

ISSUANCE OF CERTIFICATION DOCUMENTS & RECORDS OF RESULTS

RTO Code:45486

Created: 03/06/2017

Last Modified: 13/01/2026

*Approved by: Laura Mabikafola
General Manager*

Contents

Documents	3
References.....	3
Purpose	3
Scope.....	3
Definitions	4
Policy.....	4
Procedure	4
Confirmation of Competency	4
When Not to Issue AQF Testamurs.....	4
What Documentation Applies.....	5
Completed Qualification.....	5
Incomplete/Partial Completion of Qualification &/or Skill Sets &/or Individual Units of Competency	5
Entitlement to Retain Testamurs and Records of Results	5
Delivery in Language Other Than English	6
Identifying AQF Qualifications on Documentation.....	6
Required Information to be Included in Certification Documentation	6
Issuing Certification Documentation	9
Re-issue and Duplicate Certificates	10
Responsibilities.....	10
General Manager	10
Assessors	11
Administration	11
Applicable Standards	12

Documents

Credential Policy Standards for Registered Training Organisations

References

[National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025 - Federal Register of Legislation](#)

[National Vocational Education and Training Regulator \(Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements\) Instrument 2025 - Federal Register of Legislation](#)

[Credential Policy.pdf](#)

Purpose

The purpose of this policy is to ensure that:

- Graduates receive the certification documentation to which they are entitled;
- AQF qualifications are correctly identified in certification documentation;
- AQF qualifications are protected against fraudulent issue;
- A clear distinction is made between AQF and non-AQF qualifications;
- Certification documentation is consistent;
- Graduates and others are confident that the qualifications awarded by Skills Lab are part of the Australian Qualifications Framework and nationally recognised.

Scope

This policy covers all AQF accredited and nationally recognised training for which Skills Lab is registered to deliver.

Definitions

Testamur	Certificate
Record of Results	Transcript of results by units
Graduation Statement	Statement which includes detail related to academic achievement, AQF, description of Australian Education & Training system and may include details about delivery and assessment methodologies, industry or professional accreditation and any negotiated equivalences with international qualifications.
Statement of Attainment	Statement that acknowledges that completion of accredited units that do not achieve a complete qualification have been successfully completed
Certification Documents	Any or all Testamurs, Records of Results, Graduation Certificate

Policy

Skills Lab will only issue AQF certification documentation for accredited training that is within the scope of its registration.

Skills Lab utilises the Australian Qualifications Issuance Policy as a basis for its operational policy.

Procedure

Confirmation of Competency

Skills Lab will confirm that the student has met the required competencies, standards and modules specified within the particular qualification or course.

Where appropriate Skills Lab will confirm with employers and Host employers competency of students prior to issuing an AQF qualification.

Skills Lab will confirm that the student has met the required competencies, standards and modules specified within the particular qualification or course.

When Not to Issue AQF Testamurs

AQF certification documents are not to be issued for any training delivered that is not:

- accredited by AQF or
- on Skills Lab's scope of registration.

What Documentation Applies

Completed Qualification

All graduates who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation of the qualification:

- Testamur (certificate)
- A record of results (transcript)
- Graduation Statement

Incomplete/Partial Completion of Qualification &/or Skill Sets &/or Individual Units of Competency

Students who partially complete the requirements of an AQF qualification including:

- an incomplete qualification;
- Skill Sets;
- Individual units of competency,
- are entitled to receive:
- a Statement of Attainment
- a record of results
- for the units of competency they have successfully achieved .

Entitlement to Retain Testamurs and Records of Results

Graduates are entitled to retain testamurs and records of results once they have been issued unless:

- the AQF qualification builds on a lower level qualification in the same discipline at the same issuing organisation and it has a policy regarding the surrender of certification documentation.

Skills Lab does not require the surrender of certification documentation.

(Example: A student completed a Cert I in XYZ in 2011 and then completes a Cert II in XYZ in 2012. The issuing body is the same and they may require the student to surrender the Cert I in XYZ documentation as the Cert II in Construction documentation supersedes the Cert 1 in XYZ.)

- the AQF qualification is revoked under the terms of the issuing organisation's policy.

Refer below for Skills Lab's policy in regards to the revocation of qualifications.

