

ISSUING OF AQF CERTIFICATION DOCUMENTATION POLICY AND PROCEDURE



The purpose of this policy and procedure is to outline the process for the issuance, re-issuance, and control of AQF certification documentation issued by Pegasus International College. This policy ensures compliance with the Standards for Registered Training Organisations (RTOs) 2025 and the Australian Qualifications Framework (AQF) requirements.

Pegasus International College is committed to issuing secure AQF certification documentation. Controls are in place to ensure qualifications, statements of attainment and records of results are not issued unless the student has completed all assessment requirements.

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| Policy Name | Issuing of AQF Certification Documentation Policy and Procedure |
| RTO Name | Pegasus International College |
| RTO Code | 46222 |
| Standard | Standards for RTOs 2025 – Standards 9, 10, 11, 12, 20 Outcome Standards 4.2, 4.3, 4.4 |
| Version | V1 |
| Effective Date | March 2026 |
| Review Date | April 2027 |
| Policy Owner | CEO |

1) SCOPE

This policy applies to:

- All students enrolled in nationally recognised training delivered by Pegasus International College; and
- All Administrative and Support Staff, Trainers and Assessors, and the Academic Manager involved in assessment, administration, and certification processes; and
- All training and assessment services and related business functions of Pegasus International College.

2) SOFTWARE

The following software systems are used to administer, record and issue AQF certification documentation:

- Avetmiss Done – Student Management System (SMS) used to record training outcomes, student details, and certification issuance records
- OneDrive/SharePoint – used to store student files, issued certificate copies, and the Certification Register
- Xero – used to ensure all fees is paid

3) RESPONSIBILITIES

CEO

- Ensures compliance with legislation, regulations and the Standards for RTOs 2025.
- Ensures the integrity and security of all AQF certification documentation.
- Reviews and signs all AQF certification documentation before issuance.
- Approves re-issuance of AQF certification documentation.

Academic Manager

- Confirms all learner assessment records are complete, accurate and saved to the student's file in Moodle and OneDrive/SharePoint.
- Confirms the accuracy of information recorded on the student's file, including the start and end dates of training and the outcome(s) of training and assessment.
- Authorises issuance of certification documentation prior to CEO sign-off.

Administrative and Support Staff

- Verifies all required learner information, including assessment records, USI (unless an exemption applies), and fee status.
- Coordinates the generation, approval, and timely electronic issuance of AQF certification documentation.
- Maintains records of issued certification documents in Avetmiss Done (SMS) and the Certification Register.
- Issues invoices for re-issue fees promptly and confirms receipt of payment.
- Maintains accurate financial records in Xero.

Trainers and Assessors

- Ensure all learner assessment records are complete, accurate and saved to the student's file.
- Confirm the accuracy of information recorded on the student's file, including training start and end dates and training and assessment outcomes.
- Notify Administrative and Support Staff promptly upon final unit competency assessment.

4) GENERAL PRINCIPLES

As a Registered Training Organisation, Pegasus International College is committed to the following principles in the issuance of AQF certification documentation:

- AQF certification documentation is only issued to learners who have met all requirements of the training product.
- AQF certification documentation is issued within 30 calendar days of the learner fulfilling all requirements of the training product, provided all agreed fees have been paid.
- Where a student's enrolment is administratively cancelled by Pegasus International College (for example, due to non-participation), the 30-calendar-day period commences from the Official Cancellation Date as

recorded in the Student Enrolment Cancellation Checklist. This date is the authoritative source of truth for the commencement of the 30-day issuance period and must be confirmed on that form before any system records are updated.

- AQF certification documentation will not include the learner's USI, as per regulatory requirements under the Student Identifiers Act 2014.
- All AQF certification documentation will clearly state a unique certificate number, be signed by the CEO, and where it is a re-issue, will clearly state that it is a re-issue.
- Records of issued AQF certification documentation will be maintained for a minimum of 30 years, in compliance with regulatory requirements.
- Learners who have not provided or verified their USI will not be issued certification documentation unless an exemption applies under the Student Identifiers Act 2014. Where an exemption applies, the learner is to be informed that the results of their training will not appear on any authenticated VET transcript prepared by the USI Registrar.
- All AQF certification documentation is issued electronically as a PDF to the learner's registered email address recorded in Avetmiss Done.

