

A2 Education Pty Ltd t/a



Certificate Issuance Policy and Procedure

Version 2.1

Table of Contents

1. Purpose.....	3
2. Scope.....	3
3. Definition	3
4. Policy	4
4.1. Conferral of certificates	4
4.2. Compliance check	4
4.3. Issue certification documents	4
4.4. Storage.....	5
4.5. Fee	5
5. Procedure	5
5.1. Certificate issuance.....	5
5.2. Certificate re-issuance	7
6. Continuous Improvement.....	8

1. Purpose

The purpose of this policy is to establish a systematic and compliant approach for issuing AQF certification documentation to students who have been assessed as competent and have successfully completed the requirements of the training product in which they are enrolled at the college.

The college is committed to ensuring that certification is issued in a timely manner and that all issued documents meet national regulatory and quality assurance requirements. This policy, which previously aligned with Standards 3.1 to 3.4 of the RTO Standards 2015, has now been updated and superseded to ensure full compliance with the 2025 regulatory framework, including both the Outcome Standards¹ and Compliance Standards relating to certification issuance, recordkeeping, and document integrity.²

2. Scope

This policy applies to the Chief Executive Officer (CEO), trainers and assessors, student administrative support officer(s), external compliance team, students, and relevant college staff involved in issuing certificate documents to students. The roles and responsibilities of these persons(s) are detailed in this policy.

3. Definition

Term	Definition
The college	Refers to Matic International College
SOA	Refers to Statement of Attainment
UoC(s)	Refers to Unit(s) of competency
Certificate documents	Includes Transcript of Academic Records along with SOA or Certificate
2025 Standards	Three (3) components of 2025 Standards are as below: 1. Outcome Standards: Outcome focused requirements that support the delivery of nationally consistent and high-quality training that leads to

¹ Standard 4.1 of the Outcome Standards for NVR Registered Training Organisations under the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025.

² Clauses 9, 10 and 11 of the Compliance Standards under the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025.

Term	Definition
	quality outcomes for students, industry, employers and the Australian community. 2. Compliance Standards: Administrative requirements (including the Fit and Proper Person Requirements and NRT Logo Conditions of Use Policy) that support integrity in the VET sector. 3. Credential Policy: An enforceable policy that operates alongside the Standards and outlines the credentials required for delivering training and assessments and undertaking validation of assessment.
USI	Refers to Unique Student Identifier

4. Policy

4.1. Conferral of certificates

- When a student attains competence and successfully meets the requirements of a qualification they are enrolled in and settles all outstanding fees owed to the college, they will be eligible to receive a certificate in acknowledgment of their academic achievement along with the transcripts.
- When a student attains competence and successfully meets the requirements of unit(s) of competency and settles all outstanding fees owed to the college, they will be eligible for the issuance of a **Statement of Attainment (SOA)** and transcripts in recognition of their academic achievement.

4.2. Compliance check

Before issuance of certificate documents, the student administrative support officer shall:

- Review the packaging rules from the National Register³.
- Check the financial account for any student as regards any outstanding unpaid amount.
- Verify the consistency of UoC outcomes of students and the outcomes in college records.

4.3. Issue certification documents

- Certificates and SOAs along with transcripts must be issued within **30 calendar days** after the assessment of the student has been marked as competent or not competent by the trainer and assessor post the last date of delivery of the UoC, given that all the outstanding fees are paid.

³ Refer to <https://training.gov.au/>

- The college will issue certificates or SOAs to students for qualifications and UoCs within the scope of registration of the college.
- Students must have the Unique Student Identifier (USI) prior to the issuance of certificates or SOAs.
- The certificates or SOAs that are issued must contain the following information:
 - The full name of the individual to whom the transcript relates.
 - The student/candidate number.
 - The date the transcript was prepared.
 - The name and identifier (e.g., unit codes) of each unit of competency or module of a VET course.
 - The name and identifier of the registered training organisation that assessed the unit or module.
 - The outcome for each unit or module (for example, whether or not the competency was achieved).
- All certificates and Statements of Attainment will comply with the format and content requirements of the AQF Qualifications Issuance Policy, including required logos, seals, signatures, and disclaimers.

4.4. Storage

- The college retains all issued certificates and SOAs in its records for a duration of **30 years**.

