

Issuing Certification Policy

1. Purpose

Smartskill is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs) 2025. An official certification document that confirms that a qualification has been awarded to an individual must be issued by Smartskill, and register of AQF certification documentation must be maintained for future reference.

2. Policy Statement

Smartskill 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) 2025, and the endorsed Training packages and VET Accredited courses within its scope of registration.

Smartskill will ensure that:

- 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.
- A clear distinction can be made between AQF certification documents and non-AQF certification issued.

3. Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (SRTOs) 2025.

Accredited short course means a course accredited by the VET Regulator in accordance with the Standards for VET Accredited Courses that leads to an AQF statement of attainment.

AQF certification documentation is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Authenticated VET transcript has the meaning given in the *Student Identifiers Act 2014*.

Nationally Recognised Training (NRT) Logo means the logo used nationally to signify training packages and VET accredited courses.

Registrar has the meaning given in the *Student Identifiers Act 2014*.

Statement of attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*.

Testamur an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called an 'award', 'parchment', 'laureate' or 'certificate'. (*Extract from Australian Qualifications Framework*)

4. Policy Principles

4.1 Underpinning principles

The following principles underpin this policy.

- a) Smartskill is obliged to issue certification in accordance with Standards for Registered Training Organisations (SRTOs) 2025.
- b) Smartskill offers training and assessment against both nationally recognised training and non-nationally recognised training programs. Nationally recognised training is aligned to national competency standards from Training Packages and VET Accredited Courses.
- c) Smartskill only issues qualifications and Statements of Attainment to those students 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.
- d) Student Identifier (USI) must NOT be included on the testamur, consistent with the Student Identifier Act 2014.
- e) Smartskill will, using the Student Management System:
 - i. Maintain a register of all AQF qualifications issued;
 - ii. Retain records of all AQF certification documentation for a period of 30 years; and
 - iii. Provide reports of records of qualifications issued to the VET Regulator on a regular basis as requested by the VET regulator.
- f) AQF certification documentation will be issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the Training Package or VET Accredited course:
 - i. if the training program in which the student is enrolled in is complete; and
 - ii. providing all agreed fees the student owes to the RTO have been paid.
- g) AQF certification documentation will not be issued to an individual without Smartskill being in receipt of the verified unique Student Identifier for that individual, unless an exemption applies, as per the requirements of the Student Identifier Act 2014.
 - i. If an exception applies, in accordance with SRTOs, Smartskill will inform the student 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.

4.2 Qualifications

- a) All students who have completed a training program which leads to the award of a full AQF qualification will receive :
 - i. A testamur, and

- ii. A record of results.
- b) Each AQF qualification issued will comply with the 'AQF Qualifications Issuance Policy' and the Standards for Registered Training Organisations (SRTOs) 2025, and will include:
 - i. Smartskill name and logo
 - ii. Smartskill national provider number (RTO Code: 5710)
 - iii. The full name of the individual receiving the award
 - iv. The full title and national code of the unit/s of competencies or AQF qualification awarded
 - v. The date of issue
 - vi. The signature of an authorised person
 - vii. A certificate number
 - viii. The relevant National and State logos (in accordance with the Standards for Registered Training Organisations (SRTOs) 2025)
 - ix. The AQF logo or the statement 'The qualification is recognised within the Australian Qualifications Framework'.
 - x. Authentication mark (Smartskill unique watermark)
 - xi. The record of results will provide the same information above, along with a section that identifies the subject/unit details, results and date enrolled.

4.3 Statement of Attainment

- a) Each Statement of Attainment issued will comply with the 'AQF Qualifications Issuance Policy' and the Standards for Registered Training Organisations (SRTOs) 2025 , and will include:
 - i. Smartskill name and logo
 - ii. Smartskill national provider number (RTO Code: 5710)
 - iii. The words, 'A statement of attainment is issued when an individual has completed one or more accredited units'
 - iv. The full name of the individual receiving the award
 - v. The full title and national code of the unit/s of competency / modules awarded
 - vi. Where relevant, the words, 'These competencies form part of [code and title of qualification] or 'These competencies were attained completion of [code] course in [full title]' – for an Accredited course
 - vii. The date of issue
 - viii. The signature of an authorised person
 - ix. A certificate number
 - x. Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language>'.
 - xi. The relevant National and State logos (in accordance with the Standards for Registered Training Organisations (SRTOs) 2025 .

4.4 Use of Logos (AQF, NRT, State Regulator, Funding body)

- a) Smartskill abides by 'Conditions of Use of NRT Logo' as prescribed in Standards for Registered Training Organisations (SRTOs) 2025 .
- b) AQF logo will be used on all AQF documentation issued by Smartskill.
- c) AQF logo must NOT be used on non-National recognised training certification issued by Smartskill.

4.5 Replacement of Certification Documentation

- a) AQF certification documents can be re-issued to a student, upon written request. Replacement certification documentation will incur a fee, as noted in Smartskill 'Schedule of Fees'.

5. Smartskill Responsibilities

The Director of Smartskill is responsible for ensuring compliance with this policy. The Director of Smartskill will process approval for issuance of certification documentation, review and sign all printed certification documents. The Administration Manager is responsible for producing certificates in preparation for authorised signatory. Once signed, the certificates will be provided to the student.

6. Legislation

The Student Identifier Act 2014 and Regulations are applicable to this policy.

7. Access & Equity

The Smartskill Access and Equity policy applies. (See Access and Equity policy)

8. Records Management

All documentation from Issuing certification documentation processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

9. Monitoring and Improvement

All practices for issuing certification documentation are monitored by the Director of Smartskill and areas for improvement are identified and acted upon. (See Continuous Improvement Policy)