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1 PURPOSE AND SCOPE

The purpose of this policy and procedure is to outline TRILITY's approach to issuing Australian Qualifications Framework (AQF) certification documentation only to students who have been assessed as competent in all requirements of the relevant training product and only after all obligations (including payment of fees) have been met.

This ensures the integrity, authenticity and security of AQF qualifications and statements of attainment, and supports public confidence in TRILITY's certification.

Together with other policies and procedures, this contributes to ensuring compliance with Outcome Standards 1.5, 2.7 and Compliance Requirements Clauses 9, 12, 14 of the 2025 Standards for Registered Training Organisations (RTOs), Schedule 5 (Certification documentation) of the VET Quality Framework, and the AQF Qualifications Issuance Policy (2023).

2 DEFINITIONS

Term	Definition
AQF	Australian Qualifications Framework. Can be accessed at http://www.aqf.edu.au/
AQF Qualifications Issuance Policy	The national policy outlined in the AQF is available from the AQF website
Amount of Training	The time period students have to complete a qualification. It includes formal activities provided by RTOs (e.g. classes, online learning and workplace learning) as well as the time students have to practise skills, reflect on their learning and absorb the knowledge required

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Term	Definition
ASQA	Australian Skills Quality Authority. The national VET regulator and the RTO's registering body
Certification document	A Testamur, Statement of Attainment or Record of Results.
Course	Any nationally recognised qualification, unit of competency, skill set or short course delivered by the RTO
May	Indicates a possible course of action.
Nominal hours	An expression of the number hours of supervised training expected to deliver a given unit of competency. These are determined for State and Territory funding purposes
RPL	Recognition of Prior Learning. An assessment process that assesses the competency(s) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package of VET accredited courses. For definitions of formal, non-formal and informal learning, refer to the definitions in ASQA's *Users' guide to the Standards for Registered Training Organisations (RTOs) 2025*[1]
Record of Results	A record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment. Students who complete part of the requirements of an AQF qualification are entitled to receive a record of results.
RTO	Registered Training Organisation
Shall	Indicates a mandatory requirement.
Should	Indicates a preferred course of action.
SRTOs	The Standards for RTOs 2025 – refer to definition of 'Standards'
Standards	The Standards for Registered Training Organisations (RTOs) 2025 from the VET Quality Framework which can be accessed from www.asqa.gov.au
Statement of Attainment	Confirms that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course.
Testamur	An official certification document that confirms that an AQF qualification has been awarded to an individual. This may be called an 'award', 'qualification' 'parchment', or 'certificate'.
Unique Student Identifier	A unique number assigned to an individual by the Registrar, in accordance with the Student Identifiers Act 2014.
Volume of Learning	Relates to the Australian Qualifications Framework (AQF) and provides a range of the amount of time it is expected to take for a student to gain a qualification at different levels. It includes all activities a student does to achieve a qualification. It is expressed in equivalent full time years

3 TRAINING REQUIREMENTS

There are no specific training requirements applicable to this policy and procedure.

[1] Definitions quoted from Australian Skills Quality Authority (ASQA) https://www.asqa.gov.au/for-providers/standards-for-RTOs

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4 POLICY

4.1 Certification issuance

TRILITY issues AQF certification documentation only when:

- The student has been assessed as competent in all required units/modules in accordance with the rules of the training package or VET accredited course;
- A verified Unique Student Identifier (USI) is held on file (unless an exemption applies); and
- All agreed fees have been paid in full (funded students will not have final outcomes dated until fees are cleared). This does not apply to Queensland Skills Assure Supplier (SAS) funded students: where TRILITY has already claimed government subsidy payment for a unit of competency, the result, Statement of Attainment or Qualification must not be withheld from the student due to non-payment of the co-contribution fee (Skills Assure Supplier Policy 2025-2028, Performance Standard 5G). Certification is issued within 30 calendar days of the above conditions being met, in accordance with Compliance Requirement Clause 9.

4.2 Authenticity and Security of Certification Documents

To prevent fraudulent reproduction and ensure authenticity, TRILITY:

- Assigns a unique certificate number to every testamur and statement of attainment;
- If printing a hard-copy certificate, prints these on secure thermal paper that displays “COPY” when photocopied and contains heat-sensitive security ink;
- If issuing a digital certificate, ensures a QR code is present to ensure authenticity and for easy verification;
- Embeds the TRILITY logo, hologram seal authorised signatories in templates;
- Publishes verification instructions on the website Student Handbook, inviting employers third parties to contact TRILITY to authenticate any document by providing student name, qualification/unit details, issue date certificate number;
- Maintains a secure electronic register in the AVETMISS-compliant SMS for immediate verification.

