

Issuance of AQF Certification Policy

1. Purpose

The purpose of this policy is to ensure that Contempo College issues **Australian Qualifications Framework (AQF) certification documentation**:

- Accurately and securely
- Only to learners who have been properly assessed as competent
- In compliance with the **Standards for Registered Training Organisations (RTOs) 2025**
- In accordance with AQF requirements and the **National Code 2018** for overseas students

This policy safeguards the integrity of qualifications issued by Contempo College.

2. Legislative and Regulatory Framework

This policy is informed by and complies with:

- Standards for Registered Training Organisations (RTOs) 2025
- Australian Qualifications Framework (AQF)
- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

3. Scope

This policy applies to:

- All nationally recognised training products on the RTO's scope of registration
- All students (domestic and overseas)
- All staff involved in assessment, administration, and certification issuance

4. AQF Certification Documentation

Contempo College issues the following AQF documentation where appropriate:

- **Qualifications**
- **Statements of Attainment**
- **Records of Results**

Certification documentation identifies:

- The RTO's registered name and RTO code
- The full qualification or unit title and code
- Issue date
- Signatory authorised by the RTO
- AQF logo (where permitted)

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5. Eligibility for Issuance

AQF certification is issued only when:

- The student has been assessed as **competent in all required units**
- Assessment outcomes are complete, validated, and recorded
- No outstanding fees remain, where permitted by legislation
- All regulatory requirements have been met

Certification is **not withheld unfairly**.

6. Timeframes for Issuance

Contempo College issues AQF certification documentation:

- Within **30 calendar days** of course completion or final assessment decision
- Within **30 calendar days** of a valid student request (for Statements of Attainment)

These timeframes apply to both domestic and overseas students.

7. Overseas Student Considerations (CRICOS)

For overseas students:

- Course completion is reported through **PRISMS** as required
- Certification issuance aligns with reported completion dates
- Certification documents do not conflict with visa-related reporting

8. Security and Integrity of Certification

Contempo College ensures the security and integrity of AQF certification by:

- Using controlled templates
- Restricting authorised signatories
- Maintaining secure storage of blank and issued certificates
- Ensuring records are resistant to fraud or unauthorised alteration

9. Replacement Certification

Replacement copies may be issued where:

- Original documents are lost or damaged
- The student provides sufficient identification

Replacement documents:

- Are clearly marked as replacements
- Match original records exactly

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10. Errors and Reissuance

Where errors are identified on certification documentation:

- Corrections are made promptly
- Incorrect documents are cancelled and retained
- Corrected certification is reissued at no cost to the student

11. Records and Evidence

Contempo College maintains complete and accurate records of:

- Assessment outcomes
- Certification issuance
- Certification templates used
- Replacement or reissued documentation

Records are retained in accordance with the **Document & Records Management Policy**.

12. Roles and Responsibilities

- **Principal Executive Officer (PEO)**
 - Holds overall accountability for certification integrity
- **Campus Manager**
 - Oversees certification issuance processes
 - Authorises issuance and reissuance where required
- **Administration Staff**
 - Prepare and issue certification documentation accurately

13. Monitoring, Review and Continuous Improvement

Certification processes are monitored through:

- Internal audits
- Validation outcomes
- Complaint and appeal analysis
- Regulatory updates

Improvements are recorded in the **Continuous Improvement Register**.

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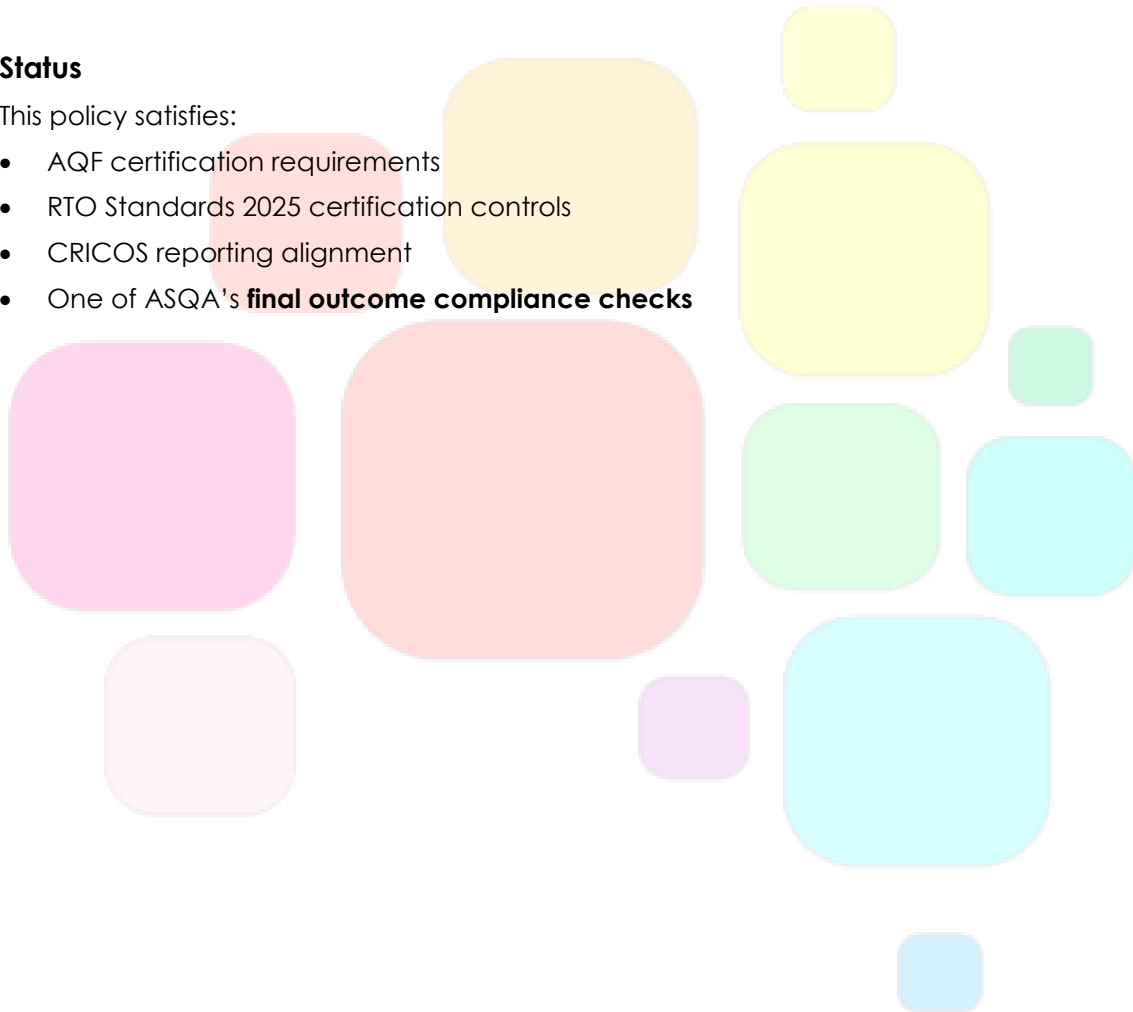
14. Related Policies

- Training & Assessment Framework Policy
- Assessment Validation Policy
- Student Admission & Enrolment Policy
- Complaints & Appeals Policy
- Governance, Risk & Compliance Policy
- Document & Records Management Policy

15. Status

This policy satisfies:

- AQF certification requirements
- RTO Standards 2025 certification controls
- CRICOS reporting alignment
- One of ASQA's **final outcome compliance checks**



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