

VET-07 VET Credential Issuance Policy and Procedure

1.0 Purpose

The purpose of this policy and procedure is to ensure that Acknowledge Education (AE) issues Vocational Education and Training (VET) Australian Qualifications Framework (AQF) credential documentation accurately, securely, consistently and in compliance with regulatory requirements. This policy ensures that:

- learners receive the VET certification documentation to which they are entitled
- credential documentation is issued within mandated ASQA timeframes
- credential documentation is protected against fraudulent or unauthorised issuance
- records of results accurately reflect verified competency outcomes
- issuance, re-issuance and amendment of VET credentials is managed in a controlled, auditable manner.

2.0 Scope

This policy applies to all VET AQF credentials issued by AE as a Registered Training Organisation (RTO), including:

- Qualifications (Testamurs)
- Statements of Attainment
- Records of Results
- Replacement, re-issued or amended VET credentials.

This policy applies to all AE staff involved in student administration, records management, quality assurance and compliance.

3.0 Policy statement

AE will issue VET AQF credential documentation only where a learner has met all training package or accredited course requirements and all regulatory conditions. All credentials will comply with:

- Standards for Registered Training Organisations (RTOs)
- Australian Qualifications Framework (AQF) Qualifications Issuance Policy.

AE will maintain secure systems, approval controls and registers to ensure the integrity, authenticity, accuracy and traceability of all VET credentials issued.

4.0 Policy Principles

- Accuracy: credentials reflect verified competency outcomes
- Timeliness: credentials issued within 30 calendar days of completion
- Integrity: credentials protected from fraud or unauthorised alteration
- Consistency: standardised AE templates and results nomenclature are applied
- Accountability: defined roles, approvals and audit trails are maintained
- Compliance: alignment with ASQA, AQF, USI and privacy requirements.

5.0 Guiding Procedures

5.1 Pre-requisites for Credential Issuance

Prior to generating any VET certification documentation, the Student Services Officer (SSO) must confirm that:

- all required units of competency have been assessed as Competent, Credit Transfer or Recognition of Prior Learning
- Where a student has been granted a Credit Transfer or Recognition of Prior Learning, the prior qualification used for such application will be verified for currency as per VET-01, VET Credential Verification and Integrity Policy and Procedure to ensure cancellation has not taken place since the application was made.
- the learner has a verified Unique Student Identifier (USI)
- all agreed tuition fees have been finalised
- the learner record is complete and accurate in the Student Management System (SMS/RTO Manager)
- approver (Head of VET or Course Coordinator) electronic signature is uploaded and current in the SMS.

5.2 Approved Results Codes for VET Records of Results

AE uses the following results codes on VET Records of Results:

- C – Competent
- NYC – Not Yet Competent
- CT – Credit Transfer
- WD – Withdrawn
- CE – Enrolled (interim only; not used for completion)
- RPL – Recognition of Prior Learning
- Only finalised outcomes (C, CT, RPL, NYC, WD) may appear on issued certification documentation.

5.3 Triggers for Issuance

This procedure is initiated when:

- a learner completes all requirements of a VET qualification
- a learner completes one or more units and is entitled to a Statement of Attainment
- a learner withdraws or exits prior to completing the full qualification
- a currently enrolled learner requests a Record of Results
- a learner submits a valid request for amendment or re-issue of certification documentation.

5.4 Issuance of VET Certification Documentation

AE will issue the following certification documentation in accordance with AQF and ASQA requirements:

5.4.1 Completion of Full Qualification (Graduation)

Where a learner has been assessed as Competent in all required units of competency for a qualification, AE will issue:

- a Testamur (Qualification Certificate), and
- a Record of Results listing all completed units and final outcomes (C, CT, NYC where applicable).

The Testamur and Record of Results will be issued within 30 calendar days of the learner

being assessed as competent in all requirements and meeting administrative conditions.

5.4.2 Partial Completion / Early Exit

Where a learner withdraws, cancels or does not complete the full qualification, AE will issue:

- a Statement of Attainment for all units in which the learner has been assessed as Competent or granted Credit Transfer, and
- a Record of Results (if requested or required).

Statements of Attainment will clearly state that they are issued when an individual has completed one or more accredited units and must not be presented as a full qualification.

5.4.3 Currently Enrolled Learners: Record of Results on request

A currently enrolled learner may request a Record of Results at any time during their enrolment.

The Record of Results will:

- list all unit outcomes achieved to date
- not imply completion of the qualification unless all requirements are met.

5.4.4 Mandatory Requirements for Issuance

All issued certification documentation must:

- correctly identify the learner by full legal name
- include the full qualification code and title (as per training.gov.au)
- include the date of issue
- be signed by an authorised AE representative
- include required AQF and NRT statements and logos (where applicable)
- exclude the learner's USI from the printed certificate

5.4.5 Use of the Nationally Recognised Training (NRT) Logo

AE will use the Nationally Recognised Training (NRT) Logo in accordance with the NRT Logo Conditions of Use Policy under the Compliance Standards for NVR Registered Training Organisations 2025. The NRT Logo is a registered trademark used to identify training that is nationally recognised within the Australian VET system. The logo may only be used in connection with training products listed on the National Register (training.gov.au).