(example: Skills Lab will revoke a qualification where it proves that a student has plagiarised work, cheated, someone else has completed their work, employer competency confirmation has falsely been provided.)

Before revoking certification documentation, Skills Lab will conduct an evidence-based investigation, give the learner an opportunity to respond, and document the decision process to ensure procedural fairness.

Delivery in Language Other Than English

Other than if the program is to develop proficiency in a language other than English, if any part of the qualification has been delivered and/or assessed in a language other than English, a statement that this has occurred will be included on the testamur, the record of results or the Graduation Statement.

Identifying AQF Qualifications on Documentation

The testamur or graduation statement for all AQF qualifications issued will identify the qualification as an AQF qualification either by:

- the words 'The qualification is recognised within the Australian Qualifications Framework' ;
- or
- the use of any AQF logo authorised by the AQF Council.

****The AQF logo or these words must not be used on certification documentation for non-AQF qualifications.**

Required Information to be Included in Certification Documentation

Please refer AQF 2nd Edition Handbook for examples of certification documentation or go to the ASQA website.

Sufficient information must be provided on a testamur, record of results and graduation statement to ensure that the documentation is able to be authenticated and to reduce fraudulent use.

Testamur

The testamur will contain sufficient information to identify correctly the:

- name, code and logo of the issuing organisation;
- name of graduate who is entitled to receive the AQF qualification;

- awarded AQF qualification by its code and full title;

The format required is as follows:

- for Certificates I – IV and Vocational Graduation Certificate should show the qualification code and level first followed by the word ‘in’ followed by the title e.g. BSB40807 Certificate IV in Frontline Management
- for Diploma, Advanced Diploma and vocational Graduate Diploma should show the qualification code and level first followed by the word ‘of’ followed by the code and title e.g. BSB51407 Diploma of Project Management.
- in the case of a general category and a more specific category the qualification code and level first followed by the word ‘in’ or ‘of’ depending on the level, followed by the general category and then the specific category e.g. ICA50205 Diploma of Information Technology (Project Management);
 - date of issue/award/conferral;
 - testamur number;
 - person(s) in the organisation authorised to issue the documentation,
 - AQF Logo or the words *“The qualification is recognised within the Australian Qualifications Framework”*;
 - The National Recognised Training (NRT) logo;
 - The State/Territory Training Authority (only to be used when specifically directed by the State/Territory Training Authority; and
 - authenticity of the document, in a form to reduce fraud such as the issuing organisation’s seal, corporate identifier or unique watermark.

Additionally the following elements are to be included as applicable:

- industry descriptor, e.g. Engineering;
- occupational or functional stream, in brackets, e.g. (Fabrication);
- where relevant, the words, ‘achieved through Australian Apprenticeship arrangements’ and
- where relevant, the words, ‘has been delivered and assessed in <insert language>’

- where the qualification is from a Training Package, include the words, *‘A summary of the employability skills developed through this qualification can be downloaded from <http://employabilityskills.training.com.au>’*.

The Statement of Attainment must include:

- name, code and logo of the issuing organisation;
- name of student who is entitled to receive the AQF Statement of Attainment;
- a list of competencies (or modules where no competencies exist) showing their full title and national code for each unit of competency;
- the date issued;
- Statement of Attainment number;
- person(s) in the organisation authorised to issue the documentation;
- The National Recognised Training (NRT) logo;
- The State/.Territory Training Authority (only to be used when specifically directed by the State/Territory Training Authority; and
- the statement *“A statement of attainment is issued when an individual has completed one or more accredited units”*.
- authenticity of the document, in a form to reduce fraud such as the issuing organisation’s seal, corporate identifier or unique watermark;
- the words *“These competencies form part of [code and title of qualification(s)/course(s)”*. This is only to be used when a student has enrolled in a full qualification, but has not completed it.

The Statement of Attainment must be in a form that ensures that it cannot be mistaken for a testamur for a full AQF qualification.

SoA for Completion of Short Course Accrediting by a Course Accrediting Body

Statements of Attainment issued for the completion of a short course accredited by a course accrediting body, and that does not meet the requirements of a full AQF qualification should include the words: *“These competencies/modules were attained in completion of [insert code] Course in... [insert full title—note this is only for accredited courses titled ‘Course in..’]”*

SoA for Completion of Skill Set Identified within a Training Package

Statements of Attainment issued for a skill set identified in a particular Training Package should contain the name of the skill set and the statement provided within the Training Package to indicate whether the skill set meets a licensing or regulatory requirement or an identified industry need.

