



Melbourne College of Hair & Beauty
teaching excellence since 1962

AQF Certification Documentation Issuance Policy and Procedure

1.0 Purpose

- 1.1 This policy and procedure ensures that AQF certification documentation issued by Melbourne College of Hair and Beauty (MCOHB) will only be issued to a learner who has met all requirements of the training products as specified in the relevant training package or VET accredited course.
- 1.2 MCOHB will ensure all AQF certification documentation issued by MCOHB are within its Scope of Registration and meet the requirements as stipulated in the relevant nationally endorsed Training Package, qualifications, competency standards or modules specified in accredited courses.
- 1.3 MCOHB will adhere to all legislative requirements. This policy specifies the requirements of creating and verifying a Student Identifier in accordance with the:
 - *Privacy Act 1988,*
 - *The Student Identifiers Act 2014,*
 - *AQF Qualifications Issuance Policy,*
 - *Standards for Registered Training Organisations (RTOs) 2025,*
 - *Australian Qualifications Framework,*
 - *AQF certification documentation-explanation,*
 - *ASQA Fact sheet: Sample forms of AQF certification documentation 2020,*
 - *AQF Nationally Recognised Training (NRT) Logo Specifications,*
 - *Users' guide to the Standards for Registered Training Organisations (RTOs) 2025.*
- 1.4 MCOHB will issue a Statement of Attainment free of charge to all students who withdraw, cancel or transfer, prior to completing their enrolled qualifications, provided that at least one Unit of Competency has been successfully completed and paid for.

2.0 Use of the Nationally Recognised Training (NRT) Logo

- 1.5 The NRT logo must be depicted on all AQF qualifications, Statements of Attainment and certificates relating to courses meeting the requirements of the AQTF. These can only be issued by an RTO when the training delivered is covered by the RTO's scope of registration. The NRT logo must not be depicted on other testamurs or transcripts of results.

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RTO No: 21943 — CRICOS: 02886G

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3.0 Responsibility

1.6 The issuance of AQF documents is the responsibility of the Chief Executive Officer (CEO), the CEO can delegate the daily implementation and management of this policy to the Director of Studies with the assistance of Academic and Student Support department.

4.0 Definitions

Accepted Student	Accepted student of a registered provider (Student) means a student (whether within or outside Australia): (a) who is accepted for enrolment, or enrolled, in a course provided by the provider; and (b) who is, or will be, required to hold a student visa to undertake or continue the course.
Accountability in the application of knowledge and/or skills	Accountability in the application of knowledge and/or skills refers to the degree that a person is required to account for their own conduct in work or learning contexts appropriate for the level of the qualification
Accredited unit	An accredited unit is a single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole AQF qualification. In Australia, an accredited unit may be called a 'module', 'subject', 'unit of competency' or 'unit'
Accredited short course	An accredited short course is a program of learning that comprises one or more components (e.g. units of competency, modules or subjects) that has been accredited by an accrediting authority
Australian Qualifications Framework (AQF)	Means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for VET and higher education.

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AQF qualification	Is the result of an accredited complete program of learning that leads to formal certification that a graduate has achieved learning outcomes as described in the AQF.
AQF certification documentation	Is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.
Authorised issuing organisation	An authorised issuing organisation either is authorised through Commonwealth, state or territory legislation to issue AQF qualifications or has been given responsibility to issue its own AQF qualifications.
Award of a qualification	Award of a qualification occurs when a student has met the requirements of the qualification and the qualification is certified through the provision of a Testamur. The term 'conferral' may also be used to describe this process.
Authorised representative	Means an authorised representative of the RTO or an authorised Education Agent, who is permitted to undertake the enrolment assessment with a prospective international student.
Certification	Is the verification and authentication of a student's entitlement to a qualification.
Certification documentation	Certification documentation is the set of official documents that confirms that a qualification has been completed and awarded to an individual
Components of a qualification	Components of a qualification include modules, subjects, units of competency or units, the completion of which leads to an AQF qualification
Course	Full time registered University or vocational education and training courses or ELICOS courses offered by or through RTO and registered on Registered Providers CRICOS scope of registration.