4.5. Fee

- The college does not impose any charges for the issuance of certificates or SOAs to students.
- In cases where students request additional or replacement copies of their certificates or SOAs, they may be required to pay a fee.

5. Procedure

The following section describes the steps involved in issuing certificates or Statements of Attainment (SOAs) and the protocol for requesting replacements of certificates and/or SOAs. The NRT logo will be used in accordance with Schedule 2 provided in the Compliance Standards of the 2025 Standards.

5.1. Certificate issuance

A. Request for certificate

- When students complete and meet all UoC requirements of each qualification, within **14 days**, the student administrative support officer will request the external compliance team for the compliance check of the course completion. The request must include the information below:

- Student/candidate name and ID.
 - The code and title of qualifications for certification
 - Any other relevant information
- A student can lodge the request for certificate issuance by sending an email to the college at info@matic.vic.edu.au.

B. Request for SOA

- When students complete and meet all UoC requirements of each UoC within **14 days**, the student administrative support officer will request the external compliance team for the compliance check of the unit(s) completion. The request must include the information below:
 - Student/candidate name and ID.
 - The code and title of units for the requested SOA
 - Any other relevant information
- A student can submit the request for certificate issuance by emailing the college at info@matic.vic.edu.au.

C. Compliance Check

- The external compliance team must have access to the assessments' results of unit(s) of competency (UoCs) the student is enrolled in before conducting the compliance verification.
- The external compliance team is required to ensure that the UoCs required by the qualification or training product are marked as "Competent".
- If the relevant UoCs are not marked as "competent", the request for a certificate and/or SOA will be denied. The external compliance team is required to inform the relevant parties of the rejection.
- Confirmation will be sought from the student administrative support officer, who look after student accounts, to ensure that there are no remaining fees payable by the student to the college. The student administrative support officer will confirm whether there are any outstanding tuition fees or if the full tuition fee has been paid.
- Unless there are extraordinary circumstances, the external compliance team will generally communicate the findings of the compliance check within a period of **7 working days**.
- The external compliance team must confirm that the qualification or UoC is within the RTO's current scope of registration on the National Register.

D. Issuing Certificate and/or SOA

- After receiving authorisation to issue a certificate and/or Statement of Attainment (SOA) to a student, the student administrative support officer will verify the student's information to ensure the accuracy of the certificate and/or SOA.
- This verification process will be finalised within a timeframe of **five (5) working days**. Subsequently, the student administrative support officer will proceed to issue the certificate and/or SOA to the student.
- Following is the distribution of electronic copies and physical copies of the certificate/SOA:
 - An electronic copy of the certificate and/or SOA: The electronic version of the requested certificate and/or SOA is sent to the student's email.
 - Physical copy of the certificate and/or SOA: Students may collect printed physical copies of the certificate and/or SOA from the college campus.
- The college will keep physical copies of the certificates and/or SOAs for students to collect. Students must collect their certificates and/or SOAs within **30 calendar days** after receiving a notification email from the student administrative support officer.
- If a student fails to collect their certificates and/or SOAs within **30 calendar days**, they must follow the procedures for certificate re-issuance.

5.2. Certificate re-issuance

- Students who have misplaced or damaged their certificates or SOAs have the option to request a replacement by emailing the college. There may be a fee associated with obtaining the replacement.
- Re-issuance requests will be verified and completed within **30 calendar days** of receiving a valid request, and physical printing will occur within **5 working days** of verification.
- To ensure the accuracy of the student's information, it is the student administrative support officer's duty to verify the details when a request for re-issuance of a certificate or SOA is made.
- The student administrative support officer will handle the printing of the physical copy of the certificate or SOA once the verification process is finalised. There may be a fee associated with the re-issuance.

6. Continuous Improvement

The external compliance team, the student administrative support officer, and relevant stakeholders, such as trainers and students, can provide their feedback and recommendations regarding the issuance of certificates and/or Statements of Attainment, which will be utilised to improve the certificate issuance process and this policy. The feedback and recommendations can be used to resolve any concerns in the policy and process. The continuous improvement will be carried out in accordance with the college's Continuous Improvement Policy and Procedure⁴.

⁴ Refer to the *Continuous Improvement Policy and Procedure* for more details about the process of continuous improvement.