Members of the public are welcome to contact our office to confirm the details of any qualification, statement of attainment or record of results issued by TRILITY. The person making the enquiry must provide the details of the document including student name, qualification or unit details, issue date and document number.

This information is published in the Student Handbook and TRILITY’s website to ensure members of the public have the information they need to authenticate our certification documents.

4.3 Record keeping

TRILITY:

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- Retains a register of AQF qualifications it is authorised to issue and of all AQF qualifications issued in aXcelerate
- Retains records of AQF certification documentation issued for a period of 30 years, on TRILITY's SMS (aXcelerate)
- Reports issued qualifications to the national VET regulator as required;
- Securely stores digital records with daily backups disaster recovery protocols to ensure availability for the full retention period, in line with Compliance Requirement Clause 14.

4.4 Unique Student Identifiers (USIs)

TRILITY:

- Will not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014.
- Unique Student identifiers will not be included on a Statement of Attainment or a Testamur.

4.5 Reissuing Certification Documents

Current and past students may request reissue of certification documents at any time within the 30-year retention period.

- No fee is charged for the first reissue within 12 months of original issue.
- Subsequent reissues or requests after 12 months incur an administration fee as published in the Fees Refunds Policy & Procedures.
- Reissued documents are marked "Reissued on [date]" and assigned a new certificate number, with the original recorded as superseded.

5 PROCEDURES

5.1 Setting up certification document templates

Procedure	Responsibility
A. Testamur • The following information must be included on a Testamur: – The student's full name – The code and title of the awarded AQF qualification – The units and/or modules achieved by their full title and national code – The name, National RTO Code and logo of **TRILITY** – Either the words 'This qualification is recognised within the Australian Qualifications Framework' or inclusion of the AQF logo authorised by the AQF council. – Date of issue or award – The authorised signatory of the RTO and their name	Compliance Manager

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Procedure	Responsibility
– The NRT logo in accordance with its conditions of use outlined in Schedule 4 of the Standards – The RTO's seal, corporate identifier or unique watermark • A certificate or testamur number, and printing date may also be included. • The following information must be included as applicable: – The State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities. e.g. User Choice contracts) – The industry descriptor, eg. Engineering – The occupational or functional stream, in brackets. Eg (Fabrication) – Where relevant, the words 'achieved through Australian Apprenticeship arrangements', and – Where relevant (e.g languages other than English) the words 'these units/modules have been delivered and assessed in (insert language)', followed by a listing of the relevant units/modules. • The student's Unique Student Identifier (USI) must not be included on the testamur.	
B. Statement of Attainment • The following information must be included on a Statement of Attainment: – The student's full name – The units and/or modules achieved by their full title and national code – The name, National RTO Code and logo of TRILITY – The date the statement is issued – The words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units' – The authorised signatory of the RTO – The NRT logo in accordance with its conditions of use outlined in Schedule 4 of the Standards – The RTO's seal, corporate identifier or unique watermark • A statement number and printing date may also be included. • The following information must be included as applicable: – The State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities) – The words 'These competencies form part of [code and title of qualification(s)/course(s)]' – the words, 'These competencies were attained in completion of [code] course in [full title]' – Where the units have been delivered and/or assessed in a language other than English, the words 'these units/modules have been delivered and assessed in (insert language)', followed by a listing of the relevant units/modules. • The student's Unique Student Identifier (USI) must not be included on the Statement of Attainment.	Compliance Manager
C. Record of results • The following information should be included on a Record of Results: – The student's full name – The units and/or modules achieved by their full title, national code and the relevant results	Compliance Manager

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Procedure	Responsibility
– The name, National RTO Code and logo of **TRILITY** – The date the record of results is printed – The RTO's seal, corporate identifier or unique watermark to ensure the document is able to be authenticated and to reduce fraudulent use • The following information should not be included on a Record of Results: – The student's Unique Student Identifier (USI) – The AQF logo or reference to the AQF – The NRT logo	