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Enrolment	Enrolment means where the student has been issued with a CoE and Letter of Offer to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.
Full time study	The amount of study for a particular Course which is approved by the accrediting body for the Course, or in cases where the accrediting body gives no such approval, means minimum of 20 contact hours per week.
Graduate	A graduate is a person who has been awarded a qualification by an authorised issuing organisation.
Graduation statement	is a supplementary statement to the Testamur and record of results that provides additional information to enhance understanding of the qualification by students, employers, industry, professional associations and internationally.
Learner	An individual who is receiving, responding to and processing information in order to acquire and develop competence. This incorporates the processes of preparing and presenting for assessment
Learning	Is the process by which a person assimilates information, ideas, actions and values and thus acquires knowledge, skills and/or the application of the knowledge and skills.
Mode of Study	Attendance including face-to-face in a classroom, supervised study on the registered provider's campus, distance learning, online learning and work-based learning.

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Nationally Recognised Training (NRT) Logo	The Nationally Recognised Training (NRT) logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment. The NRT logo is copyrighted by the Commonwealth Government and can only be used with approval.
Overseas Student	A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act but does not include students of a kind prescribed in the ESOS Regulations. Where the student is under 18 years of age and the student is required to exercise rights or enter obligations as a legal person, this term may refer to the student's parent or legal guardian.
Principal Course of Study	The principal course of study that refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.
Qualification title	Qualification title is the nomenclature used for an AQF qualification that denotes the type, level and field of study/discipline of the qualification.
Qualification type	Qualification type refers to the broad discipline-free nomenclature used in the AQF to describe each category of AQF qualification.
Qualification type descriptor	A qualification type descriptor is the set of statements that describes the learning outcomes of each of the AQF qualification types in terms of knowledge, skills and the application of knowledge and skills.
Qualification type specification	An AQF qualification type specification is a detailed statement of the requirements for development and accreditation of a qualification of a particular AQF type.

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Record of Results	A record of results is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised issuing organisation. In Australia this may be called a 'transcript of results', 'academic transcript', 'record of achievement' or 'statement of results'.
Registered Training Organisation (RTO)	Registered training organisations (RTOs) are providers and assessors of nationally recognised training that have been registered by the Australian Skills Quality Authority (ASQA).
Statement of Attainment	A statement of attainment recognises that one or more accredited units has been achieved.
Student	A student is a person enrolled in a formal programme of learning in an educational institution and/or a workplace setting. (Also see learner)
Student Management System (SMS)	An approved NCVET AVETMISS Data Entry Tool for the collection and storage of a VET students information, collected by an RTO during the students course of study of an AQF accredited qualification.
Testamur	Is an official certification document that confirms that a qualification has been awarded to an individual. In Australia this may be called an 'award', 'parchment', 'laureate' or 'certificate'. For a VET student, to be issued with a Testamur, they must have been deemed Competent for all of the Units of Competency in a qualification.
Training Package	A nationally endorsed, integrated set of competency standards, assessment requirements, Australian Qualifications Framework qualifications, and credit arrangements for a specific industry, industry sector or enterprise.
Unique Student Identifier (USI)	A USI - Unique Student Identifier is a student's individual education identifier for life. It also creates an online record of their training attainments in Australia. If a student is undertaking either nationally recognised training, or a higher education qualification, they need a USI in order to receive commonwealth financial assistance, as well as to obtain their qualification or statement of attainment testamurs.
VET qualification	Means a qualification that is delivered to international students, is approved on the CRICOS register and is listed on the RTO's scope of registration on training.gov.au.

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5.0 Requirements/Process

- 1.7 Responsibility for issuing and authenticating AQF qualifications: AQF Policy Clauses: 2.2.1, 2.2.2, 2.2.3, 2.2.4 and 2.2.5.
- 1.8 AQF qualifications will only be issued by organisations authorised by legislation to do so.
- 1.9 The protection of AQF qualifications requires that any issuing organisation delivering, assessing and issuing AQF qualifications adheres to any government regulatory and quality assurance arrangements for each qualification type and compliance is monitored by the relevant accrediting authority.
- 1.10 .. The issuing organisation is responsible for authentication and verification of a graduate's certification documentation. The issuing organisation is responsible for ensuring that it has in place mechanisms to reduce fraudulent reproduction and use of the AQF qualifications it issues.
- 1.11 .. The issuing organisation will have a policy that permits the replacement of certification documentation.
- 1.12 .. The issuing organisation is responsible for authentication and verification of any replacement certification documentation.
- 1.13 .. Registers of AQF qualifications enhance the ability of national and international stakeholders to authenticate and verify the legitimacy of AQF qualifications and the organisations authorised to issue them.
- 1.14 .. In accordance with the AQF Qualifications Register Policy, issuing organisations will:
- maintain a register of all AQF qualifications they are authorised to issue, and
 - maintain a register of all AQF qualifications they issue to graduates.

