

## CERTIFICATE ISSUANCE POLICY

### RELEVANT STANDARD(S):

<a href="#">Standards for Registered Training Organisations (RTOs) 2015</a>	<b>Standard 3   Chapter 5—Completion</b> <ul style="list-style-type: none"> <li>▪ Clause 3.1 to 3.4—Provide secure certification</li> <li>▪ Clause 3.6 – Participate in the Student Identifier scheme</li> </ul>
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### PURPOSE

SNS College of Western Australia is committed to issuing AQF certification documentation accurately, securely, and in accordance with the *Standards for Registered Training Organisations (RTOs) 2015* and the *Australian Qualifications Framework (AQF)* requirements.

This policy outlines SNS College’s approach to the **issuance, re-issuance, and management of AQF qualifications and Statements of Attainment**, ensuring learners receive timely and compliant certification for nationally recognised training.

### SCOPE

This policy applies to all learners who complete nationally recognised training products delivered by SNS College of Western Australia within its scope of registration.

### Policy Statement

SNS College of Western Australia:

- issues AQF qualifications and Statements of Attainment **only where all competency requirements have been met**
- ensures certification documentation is **accurate, secure, and verifiable**
- complies with all requirements relating to the **Unique Student Identifier (USI)**
- distinguishes clearly between **AQF and non-AQF certification**
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### Eligibility for Certification

AQF certification documentation is issued where a learner has:

- been assessed as **competent in all required units** for the qualification or Statement of Attainment;
- completed all required training and assessment activities in accordance with the Training Package or accredited course; and
- provided a **verified Unique Student Identifier (USI)**, unless an approved exemption applies.

Certification will not be issued where these conditions are not met.

### **Timeframes for Issuance**

SNS College of Western Australia issues AQF certification documentation **within 30 calendar days** of the learner being assessed as meeting all requirements for the training product.

This timeframe applies regardless of any outstanding administrative processes; however, certification documentation may be withheld until all agreed fees have been paid, in accordance with the **Fee Administration and Refund Policy**.

### **Verified Unique Student Identifier (USI)**

SNS College of Western Australia requires all learners undertaking nationally recognised training to provide a verified USI before certification documentation can be issued, in accordance with the Student Identifiers Act 2014.

Where an approved exemption applies, learners are informed prior to enrolment or commencement of training that their results will not appear on a USI transcript or be accessible through the Commonwealth Registrar.

USI information is handled in accordance with privacy and records-management requirements.

### **AQF Certification Documentation**

#### **Qualifications**

Learners who complete a full AQF qualification receive:

- a **Testamur**; and
- a **Record of Results**.

#### **Statements of Attainment**

Learners who complete one or more accredited units receive a **Statement of Attainment**.

All AQF certification documentation:

- complies with **Schedule 5 of the Standards for RTOs 2015**;
- includes all mandatory identifiers and logos; and
- is protected against fraudulent use through secure authentication features.

### **Use of Logos**

SNS College of Western Australia uses the **NRT and AQF logos** strictly in accordance with the *Conditions of Use* specified in the Standards for RTOs 2015.

AQF and NRT logos are **not used** on non-nationally recognised training documentation.

### **Replacement Certification**

Learners may request replacement AQF certification documentation in writing.

A replacement fee may apply, as outlined in the **Schedule of Fees**. Identity verification is required prior to re-issuance

### **Errors and Cancellation of Certification**

Where certification documentation is issued in error or based on incorrect or misleading information, SNS College of Western Australia will take appropriate corrective action in accordance with regulatory requirements.

This may include amendment, withdrawal, or re-issuance of certification documentation. Any such action is managed through internal procedures and, where required, in consultation with the relevant regulator.

### **Records Management and Security**

SNS College of Western Australia:

- maintains secure records of all AQF certification issued;
- retains certification records for **a minimum of 30 years**; and

### **Monitoring and Continuous Improvement**

Certification issuance practices are monitored to ensure compliance and consistency. Any issues or opportunities for improvement are recorded and managed through the Continuous Improvement framework.

### **Related Documents**

- Student Handbook
- Enrolment Policy
- Fee Administration and Refund Policy
- Records Management Policy
- Continuous Improvement Policy

## VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
10/02/2025	Document creation	SNS College of Western Australia	V1.0	20/02/2025	1/05/2025
30/12/2025	Full rewrite to align with public-facing policy suite and current compliance requirements	SNS College of Western Australia	V2.0	30/12/2025	30/12/2026

## RTO INFORMATION

RTO INFORMATION	
Document Name	SNS – Certificate Issuance Policy V2.0
RTO/Company Name	SNS College of Western Australia
ABN	81 665 855 872
RTO Code	#00000
Phone	08 6153 4505
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