AQF Certification documentation and Records Policy and Procedures

POLICY   CODE: CR   2.9   –   2.11
Related Compliance Section 9 & 11

NATIONAL CODE OF PRACTICE FOR PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2018 STANDARD 3

- Purpose

This policy outlines MCBT's obligations and procedures for issuing, managing, and securely storing AQF certification documentation in accordance with national regulatory requirements. It ensures that qualifications and statements of attainment are issued only to students who have met all course requirements and that all certification records are accurate, verifiable, and retained for the mandated period.

The policy also governs the management of all academic records, including:

- Testamurs, statements of attainment, records of results
- Student assessment evidence and competency judgements
- Certification registers and version-controlled templates
- Reporting of certification data to regulatory bodies (ASQA, NCVER, USI)

Key principles include:

- Compliance with AQF Issuance and NRT Logo Policies
- Certification within 30 calendar days of course completion (subject to USI and fee verification)
- Retention of certification records for **30 years** and assessment evidence for **2 years**
- Secure, auditable storage using MCBT's Student Management System and controlled server
- Access protocols for students and safeguards for data security and privacy

Legislative Background

Compliance Requirements, Division 2 Integrity of Nationally Recognised Training Products –Issuance of AQF certification documentation, Records of AQF certification documentation and assessments, Issue of VET qualifications and VET statements of attainment (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Cth).

AQF Qualifications Issuance Policy

National code of practice for providers of education and training to overseas students 2018 Standard 3

Scope

This policy applies to all training and assessment staff, student administration personnel, and compliance officers responsible for issuing AQF qualifications or statements of attainment and maintaining certification records.

Policy Statement

MCBT is committed to issuing AQF qualifications and statements of attainment in accordance with the AQF Qualifications Issuance Policy, AQF Qualifications Register Policy, and NRT Logo Conditions of Use Policy. All certifications issued reflect genuine student achievement and are managed securely and transparently.

MCBT ensures that:

- AQF certification documentation is only issued to students who have been assessed as meeting all requirements of the training product or VET accredited course either through completion of MCBT courses or Recognition of Prior Learning (RPL). RPL assessment will be conducted in accordance with MCBT's Recognition of Prior Learning (RPL) Policy & Procedures and inherent competency evidence requirements.

- AQF documentation complies with the mandatory content and formatting requirements including RTO name/code/logo, NRT logo, authorised signatures, qualification titles, industry descriptors, and applicable statements (e.g., "delivered in [language]").

- Certification is issued within 30 calendar days of successful completion of assessment, subject to payment of all agreed fees.

- Records of AQF certifications are retained securely:
    - Certification records – 30 years
    - Assessment evidence – 2 years

- Students (current and past) can access their certification documents upon request.

Procedures

- Certification Documentation Templates

- MCBT uses an approved templates for Certification documentation, qualification or statement of attainment.

- Each certification document includes:
    - the name, registration code and logo of the organisation.
    - the code and title of the AQF qualification.
    - the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy.
    - the signature of an individual who the organisation has authorised to sign the AQF qualification.
    - the organisation's seal, corporate identifier or unique watermark.
    - the following statement: "The qualification is recognised within the Australian Qualifications Framework", or any Australian Qualifications Framework logo authorised by the Conditions for the use of the Australian Qualifications Framework Logo policy.
    - where the AQF qualification has an industry descriptor as listed on the National Register in the corresponding training product – the industry descriptor.

- where the AQF qualification has an occupational or functional stream listed on the National Register under the corresponding training product– the title of the stream in brackets after the code and title of the AQF qualification.

- where the AQF qualification has been obtained by a VET student in the course of undertaking an Australian apprenticeship – the statement: "Achieved through Australian Apprenticeship arrangements"; and

- where any part of the AQF qualification has been delivered in another language – the statement: "these units of competency/modules have been delivered and assessed in [insert relevant language]" followed by a list of all units of competency or modules that have been delivered in the relevant language.

Issuance of AQF Certification Documentation

- Trainers/Assessors confirm the student has successfully met all assessment and training requirements.

- Student Support Officer verifies that the student has paid all agreed fees and student USI is verified unless an exemption applies under the Student Identifiers Act 2014.

- Student Administration uses the approved templates to prepare:

  - Testamur and Record of Results (for full qualifications).

  - Statements of Attainment (for partial completions).

  - Ensuring all documents meet requirements under the AQF Issuance Policy.

- Authorised signatory signs the documentation before release.

- Certification must be issued within 30 calendar days from completion, subject to conditions above.

- AQF certification documentation will only be issued directly to the students, not to another party, such as an employer or an agent.