Standards for RTOs 2025:

- 1.15 .. RTOs are not obliged to issue any certification that would be entirely comprised of units or modules completed at another RTO or RTOs.
- 1.16 .. To be compliant with Standard 3 MCOHB meets the following:
- a. The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.
 - b. All AQF certification documentation issued by an RTO meets the requirements of:
 - AQF Qualifications Issuance Policy
 - Standards for Registered Training Organisations (RTOs) 2025
 - Australian Qualifications Framework
 - AQF certification documentation-explanation
 - ASQA Fact sheet: Sample forms of AQF certification documentation 2020
 - Schedule 5 of the Users' guide to the Standards for Registered Training Organisations (RTOs) 2025.
 - c. 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

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program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid.

- 1.17 .. Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 of the Users' guide to the Standards for Registered Training Organisations (RTOs) 2025 and are accessible to current and past learners.
- 1.18 .. MCOHB accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:
- a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
 - b) authenticated VET transcripts issued by the Registrar.
- 1.19 .. MCOHB meets the requirements of the Student Identifier scheme, including:
- a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;
 - b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;
 - c) ensuring that where an exemption described in clause b) above applies, MCOHB will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
 - d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.
- 1.20 .. As Units of Competency are assessed, the results are entered onto the Student Management System by the Student Support department.
- 1.21 .. Once a student has completed their qualification course, a Testamur/Certificate and a Statement of Attainment will be electronically generated and issued to the learner within 30 calendar days from the date the learner is assessed as meeting the requirements of the training product, provided that the training program the learner enrolled in is complete, and all agreed fees the learner owes to the RTO have been paid.
- 1.22 .. A Statement of Attainment will be generated and issued to the Learner within 30 calendar days from the date of the student exiting his/her course and provided all fees owed have been paid.
- 1.23 .. The completion date of the qualification is the day when the last assessment is marked competent. The date shown on the Testamur/Certificate and the statement of attainment is the date of completion/award, regardless of the end date on the Letter of Offer/CoE or end date of qualification as defined in the AQF's guide - *Certification documentation: an explanation*.
- 1.24 .. The date on the record of results is consistent with the qualification Testamur/Certificate as required by the *AQF Certification documentation*.
- 1.25 .. Unless exempt, a USI is required for all students who have completed their VET training courses after 1 January 2025 to receive the qualifications, or statements of attainment.

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6.0 Checking and Validation of qualification being achieved

Step 1

Student Support Department:

- 1.26 .. Student records on the Student Management System (SMS) will be reviewed by student support staff to determine whether the student has completed and been marked competent in the prescribed units for the qualification. This prevents certification being issued prior to all assessments being completed.
- 1.27 .. Verification of learner's USI will be conducted automatically on SMS. Student Support staff will check if this has been completed prior to any formal documents being issued. MCOHB will only issue a qualification Testamur/Certificate or Statement of Attainment to a learner after:
- a. the learner has provided MCOHB with a verified USI unless exempt, or
 - b. MCOHB has applied for a USI on behalf of the learner (at the time of enrolment).
- 1.28 .. If all results are completed successfully, the student's status will be changed from "Current" to "Completed" in the SMS.
- 1.29.. If the student has only completed some, but not all units, a Statement of Attainment will be issued instead of a Testamur or a Certificate.

