AQF Certification Issuance Policy and Procedure

Purpose

This policy ensures that Insight Training issues AQF certification documentation that is compliant, secure, and timely, exclusively to students who have been assessed as competent against all requirements for a recognised qualification, accredited course, or skill set. All documentation must meet the requirements of the AQF and the Standards for RTOs 2025

Certification documentation – refers the certificate, records of results or statement of attainment applicable to the students results.

Certificate – certification issued to a student who has satisfactorily completed all requirements for a full qualification listed in a registered Training Package.

Statement of Attainment – certification issued to a student who has not completed a full qualification but has satisfactorily completed all requirements for one or more units of competency or an accredited short course

Skill Set – is grouping of one or more units of competency within a training package which is linked to a licensing or regulatory requirement, or a defined industry need.

Policy

Insight Training will issue AQF certification documentation to all students who have been formally assessed and administratively validated as competent in a training product specified in a nationally recognised training package or accredited course.

Insight Training will issue qualifications or statements of attainment within Insight Training's current scope of registration to those students who have:

- achieved the required outcomes within 30 days, unless State Funded, of the Trainers and Assessors deeming the student competent in all units of competency/modules being completed, including all administrative checks as outlined in this policy.
- supplied a valid Unique Student Identifier, which will not appear on any AQF certification document in accordance with the Standards for RTOs 2025
- paid in full all fees owing relating to the units of competency completed

Where eligible for certification after confirmed withdrawal from an enrolled course of study, a Statement of Attainment will only be issued upon verified completion of individual units. Interim documentation will not be issued under any circumstances.

Verification of Competency and Issue of Certification

All learners are entitled to access their certification records and related correspondence upon written request. All requests are processed securely in accordance with Insight Training's Privacy Policy and confidentiality requirements.

To ensure student competency and integrity of certification, Insight Training requires the following checks:

- Assessments and accompanying competency records to be collated and recorded in VETtrak throughout the duration of the program for each student
- On satisfactory completion of all assessment requirements, the Trainers and Assessors complete and signs the Summary of Competence, to verify that all requirements have been completed satisfactorily and submits these to the Administration Coordinator.
- The Administration Coordinator must check that all assessment evidence, administrative records, and students USI is valid and verified through Insight Training student management system (VETtrak). The Administration Coordinator verifies all fees have been paid, completes the Award Request and creates the applicable award in VETtrak. If the student fees remain unpaid, certificates are withheld, with Campus Support Team pursuing payments or eventually writing off remaining debts with notes to block future issuance unless written off debt is paid in full.
- Administration Coordinators will approve and create the certification documentation. Spot checks will be conducted of student files and Award Requests.
- If errors, discrepancies or incomplete information are identified, the Award Request is returned for rectification before certification is issued.

Certificates and Statement of Attainments are issued electronically, and printed copies can be requested for an admin fee of A$50. Certification will only be posted upon payment of fee. AQF certification documentation is issued directly to the learner, unless with written consent from the learner.

Format and Security of Certification Documentation

All certificates, record of results, and statements of attainment templates are reviewed by the Compliance team to confirm adherence to AQF and NRT logo requirements, and approved by the Chief Executive Officer prior to use.
No certification documentation is to include the students Unique Student Identifier.

Insight Training has the following mechanisms implemented to reduce fraudulent reproduction of certification.

- We do not allow third parties to create Certificates and Statements of Attainment on Insight Training's behalf
- Certificates and Statements of Attainment are electronically signed by the Chief Executive Officer, and printed through VETtrak via a password protected report, by the Compliance Team.
- Certificates and Statements of Attainment include the applicable RTO logo, RTO code and name.
- All Certificates contain QR codes for verification.

Certification documentation, upon student's request, will be printed as follows:

- A4 format
- White 210gsm board
- Coloured
- Single Sided

Certificates and Record of Results

Students who complete a full qualification will be issued a Certificate and Record of Results.

Statements of Attainment

A Statement of Attainment will be issued to students who complete one or more Units of Competency or an Accredited Course.

If the Units of Competency completed contribute to a full qualification, the Statement of Attainment will contain the wording “These competencies form part of [code and title of qualification/course]”

If the Units of Competency form a recognised Skill Set, the Statement of Attainment will contain the code and title of the skill set and a statement using the wording given in the Training Package to indicate whether the skill set meets a licensing or regulatory requirement or an identified industry need.

