

Certificate Issuance Policy

Document Owner	Chief Executive Officer		
Responsible Officer	RTO Manager		
Last Update	26/05/2025		
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Related Documents	<i>AQF Certification Issuance Register</i> <i>AQF Qualifications Issuance Policy</i> <i>AQF Qualifications Register Policy</i> <i>Assessment Policy</i> <i>Privacy Policy</i> <i>BTS Schedule of Administrative Fees</i>		
Version	Authorised by	Approved	Effective Date
1.0	Chief Executive Officer	27/05/2025	27/05/2025

1. Context

Barrington Training Services (BTS) is committed to ensuring that all AQF certification documentation is issued only to VET students who have been assessed as meeting the requirements of the enrolled training product, in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) and the *AQF Qualifications Issuance Policy*.

This Policy ensures that BTS issues certification documentation within the timeframe specified in the Standards for Registered Training Organisations (RTOs), ensuring timely recognition of learner achievement. Qualifications, certificates, records of results, and statements of attainment are only issued to individuals who have successfully completed the requirements of a full qualification, course, or specific units of competency.

BTS also upholds the integrity and security of all AQF certification documentation, implementing robust measures to prevent fraud, unauthorised access, or misuse.

2. Definitions

Refer to the *[Explanation of Terms](#)* document.

3. Scope

This Policy applies to all BTS staff involved in the issuance of qualifications testamurs, records of results and statements of attainment to students who successfully complete the BTS vocational education assessment requirements.

4. Principles

The following principles underpin Barrington Training Services' (BTS) approach to the issuance of AQF certification documentation:

- **Compliance and Integrity.** BTS is committed to full compliance with the Standards for Registered Training Organisations (RTOs), the Australian Qualifications Framework (AQF), the AQF Qualifications Issuance Policy, and the Student Identifiers Act 2014. Certification documentation will only be issued to students who have met all assessment and administrative requirements.
- **Timeliness and Accuracy.** Certification documentation will be issued within the required **30 calendar days** of a student being assessed as competent, ensuring timely recognition of achievement. All documentation will be accurate, complete, and reflective of the student's verified outcomes.
- **Security and Authenticity.** BTS maintains robust security measures to protect the authenticity and integrity of all certification documentation. This includes secure templates, unique identifiers, and verification processes to prevent fraud or unauthorised alterations.
- **Student-Centred Access.** Certification documentation will be issued directly to the student and will not be released to third parties without the student's explicit written consent. Students will have access to their records in accordance with privacy and recordkeeping policies.
- **Recordkeeping and Verification.** BTS will retain records of all issued certification documentation for a minimum of **30 years** and ensure that these records are accessible for verification by students, employers, and regulatory bodies as required.
- **Privacy and Confidentiality.** All student information, including certification records, will be handled in accordance with the BTS Privacy Policy. Personal data will be protected and only disclosed with the student's consent or as required by law.

5. Policy details

BTS will ensure that all qualification testamurs, records of results and statements of attainment are compliant and secure, allowing students and employers to trust the validity of certificates issued.

5.1. Compliant and secure documentation

- a) BTS is committed to issuing accurate and timely certification documentation in accordance with the **Australian Qualifications Framework (AQF)** and the Standards for Registered Training Organisations (RTOs).

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- b) Students who successfully complete all requirements of a full AQF qualification or course will be issued a qualification or course testamur along with a record of results (transcript).
- c) Students who complete only part of a qualification or course will receive a statement of attainment for each unit, or group of units of competency, they have successfully completed.
- d) Certification documentation will be provided in hard copy format, with students having the option to request a digital copy.
- e) All AQF certification documentation will be issued **within 30 calendar days** of the student being assessed as meeting all requirements of the qualification, course, or units of competency, provided that **all fees** associated with the training product have been paid and a valid **Unique Student Identifier (USI)** has been supplied, unless exempt.
- f) To maintain the integrity of the certification process, documentation will **only** be issued to the individual who has completed the required assessments. No documentation will be released to third parties, including employers, without the express written consent of the student.
- g) BTS is responsible for completing the **Verification Checklist** before issuing any AQF certification documentation. Records of completing the Verification Checklist are saved in the *AQF Certificate Issuance Register* and the Student Profile in the LMS.
- h) The format and content of all testamurs, records of results, and statements of attainment will comply with the AQF Qualifications Issuance Policy and the Standards for RTOs. Please refer to **Appendix 1** of this Policy.
- i) Where applicable, additional information required by state or Commonwealth funding bodies or other authorised entities will also be included.

5.2. Security measures

- a) BTS employs robust security features in its AQF certification documentation templates to safeguard against fraud and unauthorised alterations.
- b) Hardcopy certificates are printed on embossed paper and include a unique certificate number and a watermark to ensure authenticity.
- c) Digital certificates are secured using high-level encryption, a fixed background image, a unique certificate number, and restricted editing permissions to prevent tampering.

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- d) Each certificate, record of results, and statement of attainment includes sufficient identifying information to allow for verification and authentication.
- e) Before issuance, all AQF certification documentation is verified by the Chief Executive Officer (CEO) of BTS, or an authorised delegate, to ensure accuracy and integrity before being signed and distributed to the student.

