOs – Schedule 4);
10. authentication mark (**Australian Institute of Arboriculture** seal, corporate identifier, unique watermark, and/or QR code);
11. the words, 'A statement of attainment is issued when an individual has completed one or more accredited units';
12. where relevant, the words, 'achieved through Australian Apprenticeship arrangements';
13. where relevant, the words, 'these units/modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules;
14. where relevant, the words, 'These competencies form part of [relevant code and title of qualification]';
15. where relevant, the words 'These competencies were attained completion of [code] course in [full title]' – for an accredited course.

Use of Logos

Australian Institute of Arboriculture abides by 'Conditions of Use of NRT Logo' as prescribed in Schedule 4 of STROs 2015.

AQF logo will be used on all AQF documentation issued by **Australian Institute of Arboriculture**.

AQF logo must **not** be used on non-nationally recognised training certification issued by **Australian Institute of Arboriculture**.

Replacement of Certification Documentation

AQF certification documents can be re-issued to a learner, upon written request. Replacement certification documentation will incur a fee of \$50.

Monitoring and Improvement

All practices for issuing certification documentation are monitored by the Administrative Team and the CEO of **Australian Institute of Arboriculture**. Areas for improvement identified are lodged in the 'Continuous Improvement Register', reviewed and acted upon.

Annex A

Schedule 5 – Application of the AQF Qualifications Issuance Policy within the VET Sector:

<https://www.asqa.gov.au/standards/appendices/appendix-2>