Record Keeping

- **Records Ownership, Access, Retention and Security**

- All business and academic records created, processed, or received by MCBT—or by individuals acting on its behalf—are the sole property of MCBT and are subject to its control and governance. This includes student enrolment records, assessment evidence, surveys, internal and external reports, and correspondence.

- To ensure a **compliant, accountable, and secure record-keeping system**, MCBT adheres to the following procedural principles:

- All records must be reliable, authentic, accessible, and systematically maintained.

- Records must be retained for the period prescribed by legislation or business need.

- Staff must store and manage all records using authorised systems such as the **Student Management System** and the **college's server-based electronic folder structure** with version control safeguards.

- MCBT maintains an auditable Register of AQF qualifications and statements of attainment issued, including:
    - Graduate's name.
    - Full title of qualification or unit/module.
    - Date of issue.
- Certification records are retained for 30 years, which will include full AVETMISS data.
- Assessment evidence is retained for 2 years post-completion.

- If MCBT ceases being an RTO, it will provide this information to ASQA in digital form within the stipulated period.

Access and Verification

Copies of certification documentation are made available to students upon request. MCBT shall ensure that current and past students can access records of their achievements. All students who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system. If a student's achievements have not been recorded through the USI system, the students can request for the unit to be updated on the USI system by contacting Student Services – enquiry@mcbt.vic.edu.au or the current college contact details as published on its website and marketing materials. If the student has misplaced/lost the issued testamurs, then he/she may request to reissue the documents by contacting the student support services of the college. Such requests must be submitted along with supporting documents (e.g.: police report, statutory declaration etc). Reissuance fee may apply as per the college's current Fee Schedule published on its website – www.mcbt.vic.edu.au

- The MCBT is responsible for authenticating all issued and replaced AQF certification documents.
- If requested by the National VET Regulator, records of all issued certifications are provided within the specified timeframe.

Data and Reporting of Quality Indicators (QIs)

The Data Provision Requirements 2012 requires all registered training organisations (RTOs) registered with ASQA to provide an annual summary report of their performance against the learner engagement and employer satisfaction quality indicators to ASQA.

MCBT will use the required Learner Questionnaire and the Employer Questionnaire to collect the data for the learner engagement and employer satisfaction quality indicators.

MCBT will use the following systems to report the learner engagement and employer satisfaction quality indicators to ASQA:

ASQA's Quality indicator annual summary report template (DOC)

MCBT will compile and report its learner engagement and employer satisfaction QI survey response rates, survey information feedback and improvement actions for reporting.

MCBT will submit its quality indicator data reports (previous year) in full to qidata@asqa.gov.au latest by close of business on 30 June any given year.

MCBT is also required to collect and report all delivery activity/ Total VET Activity data to NCVER at least annually. This includes full Australian Vocational Education and Training Management Information Statistical Standard (AVTEMISS) data. Procedure

Procedure for Issuance of Statement of Result

- All student academic records are verified and updated by the Student Support Services from the official results submitted by the Course Coordinator at the end of each academic term.
- At the end of every semester (two academic terms), all completed Statement of Result are printed by the Student Support Officer.
- USI for all students must be verified on the college's Student Management System before any result or testamur is issued to the student.
- Statement of Results are checked, approved and signed by the CEO.
- Copies are made for the student file.
- For the current students, Statements of Results are distributed to students in class at the beginning of following semester.
- For students who have finished their course, Statements of Results are provided to students together with their Awards.
- Students may also request their Statement of Result at other times using Request for Issuance of Academic Results, Attainment and Awards Form.

Procedure for Issuance of Statement of Attainment

Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, MCBT will issue a Statement of Attainment upon student's request.

- Students complete and submit a Request for Issuance of Academic Results, Attainment and Awards Form to the Student Support Officer.
- Student Support Officer obtains and verifies student results from the respective Course Coordinator.
- Statement of Results is checked, approved and signed by the Academic Manager.
- Ensure the USI is provided and verified by MCBT prior to issuance of any results
- Statement of Attainment is issued and signed by the CEO.
- Copies are made for the student file.
- Statement of Attainment is issued to the student

Procedure for Issuance of Award

- Students complete and submit a Certificate Request Form to the Student Support Officer.
- Student Support Officer obtains and verifies student results from the respective Course Coordinator.
- Statement of Results is checked, approved, and signed by the Academic Manager
- Ensure the USI is provided and verified by MCBT prior to issuance of any results
- Student Support Officer prepares the Award and Statement of Attainment/Transcript using officially approved template
- Each Award is assigned a unique number
- The CEO signs the Award and records the award details in the "Register of Testamurs"
- The Award along with Statement of Attainment is issued to the student