CERTIFICATE ISSUANCE POLICY

PURPOSE

The purpose of this policy is to ensure that Go Educate Institute issues Australian Qualifications Framework (AQF) certification documentation to students in a timely, accurate, and compliant manner. This policy supports the organisation's commitment to maintaining the integrity and credibility of qualifications issued and adheres to the *Standards for RTOs.*

This policy applies to the issuance of all AQF certification documentation by Go Educate Institute, including qualifications, statements of attainment, and records of results, for all courses on its Scope of Registration.

Go Educate Institute is committed to issuing AQF certification documentation that is accurate, secure, and compliant with regulatory requirements. Certification will be provided only to students who have met the requirements of their enrolled training product, and all processes will ensure the integrity and recognition of issued credentials.

Training product means an AQF qualification, a skill set, a unit of competency, accredited short course or module.

Go Educate Institute issues AQF certification documentation only to a student whom it has assessed as meeting the requirements of the training product.

RATIONALE

Go Educate Institute has robust controls in place to ensure qualifications, statements of attainment and records of results are not issued unless the student has completed all requirements. While Go Educate Institute delivers at multiple locations and through third-party arrangements, it has centralised issuance of certification to strengthen these controls.

Certification is only issued to students after they have fully demonstrated competence, with an **AQF Certification Documentation Issuance Checklist** completed on each student file prior to documentation issuance.

AUSTRALIAN QUALIFICATIONS FRAMEWORK REQUIREMENTS

AQF certification documentation means the set of official documents which confirm that an AQF qualification or VET statement of attainment has been issued to an individual by an NVR registered training organisation or any other entity authorised to do so.

AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Skill set means a single unit of competency or a combination of units of competency from one or multiple training packages which link to a licensing or regulatory requirement, or a defined industry need.

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package.

Go Educate Institute ensures:

- Students receive the certification documentation to which they are entitled.
- AQF qualifications are correctly identified in certification documentation.
- AQF qualifications are protected against fraudulent issuance.
- A clear distinction can be made between AQF qualifications and non-AQF qualifications.

- Certification documentation is used consistently across the education and training sectors.
- Students and others are confident that the qualifications they have been awarded by Go Educate Institute are part of Australia's national qualifications framework.

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QUALIFICATIONS PATHWAYS

Go Educate Institute also accepts and provides credit to students for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- Authenticated VET transcripts issued by the Registrar.

Go Educate Institute ensures it maximises the credit students can gain for learning already undertaken, by:

- Enhancing student progression into and between AQF qualifications,
- Recognising the multiple pathways students take to gain AQF qualifications and that learning can be formal, non-formal or informal, and
- Supporting the development of pathways in qualifications design.

UNIQUE STUDENT IDENTIFIER (USI)

Go Educate Institute meets the requirements of the Student Identifier scheme, including:

- Verifying with the Registrar, a USI provided to it by an individual before using that USI for any purpose,
- Ensuring that Go Educate Institute does not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the *Student Identifiers Act 2014* (Cth),
- Ensuring that where an exemption applies, it 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

- Ensuring the security of USIs and all related documentation under its control, including information stored in its student management systems.

To avoid possible delays in issuing certification, Go Educate Institute has processes in place to verify a student's USI on enrolment or as soon as possible thereafter well in advance of when certification is expected to be issued.

Go Educate Institute does not include the student's USI on any testamur documentation, consistent with the *Student Identifiers Act 2014* (Cth).

AQF CERTIFICATION DOCUMENTATION REQUIREMENTS

All AQF certification documentation issued by Go Educate Institute meets the following requirements:

Issuing AQF Qualifications Requirements

All Go Educate Institute students 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:

- A testamur, and
- A record of results.

Students who complete part of the requirements of an AQF qualification in which they are enrolled are also entitled to receive a record of results. Students are entitled to retain testamurs and records of results once they have been issued.

Go Educate Institute testamur for all AQF qualifications issued identifies the qualification as an AQF qualification by using the words 'The qualification is recognised within the Australian Qualifications Framework.'

Go Educate Institute ensures sufficient information is provided on AQF certification documentation to ensure that the documentation is able to be authenticated and to reduce fraudulent use.

All testamurs for AQF qualifications issued by Go Educate Institute includes the following information:

- The name, Registration code and logo of Go Educate Institute,
- The code and title of the awarded AQF qualification,
- The NRT Logo in accordance with the *NRT Logo Conditions of Use Policy,*
- The signature of an individual who the organisation has authorised to sign the AQF qualification,
- Go Educate Institute's corporate logo and unique watermark, and
- The words 'The qualification is recognised within the Australian Qualifications Framework.'

Nationally Recognised Training Logo means the logo used nationally to signify training packages and VET accredited courses. Please refer to the **Advertising and Marketing Policy** for further information on the conditions of use.

The AQF logo or these words are not used by Go Educate Institute on any type of certification documentation for non-AQF qualifications.

All testamurs for AQF qualifications issued by Go Educate Institute also includes the following information where applicable:

- The industry descriptor, e.g. Engineering,
- The occupational or functional stream, in brackets, e.g. '(Fabrication),'
- Where relevant, the words, 'achieved through Australian Apprenticeship arrangements,'
- Where relevant, the State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities) - please refer to the *Jurisdictional Documentation Requirements* table below), and

- Where relevant, the words, 'these units/modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules

Go Educate Institute ensures testamurs comply with the *AQF Qualifications Issuance Policy.*

Issuing Statements of Attainment Requirements

All Go Educate Institute students who have completed an accredited unit(s) are entitled to receive a Statement of attainment.