Retention of Certification Records

A secure, digital register and complete copies of AQF qualifications, statements of attainment, and records of results issued by Insight Training are retained within VETtrak for a period of thirty (30) years. Records of all assessments submitted by the learner will be retained for a period of two (2) years. Sufficient data and records are maintained in a format that ensures future accessibility and data security.

In the event that Insight Training ceases operations, all certification records will be provided to ASQA in digital form.

Reissuing Certification

Insight Training acknowledges the requirement to provide past and present students with re-issued qualifications and statements of attainment when necessary. Recent certifications issued by Insight Training include a secure QR code for digital verification and are lodged with the student's Unique Student Identifier (USI) record, allowing students and employers to verify credentials online at any time.
The following principles are to be applied to reissuing Qualifications and Statements of Attainments:

- Re-issues will only be produced for the individual to whom the Qualification or Statement of Attainment was originally issued. The individual must make a written request to Insight Training for a re-issue and must verify their identity by providing a license, birth certificate, passport or other formal identity document in support of the request.
- Where possible, students and authorised third parties are directed to verify credentials via the QR code on the original certificate, or by accessing the official USI registry.
- Insight Training charges a fee for reissue of a hardcopy of Certificates or Statements of Attainments.
- Copies of certificate and Statements of attainments are generated and saved using VETtrak. The original digital copy is available at any time upon student’s request at no charge.
- Re-issues of hardcopies are required to comply with the AQF requirements consistent with those for the original issue of a Qualification or Statement of Attainment.
- Once authorised, the re-issue (hardcopy) is to be issued to the student.
- All reissues, requests, and associated correspondence are retained securely for a minimum of thirty (30) years in accordance with the Standards for RTOs 2025.

- If a replacement is required due to administrative error, compromised document, regulatory update, or transition arrangements, no fee will apply and Insight Training will issue the corrected certification promptly, recording the action in the audit log and VETtrak. All compromised documents are invalidated, and learners are promptly notified.

Transition Management

Insight Training acknowledges the requirement to support past and present students during transitions between superseded, expired, and new training products.

The following transition management principles are to be applied:

- When a training product is superseded, removed, or expired, Insight Training follows transition timelines mandated by the Standards for RTOs 2025 (e.g., 12 months for superseded units/qualifications, no new enrolments after expiry). Notifications will be provided to all learners, including employers if applicable.
- All qualifications, statements of attainment, and records of results for students affected by transition are issued or transferred within the required transition period.
- Transition actions—such as completed qualifications, enrolments, transfers, or teach-out arrangements—are tracked and logged in VETtrak and are included in the audit trail for each learner.
- A digital, auditable record is maintained for all transition-related edits, reissues, and communications to ensure regulatory compliance.
- Insight Training provides clear and timely communication to all affected students during the transition period, including requirements, timelines, and options for completion or transfer.
- All transition management records are retained securely for at least thirty (30) years, with digital access available to students upon request.

For more information about transition, please refer to the Transition Policy and Procedure, Marketing Policy, Enrolment Policy.

Responsibility

The Administration Team, with added oversight by the Chief Executive Officer, is responsible for approving the issuance of certification documentation within Insight Training's scope and ensuring that Insight Training issues compliant and secure certification documentation. The Administration Team and CEO ensure that this policy and procedure is consistently implemented. All certification approvals must be tracked via VETtrak, with regular compliance monitoring, reviewing and reporting managed collaboratively by the CEO and Administration Team.

Legislation / Contracts

- SRTO 2025
  - Outcome Standards 1.4, 1.6, 1.7
  - Compliance Requirements Division 2 Clauses 9, 10, 11, 12, 13, 14
  - Credential Policy
- Australian Qualifications Framework (AQF), Second Edition, 2013
- Conditions of use of the Australian Qualifications Framework Logo
- Student Identifiers Act 2014
- Freedom of Information Act 1982

Related Policies and Procedures

- Risk Management Policy and Procedure
- Records Retention and Management Policy
- Assessment Policy
- Student Access to Records Policy
- Enrolment Policy: Transition of Training Products Section
- State Funding Policies
- Transition Policy
- Marketing Policy