

SNS-07-POL-003 Certificate Issuance Policy

Standards for Registered Training Organisations (RTOs) 2025	Compliance Standards – Integrity of Nationally Recognised Training Products - Standard 9 – Issuance of AQF certification documentation - Standard 10 – Records of AQF certification documentation and assessments - Standard 11 – Issue of approved VET qualifications and VET statements of attainment - Standard 12 – Student identifier requirements - Standard 13 – Nationally Recognised Training Logo Outcome Standards 2025 - Standard 4.1 – Leadership and accountability - Standard 4.4 – Continuous improvement
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PURPOSE

SNS College of Western Australia (RTO 53034) is committed to issuing AQF certification documentation accurately, securely, and in full compliance with the Registration Standards 2025 and the Australian Qualifications Framework (AQF).

This policy establishes the principles governing the issuance, re-issuance, cancellation, and record management of AQF qualifications and Statements of Attainment to ensure:

- integrity of nationally recognised training
- protection of learners
- compliance with legislative requirements
- transparency and accountability

SCOPE

This policy applies to:

- All nationally recognised training delivered within SNS College's scope of registration
- All AQF qualifications and Statements of Attainment issued
- All staff involved in assessment finalisation, USI verification, certificate generation, and record retention
- all staff involved in certification issuance, student administration, records management, and compliance oversight.

POLICY PRINCIPLES

Principle	Policy Intent (What we commit to)	Governance & Evidence
Integrity of Certification	We issue AQF certification documentation only to learners who have been validly assessed as meeting all requirements of the training product.	Assessment system aligned to Outcome Standards 1.3 & 1.4; SMS completion reports; packaging rule checks; validation records.
Compliance with Legislative Requirements	We comply with all requirements under the Registration Standards 2025 and Student Identifiers Act 2014.	USI verification records; certificate templates aligned to Compliance Standard 11; audit trail within SMS.

Principle	Policy Intent (What we commit to)	Governance & Evidence
Accuracy and Security	All certification documentation is accurate, secure, verifiable and protected against fraudulent use.	Controlled certificate templates; secure electronic issuance controls; access permissions; Certificate Issuance Procedure; certification register; 30-year record retention.
Timely Issuance	Certification is issued within 30 calendar days of competency being achieved, subject to agreed fees being paid.	SMS completion reports; issuance register; dispatch logs.
Transparency and Fairness	Learners are informed of eligibility requirements, replacement processes, and any USI exemptions prior to completion.	Student Handbook; Enrolment Policy; USI Collection Work Instruction; communication records.
Protection of Nationally Recognised Training Branding	The NRT and AQF logos are used strictly in accordance with the NRT Logo Conditions of Use Policy.	Controlled templates; logo compliance review; no use on non-AQF documents; internal approval authority.
Accountability and Record Retention	We maintain secure records of AQF certification for 30 years and make copies available upon request.	AQF Register; secure archiving; Records Management Policy.
Continuous Improvement	Certification practices are monitored and improved through governance review.	Internal audit schedule; CI register; risk register entries; annual compliance declaration.

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 complies with Compliance Standard 11;
- verifies all USIs prior to issuance (unless lawful exemption applies);
- does not print USIs on certification documentation;
- issues certification within 30 calendar days of completion;
- distinguishes clearly between AQF and non-AQF training;
- maintains secure and accessible certification issuance records for a minimum of 30 years;
- manages replacement, amendment and cancellation of certification in accordance with regulatory requirements.

ELIGIBILITY FOR CERTIFICATION

AQF certification documentation will only be issued where a learner has:

- been assessed as competent in all required units;
- satisfied packaging rules (where applicable);
- completed required workplace components (if applicable);
- paid all agreed fees associated with the training product; 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

Certification documentation will be issued within **30 calendar days** of the learner being assessed as meeting all requirements of the training product.

Issuance may be withheld until all agreed fees have been paid.

UNIQUE STUDENT IDENTIFIER (USI)

SNS College:

- verifies each learner's USI with the Registrar prior to issuance;
- does not print the USI on certification documentation;
- informs learners of the implications of any approved exemption prior to enrolment;
- manages USI data in accordance with privacy legislation.

USI processes are governed by the **USI Collection and Verification Work Instruction**.

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 Compliance Standard 11;
- includes the provider name, RTO code (53034), qualification/unit codes and titles;
- includes the NRT logo in accordance with Conditions of Use;
- includes authorised signatory;
- includes required AQF statements;

includes appropriate authentication or verification controls to protect against unauthorised reproduction.

USE OF LOGOS

The Nationally Recognised Training (NRT) Logo:

- is used only in accordance with Schedule 2 – NRT Logo Conditions of Use;
- is included on all AQF certification documentation;
- is not used on non-nationally recognised training documentation;
- is not used by third parties;
- is reproduced only from approved master templates.

Logo management is governed by the **Certificate Template & Logo Control Work Instruction**.

REPLACEMENT CERTIFICATION

Learners may request replacement certification in writing.

SNS College:

- verifies identity prior to re-issuance;
- records all replacement requests in the AQF register;
- may apply a replacement fee as per the Schedule of Fees; unless otherwise determined by SNS College.
- clearly marks replacement documentation where appropriate.

Replacement processes are governed by the **Certificate Issuance Procedure**.

ERRORS AND CANCELLATION

Where certification is issued in error or based on inaccurate or misleading information, SNS College will:

- investigate the matter;
- amend, withdraw, or re-issue documentation as required;
- notify the regulator where required;
- document the action within governance records.

RECORDS MANAGEMENT

SNS College:

- maintains certification issuance records within the Student Management System and associated records repositories.
- retains AQF certification records for 30 years;
- retains assessment evidence for a minimum of 2 years;
- ensures former learners can access copies of certification documentation upon request.

MONITORING AND CONTINUOUS IMPROVEMENT

Certification issuance is monitored through:

- internal audits;
- compliance reviews;
- risk management processes;
- continuous improvement framework;
- annual declaration on compliance.

RELATED DOCUMENTS

- Certificate Issuance Procedure
- Records Management and Regulatory Reporting Policy
- Records Management and Regulatory Reporting Procedure
- Training and Assessment Administration Procedure
- Enrolment Policy and Procedure
- Student Handbook
- Fees, Charges and Refunds Policy
- Continuous Improvement & Non-Conformance Policy and Procedure

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
22/02/2026	Full alignment to Registration Standards 2025. Added Policy Principles Table. Expanded governance controls. Updated RTO code to 53034.	SNS College of Western Australia	V3.0	22/02/2026	22/02/2027
21/06/2026	Updated governance references, certification security controls, related documents and recordkeeping terminology following Standards 2025 review.	SNS College of Western Australia	V3.1	21/06/2026	21/06/2027

RTO INFORMATION	
Document Name	SNS-07-POL-003 Certificate Issuance Policy V3.1
RTO/Company Name	SNS College of Western Australia
ABN	81 665 855 872
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