



Issuing Certificates and Outcomes Policy

NNZMC Pty Ltd — Trading as Industry Skills Solutions

Registered Training Organisation #45974

VERSION 3.6 · JULY 2025 · RTO_POL_2.3

Document control

Version	Date	Author	Summary of change
2.0	02/03/2023	HM	Post-registration review
2.1	11/04/2023	KM	Clarification of issuance conditions
3.0	07/2025	HM	Full review and update to align with the Standards for RTOs 2025: regulatory basis moved from the 2015 Standards to the 2025 Compliance Standards and the AQF; the 30-day issuance timeframe, USI and payment conditions and the no-USI-on-certificate rule reaffirmed; certificate re-issuance made free of charge; NRT logo reference updated.
3.1	07/2025	HM	Compliance review update: added an availability statement; added handling of superseded / transitioning training products (Compliance Standards s.14); added record-retention periods (30 years / 2 years) and learner access as a regulatory entitlement (s.10); added an appeals pathway for certification decisions; added a certification-information privacy cross-reference.
3.2	07/2025	HM	Compliance review update: enumerated the mandatory elements required on testamurs and Statements of Attainment (Compliance Standards s.11); clarified that Statements of Attainment list each completed unit by full national code and title; harmonised the 30-day issuance trigger between the body and the mapping table; added a procedure for learners without a verified USI (notification, resolution via usi.gov.au, hold pending verification) and updated the USI exemptions URL; simplified the redundant exemption-notification wording; added a Nationally Recognised Training (NRT) logo conditions-of-use paragraph (Schedule 2); expanded the records-access process (Student Records Request Form, 24-hour timeframe, format) and distinguished the internal record of results from the USI VET transcript; specified AVETMISS reporting to the NCVER; expanded the disputes section (scope of appealable decisions, accessible and free) in a consistent voice; and confirmed teach-out learners are entitled to a Statement of Attainment for completed units.
3.3	07/2025	HM	Further compliance review update: added a "Partial completion and withdrawal" section confirming a Statement of Attainment is issued for completed units where a learner withdraws or does not complete a full qualification (Compliance Standards s.9 and s.11; s.13 governs NRT logo use, addressed separately); clarified the assessment-record retention trigger for non-completing learners; added the required elements for a record of results and reframed the learner's name and issue date as AQF-required (not discretionary); cited s.13 alongside Schedule 2 for the NRT logo and corrected the mapping row to point to the NRT-logo section; refined the mapping description of the 30-day trigger; added a brief summary of the appeal procedure and an explicit Privacy Policy / APP access-and-correction cross-

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			reference; added the National Vocational Education and Training Regulator Act 2011 as the basis for ASQA reporting and a note on AVETMISS reporting for USI-exempt learners; and clarified the 24-hour record-access window for out-of-hours requests.
3.4	07/2025	HM	Further compliance review update: stated certification is issued only on a valid assessment outcome by an appropriately credentialed assessor (Quality Area 1) and only for training products on our current scope of registration (training.gov.au); added a name-discrepancy check between the enrolment record and the USI account; confirmed the 30-day timeframe applies to Statements of Attainment issued on withdrawal; added learner identifier and authentication detail to the record-of-results elements; clarified that the AQF recognition statement/logo and the NRT logo are separate mandatory elements; standardised “RTO code (training.gov.au provider number)” terminology; added a note on keeping NRT-logo templates current; added third-party credential-verification handling and an ongoing enrolment/participation record-accuracy statement; added “whichever is later” to the body 30-day trigger; and added an Outcome Standard 1.4 mapping row.
3.5	07/2025	HM	Compliance review update: cross-referenced the Credential Policy alongside Quality Area 3 as the basis for the assessor credentials required before certification is issued; and standardised references to the Compliance Standards (sections 9 and 13) in the partial-completion and NRT-logo sections.
3.6	07/2025	HM	Compliance review update: aligned the certification-disclosure wording with the Privacy Policy — for employer-funded or employer-commissioned training, results and Statements of Attainment are disclosed to that employer as a primary purpose consented to at enrolment, while any other third-party disclosure is made only with the learner’s written consent or where required by law.