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Step 2

Finance Department:

- 1.30 .. Finance officers will check to ensure all outstanding fees have been fully paid. Units which have been commenced but have not been paid for will be noted down.
- 1.31 .. Notification of fees owing and suggestions on how to rectify the situation will be communicated to the students via email or mail if necessary.
- 1.32 .. A Testamur or Certificate with Record of Results can be issued ONLY when:
- ALL units for the qualification have been completed and graded as Competent.
 - ALL fees have been paid.
- 1.33 .. A Statement of Attainment can be issued ONLY when:
- In VET, at least one Unit of Competency has been completed and assessed as Competent
 - Fees for the Unit(s) have been paid.

7.0 Certificate Register

- 1.34 .. Student Support Department allocates the next available Certificate Number from the Certificate Register and record this on the request form. At the same time, the following information will be recorded (as a minimum) in the register. (NOTE: this is done automatically if the AQF certificates are generated from the SMS).

8.0 Testamur/Certificate Format:

- 1.35 .. In accordance with AQF Issuance policy Clauses: 2.1.4, 2.1.5, and 2.1.6
- 1.36 .. All vocational education and training qualifications issued under the Australian Qualifications Framework will include the following elements.

Protocol Defining the Form of a Qualification Testamur:

- 1.37 .. 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 on award of the qualification:
- Testamur and Record of Results,
 - Statement of Attainment.
- 1.38 .. All vocational education and training qualifications include the following elements:
- name, code and logo of the issuing body,
 - name of person receiving the qualification,
 - awarded AQF qualification by its code and full title as published on training.gov.au,
 - date issued,
 - authorised signatory,
 - the AQF logo OR the words; 'The qualification is recognised within the Australian Qualifications Framework'.

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- the Nationally Recognised Training (NRT) logo,
- the State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities, e.g. within User Choice contracts); and
- the issuing organisation's seal/ watermark and/or corporate identifier.

1.39 .. The following elements are included on the Testamur 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
- If training and assessed in a language other than English, the words, '*has been delivered and assessed in <insert language>*'; will be included on the Testamur.

1.40 .. The AQF logo referred to above is the purple, gold and aqua 'wheel' logo with the words Australian Qualifications Framework.

1.41 .. Authenticity of the AQF certification document will be applied, in a form to reduce fraud such as the issuing organisation's seal, corporate identifier or unique watermark.

1.42 .. The Testamur and Statement of Attainment templates will be unique enough not to be easily altered or reproduced, to reduce the illegal reproduction of Testamurs and Statement of Attainment.

9.0 Statement of Attainment:

1.43 .. In accordance with AQF Issuance policy Clauses: 2.5.1, 2.5.4, 2.5.5 and 2.5.7

1.44 .. The issuance of a Statement of Attainment recognises that students do not always study a whole AQF qualification.

1.45 .. They may choose to complete only a unit or units of competence or study from an accredited qualification or an accredited short course.

1.46 .. Students who have completed an accredited unit(s) in these circumstances are entitled to receive a Statement of Attainment.

1.47 .. A record of results may also be issued. A Record of results does **NOT** replace a Statement of Attainment:

- A record of results is a record of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled and is issued by an authorised issuing organisation.
- In Australia this may be called a transcript of results, academic transcript, record of achievement or statement of results.

1.48 .. In the Vocational Education and Training sector issuance of a Statement of Attainment in these circumstances is considered mandatory.

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Statement of Attainment format:

1.49 .. The Statement of attainment must correctly identify:

- the person entitled to receive the statement of attainment,
- the accredited units by their full title i.e. code and descriptor, and
- the date issued.
- Accrediting authorities may require issuing organisations to include additional information on the Statement of attainment. e.g. certain training packages require a weighting score to be included for licencing requirements.

1.50 .. The Statement of attainment must be in a form that ensures it cannot be mistaken for a Testamur for a full AQF qualification.

1.51 .. It must include the statement:

'A Statement of attainment is issued when an individual has completed one or more accredited units.'

OR

1.52 .. NSSC requirement March 2013:

'A Statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.'

1.53 .. The statement of attainment must not look as 'high status' as the testamur.

1.54 .. Specifications for the use of the NRT logo state 'The NRT logo must be depicted on Statements of Attainment.

1.55 .. Conditions for the use of AQF logo state 'The AQF logo must not be used on statements of attainment'.

1.56 .. Ensure Statement of Attainment wording is exact.

