

## Issuance Policy

Document Name:	Version and Date:	Responsible Person:	Purpose and Comments:
Issuance policy	September 2023/V1.1	CEO and/or nominee	Ensure compliance with Standards for Registered Training Organisations (RTOs) 2015

### Policy scope

This Policy is applicable to all Organisation staff and other organisations (where a partnership is in place) that use the Organisation's Registered Training Organisation registration.

It relates to the original issue, re-issue, cancellation and recall of Testamurs, Statements of Attainment and Statement of Results for all students. It accepts AQF certification documentation issued by other RTOs in accordance with the Standards.

### Policy purpose

The purpose of this Policy is to maintain the integrity of national training products by ensuring the Organisation processes relating to the issue, re-issue and cancellation/recall of Testamurs and Statements of Attainment are compliant.

It is designed to ensure that the Testamurs and Statements of Attainment/Results are only issued to students who have been assessed as Competent, in accordance with the requirements of the Training Package or Accredited Course.

This Policy should be read in conjunction with the Issuance Procedure.

### Policy statement

All students who satisfactorily complete the requirements for an accredited course or qualification are entitled to the appropriate Testamur (with a Statement of Results) or Statement of Attainment in accordance with the Standards for Registered Training Organisations (RTOs) 2015 and the Australian Qualifications Framework.

Students who partially complete a qualification are entitled to a Statement of Attainment, if they satisfactorily complete the

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requirements of module(s) and/or unit(s) of competency under the AQF, or a Statement of Results for pre-AQF.

AQF certification documentation must meet the requirements of Schedule 5 and be issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product, if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the organisation have been paid.

The Testamur (with a Statement of Results) or Statement of Attainment will show the outcome of each unit, that is Competent, Not Yet Competent, RPL Granted or Credit Transfer Granted

While the Organisation has a quality assurance process in place, it can recall and cancel a Testamur or Statement of Attainment if it is found to have been issued in error, if assessment did not meet qualification/unit requirements, the requirements of the qualification have not been met, or the qualification was not on the RTO Scope of Registration at the date of issue. Any issues that are found are to be recorded on a file note for the individual student(s) impacted, a copy placed on their file and reported through the RTO management meeting as part of the quality management process.

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**Legislative/statutory requirements**

- Standards for Registered Training Organisations (RTOs) 2015
- Australian Qualifications Framework (AQF)
- Privacy of Information legislation

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**Associated documents**

- Issuance Procedure
- Assessment Policy and Assessment Procedure
- Credit Transfer Policy and Credit Transfer Procedure
- Recognition Policy and Recognition Procedure
- Principles of Assessment and the Rules of Evidence
- QMS Detail

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**Measure of policy effectiveness**

The effectiveness of this Policy will be measured by:

- Effective implementation of the Policy and related Procedures represented by zero errors reported in issuing of Testamurs and Statements of Attainment for specified period.
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- Outcomes from internal and external audits
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**Induction**

Refer to organisational induction processes to confirm specific induction requirements related to this Policy.

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**Definitions/acronyms**

**AQF:** Australian Quality Framework -

**ASQA:** Australian Skills Quality Authority -

**SoA:** Statement of Attainment - the Certificate issued when an individual has achieved one or more units of competency from a nationally recognised qualification(s)/course(s).

**Testamur:** The official certification document that confirms that a qualification has been awarded to an individual. May also be referred to as a Certificate.

**SoR:** Statement of Results – the transcript issued as a record of all learning leading to an AQF qualification or an accredited unit.

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