Operational owner	Compliance Manager (day-to-day administration of this policy)
Authorised by	Harrison McMahon, Chief Executive Officer
Next review	July 2027, or earlier if regulatory requirements change
Approved and released. Version 3.6 is the approved, current version of this Issuing Certificates and Outcomes Policy, released July 2025 and authorised by Harrison McMahon, Chief Executive Officer. No further changes are to be made except by issuing a new version.	

Purpose and scope

This policy sets out how we issue Australian Qualifications Framework (AQF) certification, consistent with the certification, records and integrity requirements of the Standards for RTOs 2025 and the AQF. We issue AQF certification only to learners assessed as meeting the requirements of the relevant training product, comply with AQF formatting and integrity requirements, issue within 30 calendar days, retain

accessible records, and comply with the Student Identifiers Act 2014. This policy is published on our website and is available to learners on request.

Types of certification

- **Qualification** — comprises a testamur (the official certification document confirming the qualification has been awarded) and a record of results listing all achieved units of competency.
- **Statement of Attainment** — issued when a learner completes one or more units of competency that do not constitute a full qualification; it lists each completed unit of competency by its full national code and title, as required by Compliance Standards s.11.
- **Record of Results** — a standalone document showing achieved units; it may be issued at any time during enrolment to advise a learner of current progress.

Issuance conditions and timeframes

Qualifications and Statements of Attainment are issued within 30 calendar days of the learner being assessed as meeting the requirements of the training product, provided that all of the following issuance conditions are met: the learner has achieved the required units of competency; all fees owed are paid in full; and the learner holds and has provided a valid Unique Student Identifier (USI), unless an exemption applies under the Student Identifiers Act 2014. Where a condition is still outstanding after assessment (for example unpaid fees or an unverified USI), we issue the certification within 30 calendar days of that final condition being met, whichever is the later trigger. Certification is issued only on the basis of a valid assessment outcome confirming the learner has met all requirements of the training product, made by an assessor holding the credentials required under Quality Area 3, the Credential Policy and our assessment practices. We issue AQF certification only for training products that are on our current scope of registration, which is published on the national register at training.gov.au. Staff update the learner's enrolment in aXcelerate and prepare the document for the CEO's authorisation.

Partial completion and withdrawal

Where a learner withdraws, or otherwise does not complete a full qualification, we issue a Statement of Attainment for any units of competency they have successfully completed, consistent with sections 9 and 11 of the Compliance Standards. This applies to every enrolment outcome — not only to teach-out situations arising from a superseded training product (see "Superseded and transitioning training products"). The Statement of Attainment is issued proactively, or on request, and lists each completed unit by its full national code and title. The same 30-day issuance timeframe applies: where issued proactively, it is issued within 30 calendar days of the withdrawal or the last date of participation being confirmed, consistent with section 9 of the Compliance Standards.

Security and integrity features

Certification includes a unique certificate number, the learner's aXcelerate number (not the USI), the CEO's signature, and a QR code for validation when scanned — features that provide a physical attribute uniquely identifying authentic documents.

Required elements on certification

Our AQF certification includes all elements required by Compliance Standards s.11 and the AQF. On a qualification testamur these are: our legal name (NNZMC Pty Ltd), trading name (Industry Skills Solutions) and registration (RTO) code; the code and title of the AQF qualification; the learner's full legal name; the date of issue; the signature of a person we have authorised to sign; our corporate identifier or unique watermark; a statement that the qualification is recognised within the AQF (or the AQF logo); and the Nationally Recognised Training (NRT) logo. On a Statement of Attainment they are: our name, RTO code and logo; the learner's full legal name; the date of issue; the full national code and title of each unit of competency completed; the authorised signature and corporate identifier; the prescribed statement that

a Statement of Attainment has been issued; and the NRT logo. The record of results issued with a qualification shows our name and RTO code, the learner's full legal name and learner number, the full national code and title of each unit of competency achieved, and the date of issue; it is issued together with, and carries the same authentication as, the testamur it accompanies. The learner's full legal name and the date of issue are required elements on all three document types, not optional. The AQF recognition statement (or AQF logo) and the NRT logo are two separate, mandatory elements — the NRT logo does not substitute for the AQF recognition statement or logo, and neither substitutes for the other. Throughout this policy, "RTO code" means our national provider number as listed on training.gov.au. The learner's USI is never shown on certification.