1.57 .. If any of the accredited units has been delivered and/or assessed in a language other than English, a statement that this has occurred will be included on the statement of attainment.

1.58 .. This does not preclude the use of languages other than English for the delivery and/or assessment of accredited units provided that the level of English language proficiency is appropriate for the intended use of the units.

1.59 .. Under no circumstances is the learner's USI included on the Statement of Attainment and testamur in compliant with the *Student Identifier Act 2014*.

1.60 .. This process ensures the students will be receiving the Certificate/ Testamur or Statement of Attainment within 30 working days in accordance with the Standards for RTOs 2025.

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10.0 Document Retention, Archiving and Retrieval

1.61 .. In accordance with MCOHB's *Records and Document Management policy and procedure*, A record of student results and certification issued must be retained in either hard copy or electronic digitized format and must include at least the following fields:

- Student Surname,
- Student given name,
- Student last known postcode,
- Student date of birth,
- Enrolment date,
- Qualification / Course code and title,
- Unit codes for each unit commenced,
- Unit outcomes for each unit commenced,
- Credential awarded (Statement of Attainment, Certificate, Diploma),
- Date credential issued,
- Credential number.

1.62 .. An original electronic copy of these documents is saved on MCOHB's servers in different campus locations, a backup copy is maintained by SMS. Both are kept for 30 years in a form that can be transmitted and/ or printed for ASQA on request.

11.0 Testamur and Statement of Attainment Authenticity Antifraud Certificate Card

1.63 .. Testamurs and Statements of Attainment and Record of results will be printed on watermarked certificate paper available from Kalamazoo. Kalamazoo's Anticopy 'Copyvoid' Pattern. When unauthorized persons try to copy or scan the original, a "COPY" hidden message appears. The clarity of the "COPY" on the copied or scanned document will vary depending upon the copier/scanner used.

Security Inks

1.64 .. Heat Sensitive Thermochromic Ink. Thermochromic inks are sensitive to temperature changes and will disappear when heat from your breath or finger is applied and will reappear once cooled.

1.65 .. Fugitive & Solvent Sensitive Ink. Solvent reactive inks provide visible protection against acids, bases, bleaches and solvents. The ink smudges when touched by one of these substances.

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Signing of Certificates

- 1.66 .. The Certificate and a copy of the Record of results or the Statement of Attainment are presented to the authorised person(s) for signature and or an electronic signature may be used.
- 1.67 .. The signed certificate is protected by a unique certificate number and electronic Institute seal, the use of polymer paper and watermark for authenticity.

12.0 Testamur/Certificate Collection/Delivery

- 1.68 .. If current or past students wish to collect a copy of their Testamur/Certificate, it is their responsibility to complete form Request for Document, which is available from reception or MCOHB's website, and return it to MCOHB. However, if there are no fees owed MCOHB will email a copy of the Testamur/Certificate/Statement of Attainment to the student within the specified requirements.
- 1.69 .. The student is informed that the normal process will take up to 30 working days and archived documents will take up 40 working days from the date the request form is submitted by the student.
- 1.70 .. Upon receiving the Request for Document form from students, the Student Support Department will prepare the documents requested.
- 1.71 .. A checklist is completed before a qualification is printed or signed.
- 1.72 .. The student is contacted as per details on request form and advised that the document is ready. Documents can only be delivered or collected with the appropriate client verification.

Certificates to be posted

- a. Email/phone student and advise certificate on its way
- b. Prepare letter and post
- c. Update register comments to show date & postal address
- d. Update form with information and then file with a copy of the document in the student file.
- e. Certificates to be collected
- f. Email/phone student advise certificate is ready for collection
- g. Certificates are held by Students Services until collection
- h. Student is to sign the request form where indicated on receipt
- i. Update form with information and then file with a copy of the document in the student file.

13.0 Access to Records

- 1.73 .. Students and or staff may request to see their records. They also have the right to correct any inaccuracies for example, addresses, dates of birth etc.
- 1.74 .. To access their records, they must fill in a form and hand into reception.

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1.75..Administration will prepare the file and agree a date and time for the student or staff member to view the file. NO pages may be removed. If a viewer requests a copy of a document, subject to MCOHB's discretion a photocopy of the original will be arranged. This will be done by MCOHB and delivered to the student within 5 working days. This is in accordance with MCOHBs policy stated in *Record and Document Management*.

