



Certification and Issuing Procedure

Policy Name

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Version

2.0

Effective Date

1 July 2025

Review Date

1 July 2026

Policy Owner

Compliance Manager / Student Services

Related Standards

Outcome Standards 1.7, 4.3; Compliance Requirements 11, 16

1. Purpose

To ensure that NUA Learn issues AQF certification documentation in a timely, accurate and compliant manner upon learner completion of nationally recognised training, in accordance with the Standards for RTOs 2025 and the AQF Certification Issuance Policy.

2. Scope

This procedure applies to:

- All AQF qualifications and statements of attainment issued by NUA Learn
- All training and assessment staff, administrators and third-party delivery partners
- All learners who successfully complete one or more units of competency

3. Definitions

- Certification Documentation: Includes a Testamur, Statement of Attainment and Record of Results
- USI (Unique Student Identifier): A mandatory requirement for issuing nationally recognised certification
- Completion: All training and assessment is completed, evidence recorded and competency is verified

4. Policy Statement

NUA Learn will:

- Issue certificates within 30 calendar days of course completion (subject to requirements being met)
- Verify USI validity and ensure all enrolment data is AVETMISS-compliant
- Maintain a secure system for document creation, control and reissue
- Prevent unauthorised use of the NRT logo and falsification of documents
- Retain certification records for at least 30 years as per regulatory requirements

5. Procedure

1. Confirm all assessment tasks have been marked, and the learner is deemed competent
2. Ensure all evidence has been uploaded to the learner management system (e.g. aXcelerate)
3. Verify enrolment details, USI status and funding eligibility are accurate
4. Generate certificate documents using the approved templates with version control
5. Obtain approval from the Compliance Manager before issuing
6. Email certificates to the learner and update issuance records in the SMS
7. Securely archive digital files and control access

6. Responsibilities

Role	Responsibility
Compliance Manager	Authorise issuing of certification and oversee version control
Student Services	Prepare certificates and maintain issuance register
Trainers / Assessors	Complete assessment records and notify of completion
CEO	Ensure systems support secure and timely certification

7. Monitoring and Review

- Issuance records reviewed monthly for compliance and reporting accuracy
- AVETMISS data reconciled with certification register quarterly
- Procedure reviewed annually or upon changes to national certification requirements

8. Related Documents

- Certification Register
- Certification Templates (Testamur, Statement of Attainment, Record of Results)
- Records Management Policy
- USI and Enrolment Data Policy
- AQF Issuance Policy and Guidelines