AE will ensure that:

- The NRT logo appears on all AQF certification documentation issued for nationally recognised training.
- The logo is not used on non-accredited training, internal certificates or non-AQF documents.
- The logo is only used where the qualification, skill set, unit of competency or accredited course is within AE's scope of registration.
- The use of the logo does not imply that all training delivered by AE is nationally recognised.
- The logo is reproduced only using the official files provided by the regulator.

5.5 Credential Generation Process

5.5.1 The SSO conducts pre-issuance checks including fees, competency status, USI validation and sanctions.

5.5.2 The SSO generates the qualification, statement of attainment or record of results via the SMS using approved AE templates.

- 5.5.3** The generated credential is saved using the approved naming convention:
StudentID_QualificationCode_CredentialType.pdf
- 5.5.4** The credential is uploaded to the secure shared folder pending approval.
- 5.5.5** AE will ensure that all steps in the credential issuance process are completed within the overall 30 calendar day requirement, where the student is eligible for issuance. Timeframes are as follows:
- Student Services Officer (SSO) to complete pre-issuance checks and generate credentials within 7 calendar days of eligibility confirmation
 - Quality checks and verification as outlined in 5.6.1 to be completed within 7 days
 - Academic approver (Head of VET or Course Coordinator) to review and approve credentials within 7 calendar days

Delays may occur where:

- The student has not provided a valid USI
- Outstanding fees remain unpaid
- student records are incomplete or under review
- In such cases, the 30-day issuance timeframe will commence once all eligibility requirements are met.

5.6 Quality Checking and Approval

- 5.6.1** The Student Services Team Leader, or delegate, facilitates a quality check of all credentials generated during the previous weekly cycle using the Checklist of Issuing Course Awards and Credentials.
- 5.6.2** The approver (Head of VET or Course Coordinator) reviews each credential for accuracy and compliance and records approval or non-approval in the Credential Approval Register.
- 5.6.3** In the instance of a student having been granted a Credit Transfer or RPL for any unit, the approver must confirm the currency of the prior qualification as per VET-01, VET Credential Verification and Integrity Policy and Procedure.
- 5.6.4** Where a credential is not approved, reasons must be documented and the credential deleted from the shared folder and SMS.

5.7 Quality Oversight and Verification

- 5.7.1** The Quality team generates a weekly credential issuance report from the SMS.
- 5.7.2** Quality verifies alignment between the issuance report, approval register and stored credentials.
- 5.7.3** Any discrepancies are escalated to the Records Administrator and Executive Management.

5.8 Issuing Credentials to Learners

- 5.8.1** Once approved, credentials are issued to learners via email and hard copy and must use approved AE templates and security features.
- 5.8.2** Learners receive their AQF certification documentation within 30 calendar days of completion.

5.9 Re-Issuance and Replacement of VET Credentials

AE may re-issue VET certification documentation in cases of:

- loss, damage or destruction
- verified administrative error attributable to AE

- legal change of name (with certified evidence).

Re-issued credentials:

- must follow the credential generation process as outlined in section 5 of this policy and procedure
- must be verified against the original issuance register
- must not change the original award date unless correcting an error
- must include the date of re-issue
- may attract a fee unless the error is attributable to AE.

5.10 Amendments and Corrections

Where VET certification documentation has been issued in error or with incorrect information:

- AE will investigate and validate the error
- AE reserves the right to revoke invalid certification documentation
- corrected documentation will be issued promptly
- all amendments will be logged and auditable.

5.11 Records Management and Security

AE will:

- maintain registers of all issued and re-issued VET credentials
- restrict credential generation access to authorised staff only
- retain VET student records for a minimum of 30 years in accordance with ASQA requirements.

6.0 Definitions

Term	Definition
Credential	AQF VET certification documentation including testamur, statement of attainment and record of results.
Record of Results	An official VET document listing units of competency and outcomes achieved.
Re-Issuance	Authorised replacement of previously issued VET certification documentation.
USI	Unique Student Identifier required under the Student Identifiers Act 2014.

7.0 Relevant legislation

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (Outcome Standards) Instrument 2025
- Compliance Standards for NVR Registered Training Organisations Instrument 2025
- Nationally Recognised Training (NRT) Logo Conditions of Use Policy
- Australian Qualifications Framework Qualifications Issuance Policy
- Student Identifiers Act 2014
- Privacy Act 1988 (Cth)

8.0 Related policies

- Awarding Credit Transfer (CT) and Recognised Prior Learning (RPL) in VET Programs Policy and Procedure
- Student Assessment Grade Management Policy
- Complaints and Appeals Policy and Procedure
- VET Assessment Design Policy and Procedure
- Quality Assurance Framework
- Governance Framework
- Student Record Management Policy

9.0 Policy Information

Policy name:	Credential Issuance Policy and Procedure
Document Number:	
Audience:	☒ Staff ☐ Students ☐ Public
Date approved:	11/05/2026
Date of previous approval:	N/A
Effective date:	11/05/2026
Next review date:	11/05/2028
Responsible officer:	Head of VET
Implementation officer(s):	Head of VET
Approving authority:	VET Quality & Compliance Committee

10.0 Change Log

Date	Version	Version by	Notes
11/05/2028	1.0	Head of VET	Newly Endorsed policy
11.8.2026	1.1	EHB	Minor adjustments to incorporate VET-01 VET Credential Verification and Integrity Policy and Procedure. Update of policy number to VET-07.