

QUALIFICATION ISSUANCE POLICY

1. Purpose

- 1.1 This document applies to the **Innovative Institute of Australia**, its courses, its clients (students), and its controlled entities (collectively, "IIA", "Institute", "the Institute", "we", "us", "our").
- 1.2 The purpose of this policy is to establish a consistent framework for issuing all AQF statements and qualifications by the Institute. The Institute is committed to ensuring that all students who complete a program of study are issued the appropriate certification in a timely manner, in compliance with the requirements of the relevant VET-accredited qualification or unit.
- 1.3 The Institute upholds the integrity and credibility of its issued qualifications by ensuring compliance with the AQF Qualifications Issuance Policy and Schedule 5 of the Standards for RTOs (2015).
- 1.4 This policy applies to all certification documentation and Statements of Attainment issued for qualifications and units that lead to an AQF outcome, whether delivered directly by the Institute or under its scope. It also extends to the certification of non-AQF qualifications and units.
- 1.5 This policy applies to all students of the Institute that has met the eligibility criteria for the issuance of certification documentation or a Statement of Attainment.
- 1.6 This policy is implemented in compliance with the requirements of the Education Services for Overseas Students Act 2000 (the ESOS Act), the Standards for Registered Training Organisations (2025), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).
- 1.7 In this file, words that import gender include all other genders; the singular 'they' is gender-neutral and used to avoid specifying a person's gender; words in the singular number include the plural and vice versa.
- 1.8 This policy does not affect students' rights under the Australian Consumer Law.

1.9 The Institute reserves the right to amend these terms and conditions at any time.

1.10 This policy does not affect students' rights under the *Australian Consumer Law*.

2. Definitions

2.1 AQF refers to the Australian Qualifications Framework.

2.2 VET refers to the Vocational Education and Training providers.

2.3 An education agent refers to an entity (in or outside Australia) that

i. Engages in any of the following activities in relation to a provider:

- A. The recruitment of overseas students, or intending overseas students;
 - B. providing information, advice or assistance to overseas students, or intending overseas students, in relation to enrolment;
 - C. otherwise dealing with overseas students, or intending overseas students;
- and

ii. is not a permanent full-time or part-time officer or employee of the Institute.

2.4 Agent Agreement refers to the agreement between the Institute and the agent, including the schedules.

2.5 CRICOS refers to the Commonwealth Register of Institutions and Courses for Overseas Students.

2.6 ESOS Act refers to the *Education Services for Overseas Students Act 2000 of the Commonwealth of Australia*.

2.7 National Code refers to the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

2.8 Prospective student/applicant/client refers to a person who intends to become, or who has taken any steps towards becoming, an 'overseas student' or 'intending overseas student' as defined by the *ESOS Act*.

2.9 DHA refers to the Department of Home Affairs.

- 2.10 OSHC refers to the Overseas Student Health Cover.
- 2.11 eCoE refers to the electronic Confirmation of Enrolment.
- 2.12 2025 Standards for RTOs refers to the *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025*.

3. Policy

3.1 Responsibilities and the Nationally Recognised Training (NRT) logo

- i. The Institute's CEO is responsible for implementing this policy.
- ii. The Institute's CEO should be responsible for ensuring
 - A. All newly created or revised documents, including certification, must adhere to this Policy.
 - B. Certification document templates are subject to regular review to ensure the most current, approved version is in use.
 - C. Certification records and related documentation are securely maintained in accordance with confidentiality requirements and retained for the duration specified under the Standards for RTOs (2015).
- iii. The Institute shall adhere to the guidelines for the use of the Nationally Recognised Training (NRT) logo as outlined in the NRT Logo Specifications. All internal and external logos used by the Institute are applied appropriately and in accordance with the terms of use, ensuring compliance with any agreements established with the logo's supplier or other authorised entities.

3.2 Issue certificates and statements

- i. Upon completion of training (or withdrawal from the course), a student's file is reviewed by the Administration Manager or the Institute's authorised delegate, who ensures that all the required evidence of assessment completion is available.
- ii. Evidence must be available for each required unit of competency, and the

qualification must be issued by the Institute's CEO.

- iii. Students can request the issue of their Certificate or Statement of Attainment by completing a request form and submitting it to the Administration Department. This form will be processed and routed to the relevant staff to ensure that all students' paperwork is in order. Students can access the form from the Institute's main campus reception, official website or by contacting the Institute via email.
- iv. The Administration Manager is responsible for preparing and issuing Qualifications, Statements of Attainment, and Academic Transcripts using the respective templates through the Student Management System (SMS). A final check of the SMS should be completed to ensure that the student has a registered Unique Student Identifier (USI) before issuing a Certificate or Statement of Attainment.
- v. The relevant certificate and student file should be forwarded to the Institute's CEO for review and signing..
- vi. The Institute issues nationally recognised Qualifications and Statements of Attainment for qualifications within the Institute's current scope of registration as listed on the National Training Register website.
- vii. The format for the issuance (and reissuance) of Australian Qualifications Framework Certificates and Statements of Attainment should meet the requirements of the AQF Qualifications Issuance Policy and the Standards for RTOs (2015), and include any additional information specific to the VET sector.
- viii. All Qualifications and Statements of Attainment are issued in accordance with the requirements outlined in the relevant Training Package and the Australian Qualifications Framework (AQF) Implementation Handbook. Certification is issued within 30 calendar days of the student either completing their final assessments or exiting the course, provided that all outstanding fees have been paid.
- ix. A record of the Qualification is placed in the student's file.

- x. The signed original Certificate or Statement of Attainment is sent to the student, and a copy is kept electronically in the student's file. The Certificate or Statement of Attainment will only be issued directly to the student, not to a 3rd party, for instance, an employer.
- xi. Where the full qualification has not been completed, a Statement of Attainment may be issued at the Institute's CEO's discretion.
- xii. The Institute will retain records of qualifications and statements of attainment issued for 30 years.
- xiii. The Institute will retain sufficient data to reissue a Qualification or Statement of Attainment for a 30-year period, regardless of the storage method used. If the Institute ceases to be a Registered Training Organisation (RTO), the Institute must provide this information to ASQA.

3.3 Reissue certificates and statements

- i. Prior to the reissue of a Certificate or Statement of Attainment, students must submit a request form to the Administration Manager, which includes the course name, completion date, and their personal details, such as date of birth and current address. Photo identification may be required where deemed necessary.
- ii. The Institute's Administration Manager shall forward this request to the Institute's CEO for approval, along with the student's relevant files.
- iii. The Institute's CEO will review the reissue application to verify that the qualification was originally issued. Upon confirmation, the CEO will indicate approval for reissuance by recording it on the request form.
- iv. The reissued Qualification or Statement shall then be forwarded to the Institute's CEO for signing and sent to the student. A file note stating the re-issue date and the original request letter will be added to the student's file.
- v. All reissued Qualifications and Statements of Attainment may incur a fee unless otherwise decided at the discretion of the Institute's CEO.

VERSION HISTORY

Version Number	Date	Summary of changes
1.0	September 2021	New policy
2.0	July 2025	Revised and updated to include the changes according to the Standards for Registered Training Organisations (2025).
3.0	December 2025	Revised and updated to include the changes according to the ESOS 2000 Act.