

Understanding Issuing Certificates

An essential administrative task in any Registered Training Organisation (RTO) is the issuance of certificates. Certificates are a formal verification of a person's skills, knowledge, and attributes, making them highly sought-after documents. To maintain the integrity of an RTO's certification process, it is crucial to follow established standards and guidelines.

Regulatory Bodies and Standards

RTOs registered with the Australian Skills Quality Authority (ASQA) must comply with the Standards for RTOs 2015 and the Australian Qualifications Framework (AQF) when issuing qualifications and statements of attainment.

Key Clauses in the Standards for RTOs 2015

Clauses 3.1 – 3.4 of the Standards specifically address the issuing of certificates, providing guidelines on the process and timeline for issuing such documentation:

1. **Clause 3.1:** The RTO can issue AQF certification only to a learner it has assessed as meeting the training product's requirements as outlined in the relevant training package or VET accredited course.
2. **Clause 3.2:** All AQF certification documentation issued by an RTO must meet the requirements of Schedule 5.
3. **Clause 3.3:** AQF certification documentation must be issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete and all agreed fees have been paid.
4. **Clause 3.4:** Records of learner AQF certification documentation must be maintained by the RTO in accordance with the requirements of Schedule 5 and must be accessible to current and past learners.

Schedule 5 of the Standards for RTOs 2015

Schedule 5 of the Standards is referenced in the above Clauses. Found on p100-101 of the Users' Guide to the Standards for RTOs 2015, Schedule 5 gives clear instructions as to the information and elements an RTO must include on their certification documents. Note that Schedule 5 requirements must be used together with those of the AQF for issuing AQF qualifications and statements of attainment. There are specific requirements linked to how an RTO must issue and store learner certification; it is recommended all RTOs have appropriate data management systems in place to meet those requirements.

Note: This VET Fact Sheet provides general information and should not be considered as legal advice.