All statements of attainment issued by Go Educate Institute include the following information:

- The name, Registration Code and logo of Go Educate Institute,
- A list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency,
- The NRT Logo in accordance with the *NRT Logo Conditions of Use Policy,*
- The signature of an individual who the organisation has authorised to sign the statement,
- Go Educate Institute's corporate logo and unique watermark, and
- ***Until June 30, 2025:***
  The words *'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.'*
- ***From 1 July 2025:***
  The words *'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units or modules.'*

All statements of attainment issued by Go Educate Institute include the following information where applicable:

- The words 'These competencies form part of [code and title of qualification(s)/course(s)],'
- The words, 'These competencies were attained in completion of [code] course in [full title],'
- where relevant, the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities) - please refer to the *Jurisdictional Documentation Requirements* table below), and
- Where relevant, the words, 'these units / modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.

Go Educate Institute ensures testamurs comply with the *AQF Qualifications Issuance Policy.*

Go Educate Institute's statements of attainment:

- Correctly identify the person entitled to receive the statement of attainment, the accredited units by their full title and the date issued.
- Are in a form that ensures it cannot be mistaken for a testamur for a full AQF qualification.

Students are entitled to retain the statement of attainment once it has been issued.

FRAUD PREVENTION

Go Educate Institute confirms its responsibility for authentication and verification of a student's certification and statement of attainment documentation.

Go Educate Institute has mechanisms in place to reduce fraudulent reproduction of its certification. All Go Educate Institute documentation includes the Go Educate Institute seal, logo and unique watermark. Additional fraud prevention measures implemented include:

- Using document numbers for verification purposes, and
- Use of QR code verification on certificates.

THIRD-PARTY ARRANGEMENTS

Go Educate Institute does not allow third-parties to create qualifications or statements of attainment on behalf of Go Educate Institute.

Go Educate Institute may include additional relevant information on AQF certification documentation, including the name and/or logo of a Third-party involved in the training and assessment. Whenever used, Go Educate Institute ensures such information is accurate and does not introduce confusion about which organisation is issuing the certification.

ISSUANCE TIMELINES

Go Educate Institute ensures AQF certification documentation is issued to a student within thirty (30) calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing:

- The AQF training product in which the student is enrolled is complete, or
- The student has completed one or more units of the training product and subsequently withdrawn, and
- All agreed fees the student owes to the RTO for that training product have been paid.

Go Educate Institute issues AQF certification documentation directly to the student, not to another party, such as an employer.

AQF CERTIFICATION DOCUMENTATION QUALIFICATIONS REGISTER

Go Educate Institute:

- Maintains a register of AQF qualifications it is authorised to issue. Please refer to the **Training Products Register.**
- Maintains a register of all AQF qualifications issued. Please refer to the Eskilled Student Management System.
- Retains records of AQF certification documentation issued for a period of thirty (30) years.
- Ensures records of student AQF certification documentation are accessible to current and past students.
- Provides reports of records of qualifications and statements of attainment issued to its VET Regulator on a regular basis as determined by the VET Regulator.

Please refer to the **Records Management** section of this manual for further information.

Reissue of Testamur Documentation

Go Educate Institute ensures that current and past students are able to access records of their achievements.

All Go Educate Institute 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.

Where a student's achievements have not been recorded through the USI system, Go Educate Institute has processes in place to ensure that this student can access re-issues of their AQF certification documentation via a **Request for Reissue Form.**

A fee of $50.00 including GST per request applies to all re-issue of documentation requests. All documentation re-issues occur within thirty (30) calendar days of receipt of the **Request for Reissue Form** with accompanying fee payment.

Students are entitled to graduate with a qualification that most closely represents the current skill needs of industry. A qualification being superseded or discontinued is a clear indication that industry needs have changed to the extent that the previous qualification is no longer suitable.

Monitoring and Evaluation

Go Educate Institute monitors and evaluates the AQF certification documentation processes to ensure effectiveness.

A process of performance monitoring, evaluation, and reporting has been established and implemented.

The organisation continually improves the effectiveness and efficiency of processes. Process performance and outcomes are regularly audited to identify and remove causes of existing and potential problems, as well as to uncover any opportunities for improvement.

Please refer to the **Quality Policy** for further information on the monitoring and evaluation process.

MONITORING AND IMPROVEMENT

All practices for issuing certification documentation are monitored by the Administrative Team and the CEO of Go Educate Institute. Areas for improvement identified are lodged in the Continuous Improvement Register, reviewed and acted upon.

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
23/09/2021	Document creation	360RTO Solutions	v. 1.0	7/03/2023	06/03/2024
14/04/2025	Added CRICOS code to header	Go Educate	v. 1.1	14/04/2025	14/04/2026
15/05/2025	Updated the Certificate Issuance Policy to the Qualifications Issuance Policy to reflect the new Standards 2025. - Ensures that policy reflects the AQF Qualifications Issuance Policy 2025 - emphasis on fraud prevention	Go Educate	v 2	01/07/2025	01/07/2026

RTO INFORMATION	
Document Name	Qualifications Issuance Policy v2
RTO/Company Name	Go Educate Institute
RTO Code	45980
Manager	Compliance Manager