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14.0 Continuous Improvement

The compliance manager and Student admin manager will check ASQA's website every three (3) months to determine if there has been any changes to:

- *AQF Policy Manual*
- *The Standards for Registered Training Organisations (RTOs) 2025*
- Any additions to ASQA General directions & Fact sheets regarding the issuance of AQF qualifications.

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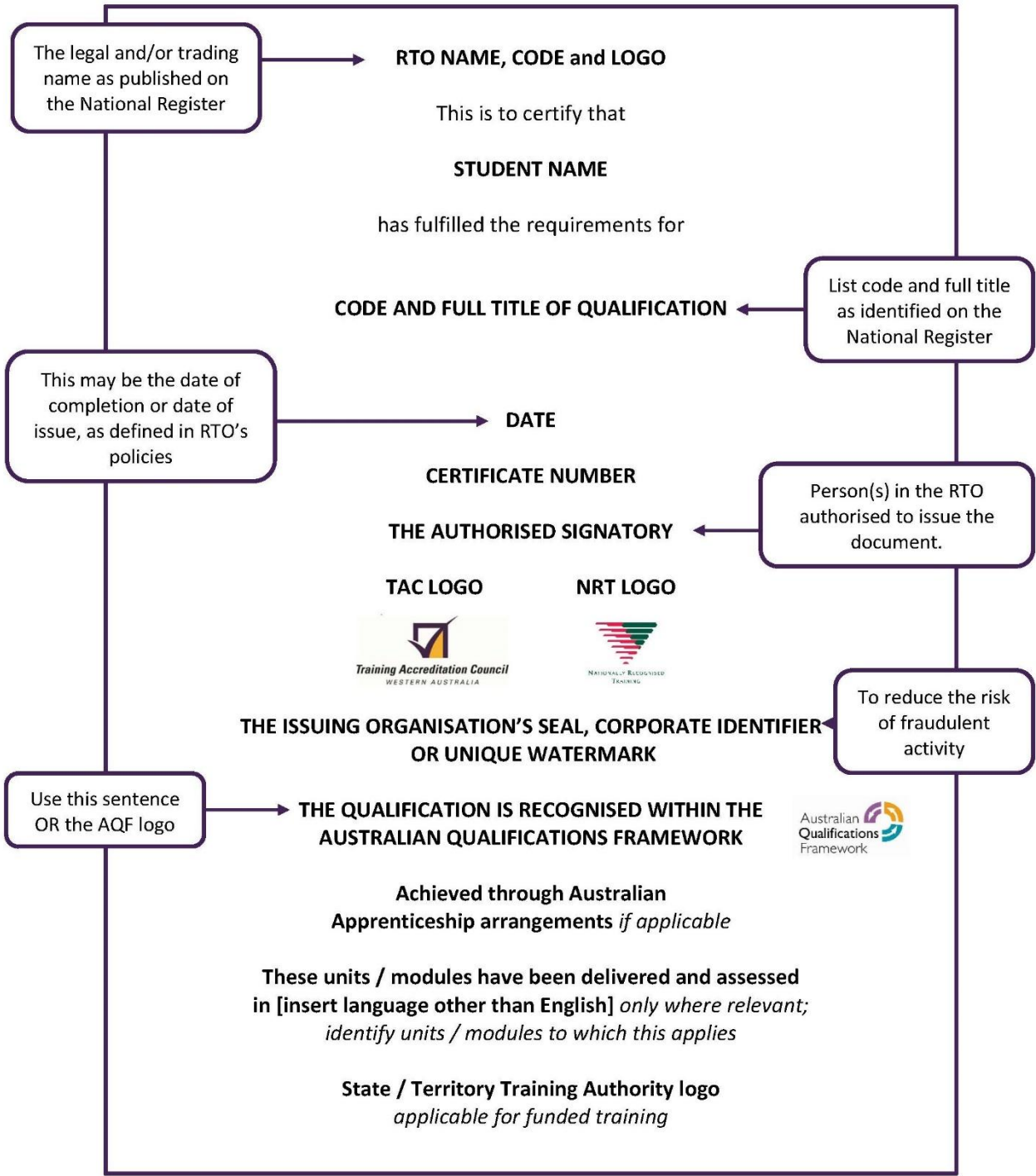
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ANNEX A to
 UTP29 AQF Certificate Issuance
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Example Form: Testamur