5.2 Issuing Testamurs and Records of Results

Procedure	Responsibility
• Check eligibility • Once a student has completed all the units or modules in a qualification they are eligible to have their qualification issued. Students who have completed a qualification and have paid all fees must have their qualification issued within 30 calendar days of completing the requirements of the qualification. • Use the *Qualification and Statement Issuing Checklist* to check a student's eligibility for a qualification to be issued. • Ensure **TRILITY** has either: • a verified student identifier for the student, or • a notice of exemption for the individual, issued by the Student Identifiers Registrar. • Where a student has completed the requirements of a qualification but have not paid all their fees, they are to be followed up about fee payment in order that their qualification can be issued. In this case, the qualification should be issued within 30 calendar days of receiving the final payment. • For Queensland SAS-funded students, this fee follow-up does not apply once the government subsidy for the relevant unit(s) has already been claimed — the qualification, Statement of Attainment or record of results must be issued and must not be withheld due to non-payment of the co-contribution fee (Skills Assure Supplier Policy 2025-2028, Performance Standard 5G). • A Testamur will be accompanied by a record of results. • Use the *Qualification and Statement Issuing Checklist* to double check all items relating to students eligibility for completion, and make the final determination as to whether student is eligible for completion.	Administration team
A. Award the qualification • If eligible for completion - record the award of the qualification on aXcelerate • The date of award should be the date on which the award is generated/issued. • This will automatically add the qualification to the Award Register Report.	Administration team
B. Print testamur and record of results • Use the approved template to print the testamur. This is available on aXcelerate which will automatically include the required details on the testamur. • Use the approved template to print the Record of Results. This is available on aXcelerate which will automatically include the required details on the record.	Administration team

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Procedure	Responsibility
• Ensure the details printed on the Testamur and Record of Results are accurate and record this on the *Qualification and Statement Issuing Checklist.*	
C. Issuance of Testamurs • Supply printed Testamur and Record of results to authorised signatory along with the completed checklist. • Approve and sign printed Testamurs if all correct. • Keep a copy of the testamur and record of results on the student's file. • Dispatch via registered post and record the item reference on the checklist.	Administration Team

5.3 Issuing Statements of Attainment

Procedure	Responsibility
• Check eligibility • A student who has partially completed a qualification, or has completed a single unit, skill set or some VET Accredited Courses that commence with the words 'Course in…', are to be issued with a Statement of Attainment. This includes a student who withdraws from a Course and has completed some units or modules. • A Statement of Attainment should only be issued if all fees due have been paid. • For Queensland SAS-funded students, this does not apply once the government subsidy for the relevant unit(s) has already been claimed — the Statement of Attainment must not be withheld due to non-payment of the co-contribution fee (Skills Assure Supplier Policy 2025-2028, Performance Standard 5G). • Use the *Qualification and Statement Issuing Checklist* to check a student's eligibility for a qualification to be issued. • Ensure **TRILITY** has either: • a verified student identifier for the student, or • a notice of exemption for the individual, issued by the Student Identifiers Registrar. • Where a student is eligible for a Statement of Attainment but has not paid all fees due, they are to be followed up about fee payment in order that their Statement of Attainment can be issued. In this case, the Statement of Attainment should be issued within 30 calendar days of receiving the final payment. • A Statement of Attainment does not need to be accompanied by a Record of Results unless specifically requested. • Use the *Qualification and Statement Issuing Checklist* to double check all items relating to students eligibility for completion, and make the final determination as to whether student is eligible to receive their Statement of Attainment.	Administration team Compliance Manager
A. Record the Statement of Attainment • Record the issuing of the Statement of Attainment on aXcelerate • The date of award should be the date on which the award is generated/issued. • This will automatically add the qualification to the Award Register Report	Administration team
B. Print Statement of Attainment	Administration team

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Procedure	Responsibility
• Use the approved template to print the Statement of Attainment. This is available on aXcelerate which will automatically include the required details on the Statement. • If applicable, use the approved template to print the Record of Results. This is available on aXcelerate which will automatically include the required details on the record. • Ensure the details printed on the Statement of Attainment are accurate and record this on the *Qualification and Statement Issuing Checklist.*	
C. Issuance of Statement of Attainment • Supply printed statement (if requested by the student) to the authorised signatory along with checklist. • Approve and sign if all details are correct. • Keep a copy of the Statement on the student's file. • Dispatch via registered post and record the item reference on the checklist.	Administration Team and CEO

5.4 Reissuing certification documents

Procedure	Responsibility
A. Check and re-print document • Upon request for re-issuing of a qualification testamur, record of results or statement of attainment, find the details of the original document issued. • A fee for re-issuing may be applicable – refer to current Fees & Refunds Policy & Procedure. • Ensure the document is printed with the same details as the original document. If a printing date is included, this is the only detail that may be different.	Administration team
B. Re-issuance • Supply to authorised signatory along with details/copy of original document for cross referencing. • Approve and sign if all details are correct • Keep a copy of the re-issued document on the student's file. • Dispatch via registered post and record the item reference on the *Qualification and Statement Issuing Checklist.*	CEO/delegate and/or Compliance Manager Administration Team

6 REFERENCES

- TRG-SC1.01 *Statement of attainment*
- TRG-SC1.02 *Testamur*
- TRG-SC1.03 *Record of results*
- TRG-SC1.04 *Qualification and statement issuing checklist*

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