



Issuance of Qualification Policy

CTAS Education is committed to adhering to the Australian Qualifications Framework (AQF) Qualifications Issuance Policy and the Standards for RTOs 2015. Therefore, in order to provide learners with secure certification CTAS Education will ensure the following:

- All students who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive a testamur and a statement of results.
- Students who only complete part of the requirements for an AQF qualification are only entitled to receive a statement of attainment.
- Mechanisms are in place to reduce the fraudulent reproduction of AQF certification documents. Including; All certifications issued will include an antifraud QR code, a specific document number, RTO name, RTO code, date of certification and RTO logo.
- AQF certification documents will be issued with the Nationally Recognised Training logo, qualification or course code, full title and the Training Accreditation Council logo
- AQF certification documents will only be issued to students who have a verified Unique Student Identifier (USI)
- AQF certification documents will only be issued to students who have been assessed as meeting the requirements of the training package.
- AQF certification documents will be issued within 30 calendar days; providing all training and assessment is complete and all outstanding fees have been paid.
- All issued qualifications will be documented within the electronic student management system (VETtrak)
- AQF certification documents will be issued directly to the learner
- AQF certification documents will be issued directly to the learner digitally
- AQF certification documents that are posted out to students will be recorded in a Mail Out Log.
- Copies of issued qualifications will be archived with student electronic files on SharePoint.
- Records of issued AQF certification documents are reported to Training Accreditation Council (TAC) on a regular basis.
- Students are able to request a re-issue of their AQF certification documents for an additional fee.

CTAS Education has controls in place to ensure certification is not issued prior to all assessment being completed. These controls include:

- Final sign off document for all students, trainers and employers (where applicable)
- Completion checklist to be completed by trainers
- All completed assessments to be presented to a CTAS Education Client Support Coordinator to verify and sign the completion checklist prior to issuing the certification.

Please refer to the Course Completion Policy for more information.

Re-issue of Certificates and/or Statement of Attainments

An administration fee of \$20.00, may be charged for a re-issuance of a **digital** Certificate, Academic Transcript or Statement of Attainment. An administration fee of \$50.00 applies for CTAS Education to re-issue a hardcopy Certificate, Academic Transcript or Statement of Attainment.

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