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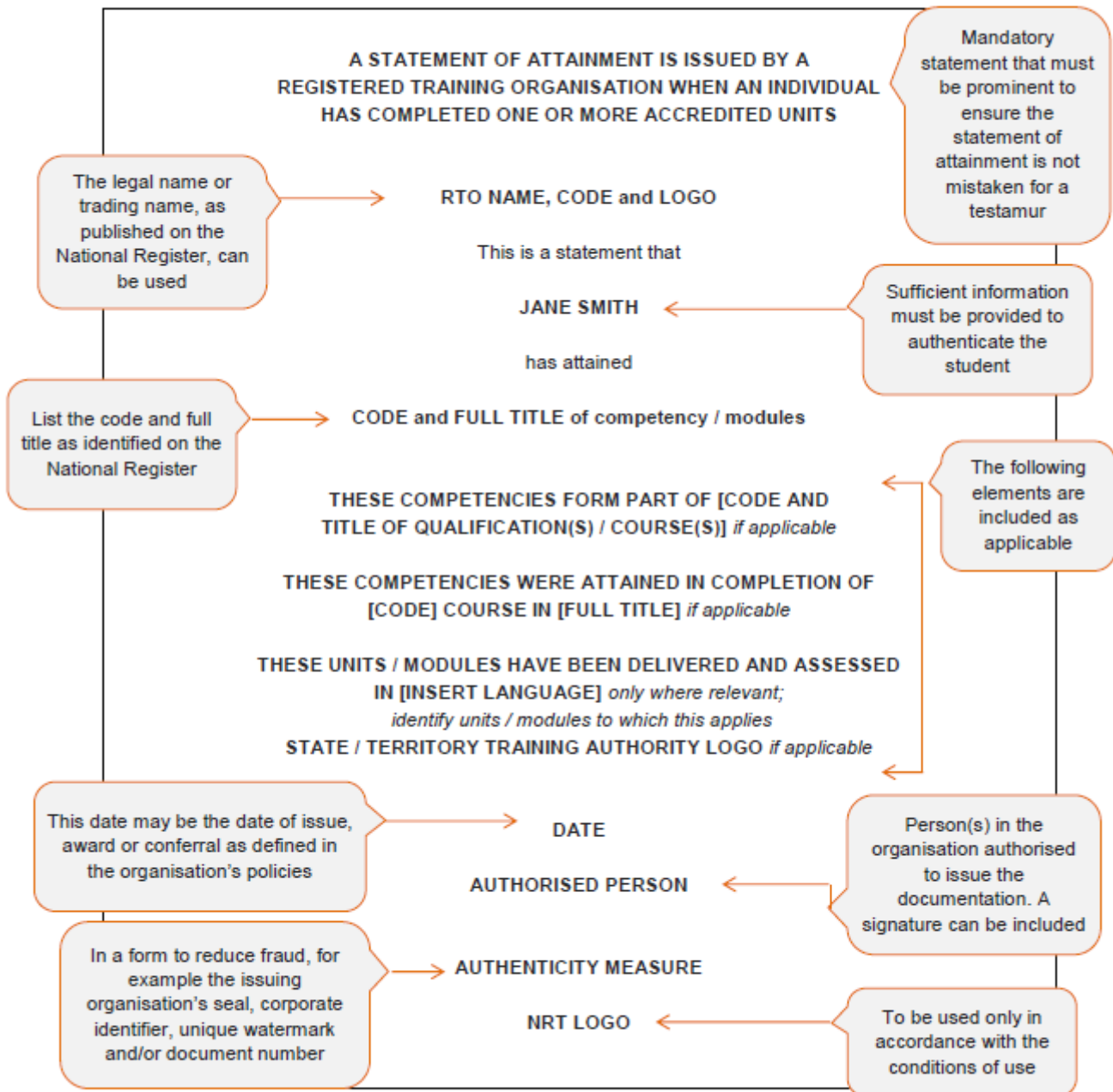
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ANNEX B to