SoA for Skill Set Identified by RTO as Meeting Enterprise Needs

Statements of Attainment issued for a skill set identified by an RTO as meeting the needs of enterprise may include brief information reflecting its identified purpose.

Access to Certification

Current and past learners may request access to their records of certification at any time, in line with Skills Lab's privacy policy and recordkeeping requirements. Skills Lab students will also be able to access their statements of attainment, record of results and certificates through aXcelerate (Skills Lab's Student Management System).

Skills Lab will ensure that only qualified trainers and assessors holding valid credentials under the Credential Policy 2025 make the final assessment decisions recorded on certification documents.

Graduation Statement

The graduation statement may also be required to be issued as it is adopted over time across the education and training sectors.

The graduation statement will contain sufficient information about:

- the issuing organisation;
- the graduate;
- the graduate's academic achievement and relevant other activities;
- a description of the AQF and any AQF logo authorised by the AQF Council;
- a description of the Australian education and training system.

It may also include details about;

- delivery and assessment methodologies,
- any industry or professional accreditation; and
- any negotiated equivalences with international qualifications.

Issuing Certification Documentation

Certification documentation will be issued within 30 calendar days of the student being assessed as meeting all training product requirements, following any required validation processes, and providing all agreed-upon fees the learner owes to the Skills Lab have been paid.

Skills Lab will retain AQF certification documentation records for a minimum of 30 years in a secure, accessible format in aXcelerate (the Student Management System) in line with the Compliance Requirements 2025, Section 10.

All AQF certification documentation is issued directly by Skills Lab, regardless of whether training and assessment were delivered under a third-party arrangement.

Re-issue and Duplicate Certificates

If the re-issue of a certificate is required, whether the original has been lost or for other reasons the applicant must provide the following:

- Unique Student Identification Number;
- Full name;
- Date of birth;
- Address at the time of program completion;
- Program title and delivery date;
- Photographic evidence of identity.
- A payment of \$20.00 will be required to re-issue and duplicate certificates and \$10.00 for copies.

All copy and/or re-issued certification documentation will clearly identify that the document is a “duplicate of the original”.

Embedded Qualifications

Skills Lab does not issue full qualifications through credit transfer alone. Learners who wish to obtain an embedded qualification must formally enrol in that qualification and complete alternative elective units required for competency. This ensures compliance with AQF and Standards for RTOs and maintains the integrity of our certification processes.

Responsibilities

General Manager

The General Manager is the signatory for all Certification documents.

It is the responsibility of the General Manager to ensure that:

- Skills Lab adheres to any government regulatory and quality assurance arrangements for each qualification type and for which compliance is monitored by the relevant accrediting authority
- authentication and verification of a graduate's certification documentation is appropriate
- Skills Lab has in place mechanisms to reduce fraudulent reproduction and use of the AQF qualifications it issues
- Skills Lab has a policy in place that permits the replacement of certification documents and that appropriate authentication and verification is in place for any replacement certification documentation
- Skills Lab maintains a register of all AQF qualifications it is authorised to issue; and
- Skills Lab maintains a register of all AQF qualifications it issues to graduates;
- Registers of AQF qualifications enhance the ability of stakeholders to authenticate and verify the legitimacy of AQF qualifications Skills Lab is authorised to issue and issues.

The General Manager is responsible for ensuring that:

- all certification documentation is compliant;
- registers of qualifications and statements of attainment are maintained compliantly and update;
- verification and authentication of AQF qualifications for re issue is complied with.

Assessors

It is the Assessors responsibility to ensure:

- the monthly review of all academic records for students currently undertaking study in a qualification
- advising administration staff of the students who have successfully completed a course within 48 hours of completion of that course.

Administration

It is the responsibility of administration staff to ensure:

- the accuracy of the parchments;
- parchments are signed by the General Manager;

- that if parchments are not to be issued at a graduation ceremony that they are appropriately packaged for surface mail and that Registered Mail is used.

Applicable Standards

This policy aligns with the Outcome Standards for Registered Training Organisations 2025 and the Compliance Requirements for NVR Registered Training Organisations 2025, particularly Sections 9–11 governing certification issuance and records.