Unique Student Identifier (USI)

We must not include the learner's USI on the qualification or Statement of Attainment. A learner without a verified USI cannot receive certification for nationally recognised training unless exempt. Where an exemption applies, we inform the learner before training commences (or, if the exemption is identified later, as soon as practicable) that they will not be able to access an authenticated USI VET transcript. Exemption information is available at usi.gov.au/students/create-your-usi/exemptions-usi.

Where a learner has not provided a verified USI and no exemption applies, we cannot lawfully issue certification. In that case we notify the learner in writing of the impediment and how to resolve it — by creating or verifying their USI at usi.gov.au — and we hold the completed certification on the learner file pending verification. Once the USI is verified, we issue the certification within 30 calendar days. We follow up with the learner to help resolve the matter promptly so that issuance is not unduly delayed. Where a learner holds a valid USI exemption, their enrolment and outcome data is still reported to the NCVER through AVETMISS in the normal way, with the exemption recorded in our student management system.

Before issuing certification, we check that the learner's name on their enrolment record matches the name on their USI account. Where there is a discrepancy, we ask the learner to update their USI account, or to provide evidence of a legal name change, so that their certification and their authenticated USI VET transcript are consistent.

Superseded and transitioning training products

Where a training product is superseded or removed from the National Register, we manage the transition consistent with Compliance Standards s.14, so that no learner is disadvantaged: we advise affected learners, and either complete their training within the required timeframe (teach-out) or transition them to the replacement product. A learner who has completed one or more units of competency is entitled to — and is issued, proactively or on request — a Statement of Attainment for those completed units.

Records, reporting and re-issuance

We maintain accurate and up-to-date records of each learner's enrolment, participation and progress in our student management system (aXcelerate). We maintain a register of all AQF certification issued for 30 years, and retain records of assessments submitted by a learner for 2 years after they complete the training product. For a learner who does not complete the training product, we retain these assessment records for 2 years after their last date of participation or withdrawal, whichever is later. Learners have a right — under Compliance Standards s.10 — to access their own records and obtain a record of their results at any time and at no charge. To request access, a learner submits a Student Records Request Form (available on our website or from our office) or emails our office; we provide the record as soon as possible and, in any case, within 24 hours — or, where a request is received outside business hours or on a weekend or public holiday, by the next business day — as a printed or digital document. This internal record of results is separate from the authenticated USI VET transcript, which the learner obtains directly from the USI Registrar through their USI account at usi.gov.au. Learners may also access and request correction of their personal information in accordance with the Australian Privacy Principles; see our Privacy Policy for full details. We report to ASQA — the national VET regulator under the National

Vocational Education and Training Regulator Act 2011 (Cth) — on request, and we submit AVETMISS-compliant enrolment and outcome data for all nationally recognised training to the NCVER in accordance with the required reporting schedule (annually, or as directed by the relevant data-collection authority). Personal information used to prepare and issue certification — such as full legal name, USI and contact details — is collected only for issuing and maintaining certification records, and is handled in accordance with the Privacy Act 1988 (Cth) and our Privacy Policy. Where training is funded or commissioned by an employer or industry client, the learner's results and Statements of Attainment are disclosed to that employer as a primary purpose of the training, notified to the learner and consented to at enrolment; any other disclosure to a third party is made only with the learner's consent or where required by law. Where a third party other than a funding or commissioning employer — such as a non-funding employer or another RTO — asks us to verify a learner's credential, we disclose certification records only with the learner's written consent or where required by law; routine authenticity checks can be made using the QR code on the document.

Re-issuance

Certification is re-issued only to the original holder, on a written request with identity verification (for example licence, birth certificate, passport or formal ID). Only the CEO may authorise re-issuance. The document is a replica of the original — including the learner name, learner number and distinguishing features — with the issue date marked "re-issued", generated via aXcelerate and cross-checked against the retained original. It complies with the AQF, includes our RTO code (our training.gov.au provider number) and the NRT logo per the current Conditions of Use, and a labelled copy plus the written request are retained on the learner file. We do not charge a fee to re-issue certification.

