

<b>Document title:</b>		Qualification Issuance Policy
<b>Approving authority:</b>		Board of Directors
<b>Related policies:</b>		Assessment System Policy Records Management Policy Regulatory Requirements Policy
<b>Next review:</b>		01/06/2026
<b>Version</b>	<b>Release date</b>	<b>Comment</b>
V1.0	01/06/2023	Initial release

## 1. Introduction

This policy outlines the processes and requirements for the issuance of qualifications and certification documentation at ITAC. The policy aligns with the Standards for Registered Training Organizations (RTOs) 2015 and the Australian Qualifications Framework (AQF) Second Edition.

## 2. Compliance with Standards and Frameworks

ITAC complies with Standard 3 of the Standards for RTOs 2015, which states:

"AQF certification documentation is 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 RTO have been paid."

## 3. Conditions for Issuing Qualifications and Statements of Attainment

Testamurs and Statements of Attainment (SOAs) are issued only when the following conditions have been met:

1. All fees have been paid.
2. All assessments have been completed satisfactorily.
3. An assessor deems the student to be competent in all required units.
4. The student has provided their Unique Student Identifier (USI).

## 4. Outstanding Balances and Qualification Issuance

Students who complete their course before all payments have been made may either pay the outstanding balance to receive their qualification immediately or wait for the final payment to clear.

ITAC cannot issue any document or verbal testimony attesting to a student's achievement, in compliance with the AQF Second Edition issuance requirements.

#### **5. Address Changes and Duplicate Certificates**

If a student relocates without informing ITAC and a certificate is posted to the old address, a fee for a duplicate certificate and postage will be charged. ITAC contact all students by email before posting a certificate and provide ample time for contact details to be amended.

#### **6. Security Features of Issued Documents**

To maintain the integrity and authenticity of the qualifications and certification documentation issued by ITAC, all documents are produced with embedded security features. These features include, but are not limited to, the use of non-standard parchment paper, watermarks, and other undisclosed elements. Specific details of these security measures are not provided in this policy for security reasons. These precautions help ensure that the documents issued by ITAC are protected against fraudulent reproduction or unauthorized use.

#### **7. Training and Review**

This policy will be communicated to all relevant staff and students. ITAC will review the policy regularly to ensure it remains current and consistent with best practices and Australian requirements for businesses.

#### **8. Conclusion**

The Qualification Issuance Policy ensures that ITAC adheres to the necessary standards and frameworks while providing students with clear guidance on the requirements for receiving their qualifications and certification documentation. By understanding and complying with this policy, students can successfully complete their courses and receive the appropriate recognition for their achievements.

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