UTP29 AQF Certificate Issuance

Policy and Procedure

Suggested form: Statement of attainment

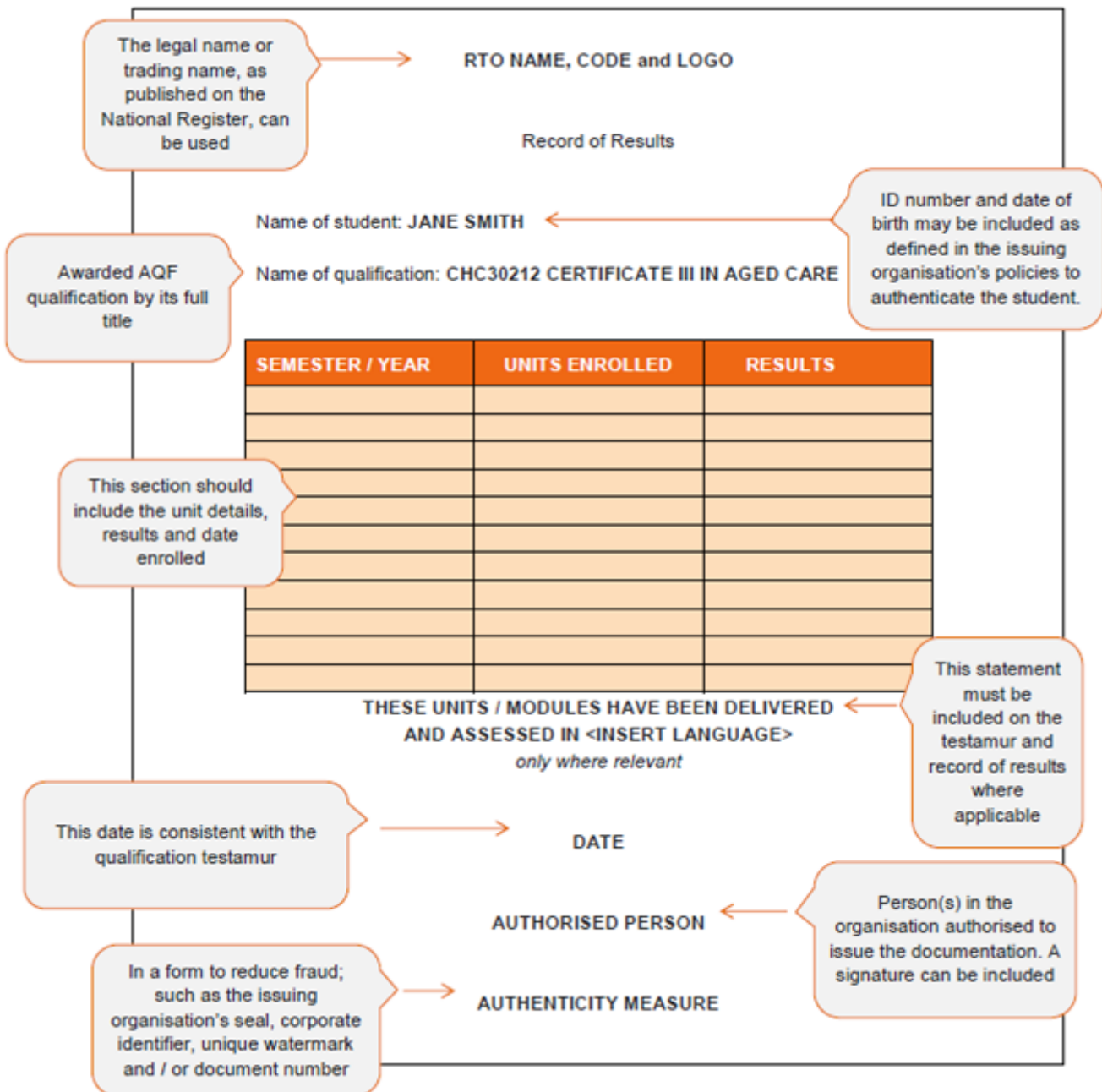


ANNEX C to

UTP29 AQF Certificate Issuance

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Suggested form: Record of results



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