Use of the Nationally Recognised Training (NRT) logo

The Nationally Recognised Training (NRT) logo appears on all AQF certification we issue for nationally recognised training. As required by section 13 of the Compliance Standards, we use the logo only in accordance with its current Conditions of Use — the Nationally Recognised Training Logo Conditions of Use Policy at Schedule 2 of the Compliance Standards Instrument 2025 — including the requirements for its size, proportion, placement and colour. We do not use the NRT logo on non-accredited products, or on marketing or other materials in any way that implies national recognition where none applies. The Compliance Manager reviews our certification templates to confirm the current approved version of the NRT logo is in use, and updates them whenever the Conditions of Use change.

Disputes about certification

Learners may appeal a certification-related decision — including an assessment result, a decision to withhold certification, or a refusal to re-issue certification — under our Complaints and Appeals Handling Policy. The appeals process is accessible to every learner at no cost. In summary, we acknowledge an appeal in writing within 2 business days and provide a written outcome, with reasons, within 14 days; the appeal is decided by a person who was not the original decision-maker, and an independent external reviewer is available where a learner remains dissatisfied after our internal process. The learner's enrolment is maintained while the matter is considered, and the outcome is advised in writing. Full details of timeframes, procedural fairness and independent review are set out in the Complaints and Appeals Handling Policy. The outcomes of certification-related appeals are recorded and reviewed as part of our continuous improvement (Outcome Standard 4.4).

Mapping to the Standards for RTOs 2025

The Standards for RTOs 2025 comprise two instruments on the Federal Register: the Outcome Standards Instrument 2025 (F2025L00354), which contains the Outcome Standards (Standards 1.1–4.4, grouped into four Quality Areas); and the Compliance Standards Instrument 2025 (F2025L00355), which contains the Compliance Standards (numbered sections s.7–s.20). This policy is cross-referenced to both

— only the standards and requirements it addresses are listed, with the section of this document that addresses each.

Standard or requirement	What it requires	Addressed in this policy
Compliance Standards 2025, s.9 — Issuance of AQF certification	Certification is issued to competent students within 30 calendar days of assessment, or of the final issuance condition (fees paid, USI verified) being met, whichever is later.	Issuance conditions and timeframes
Compliance Standards 2025, s.10 — Records	Accurate enrolment, participation and certification/assessment records are retained (30 years / 2 years, including for non-completing learners) and accessible to learners within 24 hours (or the next business day for out-of-hours requests).	Records, reporting and re-issuance
Compliance Standards 2025, s.11 — Issue of qualifications and Statements of Attainment	Testamurs, Statements of Attainment and records of results include all required elements; a Statement of Attainment is issued for completed units where a full qualification is not achieved.	Required elements on certification; Partial completion and withdrawal
Compliance Standards 2025, s.12 — Student identifier	A verified USI is obtained before issuance and is not shown on certification.	Unique Student Identifier (USI)
Compliance Standards 2025, s.13 and Sch. 2 — NRT logo	The Nationally Recognised Training logo is used only in accordance with the Conditions of Use (Schedule 2).	Use of the Nationally Recognised Training (NRT) logo; Required elements on certification
Compliance Standards 2025, s.14 — Transition of training products	Superseded training products are transitioned or taught out and learners advised.	Superseded and transitioning training products
Outcome Standard 1.4 — Assessment conduct	Certification is issued only on a valid assessment outcome, made by an appropriately credentialed assessor.	Issuance conditions and timeframes
Outcome Standard 2.8 — Effective appeals	Certification and assessment decisions can be appealed through an effective, accessible process, and outcomes inform improvement.	Disputes about certification

Related documents and legislation

This policy should be read together with: the Student Handbook, the Fees and Refunds Policy, the Schedule of Fees and Charges, the Complaints and Appeals Handling Policy and the Privacy Policy; the Standards for RTOs 2025, the AQF and the Student Identifiers Act 2014.

Authorisation

This policy is authorised by the Chief Executive Officer of NNZMC Pty Ltd T/a Industry Skills Solutions.

Name	Harrison McMahon
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Position	Chief Executive Officer
Signature	
Date	01/07/2025