5.3. Retention of records

To ensure compliance with the Standards for RTOs and the **AQF Qualifications Register Policy**, BTS will implement the following practices:

- Maintain an up-to-date **AQF Certificate Issuance Register** that includes:
 - i. All AQF qualifications that the organisation is authorised to issue.
 - ii. All AQF qualifications and VET statements of attainment issued to students.
- Retain records of all AQF certification documentation issued to students for a **minimum of 30 years**, in accordance with the AQF Qualifications Register Policy.
- All assessments submitted by students, whether directly to BTS or through a third party, must be securely retained for a period of **2 years** following the student's completion of the relevant training product.
- BTS will ensure that all current and former students can access copies of their AQF certification documentation retained under the 30-year recordkeeping requirement.
- Students who hold a verified **Unique Student Identifier (USI)** and whose training outcomes have been reported to the USI system will be able to access their records directly through the USI portal.
- For students whose achievements have not been recorded in the USI system, such as those exempt from the USI requirements, records will remain accessible by contacting BTS directly.
- Upon request from the National VET Regulator, BTS must be able to provide a report detailing all AQF qualifications and VET statements of attainment issued during the timeframe specified in the request.
- All student records and personal information are securely maintained in accordance with the BTS Privacy Policy. Information will only be released to the individual student. No records or personal details will be disclosed to third parties without the student's explicit written consent.

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5.4. Unique Student Identifier (USI) requirements

- a) As a Registered Training Organisation (RTO), BTS **must not** issue any qualification or statement of attainment unless the student has provided a valid **Unique Student Identifier (USI)**, in accordance with the requirements of the *Student Identifiers Act 2014*.
- b) In compliance with the Act, USI details **must not** be included on any certification documentation.
- c) Certain exemptions to the USI requirement may apply for specific students or courses, as outlined in the *Student Identifiers Act 2014*. These exemptions must be verified and documented appropriately before issuing certification.
- d) Before using any Unique Student Identifier (USI) provided by a student, BTS **must** request verification from the USI Registrar to confirm that the identifier belongs to the individual. This verification process **must** be completed before using the USI for any administrative or reporting purposes, ensuring compliance with the *Student Identifiers Act 2014* and maintaining the integrity of the student records.

5.5. Revocation of certification documentation

- a) BTS reserves the right to revoke any AQF certification documentation where there is evidence that it has been fraudulently obtained, created, duplicated, or falsified. Certification may also be revoked if it was issued in error. In such cases, a corrected version may be issued where appropriate.
- b) Once revoked, the certification documentation is no longer valid, and no individual is permitted to cite, reference, or imply that the document is current, legitimate, or endorsed by BTS.
- c) Where certification documentation has been revoked or reissued, BTS will ensure that the relevant student records are updated accordingly on the USI Register to reflect the change.

5.6. Replacement of certification documentation

- a) BTS will issue replacement qualification testamurs, records of results, or statements of attainment upon receiving a formal written request from the student concerned. To process the request, the student must provide sufficient identification to enable BTS to verify both their identity and the specific certification documentation being requested.
- b) All replacement documentation will be issued under the signature of the Chief Executive Officer (CEO) of BTS, or an authorised delegate. Requests submitted by third parties will not be fulfilled unless the student has provided explicit written authorisation.

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- c) A fee applies for the reissue of certification documentation. For current charges, please refer to the ***BTS Schedule of Administrative Fees***.

6. Breaches

If a staff member is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the relevant Code of Conduct and Misconduct Procedure.

7. Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the relevant Complaints and Appeals Policy, which can be accessed from the BTS website.

8. References

AQF Qualifications Issuance Policy

Standards for Registered Training Organisations (RTOs)

Student Identifiers Act 2014

Document History:

Version	Date	Author	Reason	Sections
0.1	23/05/2025	Ivan Negro	Document Creation	All
1.0	27/05/2025	Allen Barry	CEO Approval	All

This document is UNCONTROLLED once printed.

Appendix 1 – Issue of VET qualifications and VET statements of attainment

Source: Compliance Requirements – Standards for RTOs 2025

- (1) All VET qualifications issued by an NVR registered training organisation must comply with the AQF Qualifications Issuance Policy and must include:
 - (a) the name, registration code and logo of the organisation;
 - (b) the code and title of the AQF qualification;
 - (c) the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy;
 - (d) the signature of an individual who the organisation has authorised to sign the AQF qualification;
 - (e) the organisation’s seal, corporate identifier or unique watermark;
 - (f) 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;
 - (g) where the AQF qualification has an industry descriptor as listed on the National Register in the corresponding training product – the industry descriptor;
 - (h) 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;
 - (i) 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
 - (j) 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.
- (2) All VET statements of attainment issued by an NVR registered training organisation must comply with the AQF Qualifications Issuance Policy and must include:
 - (a) the name, registration code and logo of the organisation;
 - (b) the full title and national code, as set out on the National Register, of:
 - i) each unit of competency to which the statement relates; or
 - ii) if no units of competency exist – each module to which the statement relates;

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- (c) the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy;
- (d) the signature of an individual who the organisation has authorised to sign the statement;
- (e) the organisation’s seal, corporate identifier or unique watermark;
- (f) the statement: “A VET statement of attainment is issued by an NVR registered training organisation when an individual has completed one or more accredited units or modules”;
- (g) where the units of competency form part of a VET course or qualification – the following statement: “These competencies form part of [code and full title of the relevant VET course or qualification]”;
- (h) where the units of competency have been attained in the course of completing a VET course – the following statement: “These competencies were attained in completion of [VET course code] course in [full title of the VET course]”; and
- (i) where any of the units of competency or modules listed on the statement have 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.

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