5) AQF CERTIFICATION DOCUMENTATION REQUIREMENTS

It is important that all AQF certification documentation issued by Pegasus International College meets the requirements of the Australian Qualifications Framework. All certification documents will contain the following required information:

Qualification Testamur

Issued to learners who have met the requirements of a vocational education and training qualification. The Testamur will include:

- The legal name of Pegasus International College.
- RTO Code: 46222.
- The Pegasus International College logo.
- The Nationally Recognised Training (NRT) logo.
- The AQF logo or the words: "The qualification is recognised within the Australian Qualifications Framework".
- The Pegasus International College company seal, corporate identifier or unique watermark.
- The course code and title as specified on the National Training Register.
- Full legal name of learner (as verified with the USI).
- Internal student ID number (this is not the learner's USI – the USI must not be included on the Testamur).
- A unique certificate number.
- Date issued.
- Name, title and signature of the CEO.
- Contact details for enquiries relating to issued certificates:
- Only where applicable:

- industry descriptor
- occupational or functional stream; State/Territory Training Authority logo
- Include the words: 'Achieved through Australian Apprenticeship arrangements'
- Include the words: 'These units / modules have been delivered and assessed in [insert language] followed by a listing of the relevant units / modules'
- A Record of Results, on a separate page, identifying the units of competency issued within the qualification.

Record of Results

Issued to accompany the qualification Testamur. The Record of Results will include:

- The legal name of Pegasus International College.
- RTO Code: 46222.
- The Pegasus International College logo.
- The Nationally Recognised Training (NRT) logo.
- The Pegasus International College company seal, corporate identifier or unique watermark.
- The course code and title as specified on the National Training Register.
- Full legal name of learner (as verified with the USI).
- Internal student ID number (this is not the learner's USI).
- A unique certificate number consistent with the Testamur.
- Date issued – must be consistent with the qualification Testamur.
- Name, title and signature of the CEO.
- Contact details for enquiries relating to issued certificates:
- A list of all units of competency or modules, showing the unit code and title for each unit and their respective outcomes.
- Only where applicable: notation of units delivered and assessed in a language other than English.

Statement of Attainment

Issued to certify the completion of one or more units or modules from a VET qualification where the learner has not achieved all units required for the full qualification, or upon completion of an accredited short course. The Statement of Attainment will include:

- The legal name of Pegasus International College.
- RTO Code: 46222.
- The Pegasus International College logo.
- The Nationally Recognised Training (NRT) logo.
- The Pegasus International College company seal, corporate identifier or unique watermark.
- The training product code(s) and title(s) as specified on the National Training Register.
- Full legal name of learner (as verified with the USI).
- Internal student ID number (this is not the learner's USI – the USI must not be included).

- A unique certificate number.
- Date issued.
- Name, title and signature of the CEO.
- Contact details for enquiries relating to issued certificates: Admin@Pegasus.edu.au.
- A list of all units of competency or modules, showing the unit code and title and their respective outcomes.
- The words “Statement of Attainment” displayed prominently to ensure it is not mistaken for a Testamur.
- The words: “A VET Statement of Attainment is issued by an NVR Registered Training Organisation when an individual has completed one or more accredited units”.
- The words: “These competencies were issued by Pegasus International College on the [insert issue date]”.
- Only where applicable:
 - State/Territory Training Authority logo
 - Include the words:
 - ‘These competencies form part of [insert qualification / VET course code and name]
 - ‘These competencies were attained in completion of [insert VET course code] course in [insert VET course name]

Where required, you can refer to ASQA’s sample forms of AQF certification documentation [here](#)

6) TYPES OF CERTIFICATION ISSUED

Qualification

Issued when a student has successfully completed all units required for the qualification. The certification package includes:

- Testamur; and
- Record of Results.

Statement of Attainment

Issued when a student has completed one or more units of competency but has not achieved the full qualification. Statements of Attainment will list only units successfully completed.

7) CERTIFICATION REGISTER

Pegasus International College maintains a Certification Register that records the following for every certificate issued:

- Student full name
- Qualification or unit(s) completed
- Unique certificate number
- Date issued
- Type (Qualification or Statement of Attainment)
- Whether the certificate is an original or re-issue

The Certification Register is securely maintained on OneDrive/SharePoint with restricted access controls. Certificate numbers and issuance details are also recorded in Avetmiss Done for cross-verification and AVETMISS reporting purposes.

8) REVOCAION OF CERTIFICATION

Pegasus International College reserves the right to revoke AQF certification documentation where:

- Certification was issued in error; or
- Academic misconduct, fraud or misrepresentation is identified post-issuance.

Any revocation will be fully documented, recorded in the Certification Register, and the learner will be notified in writing.

9) LEGISLATIVE AND STANDARDS COMPLIANCE

This policy aligns with the following standards and legislation:

Standards for RTOs 2025:

- **Compliance Standards:**
 - **Standard 9** – Issuance of AQF certification documentation.
 - **Standard 10** – Records of AQF certification documentation and assessments.
 - **Standard 11** – Issue of VET qualifications and VET statements of attainment.
 - **Standard 12** – Student identifier requirements.
 - **Standard 20** – Compliance with laws.
- **Outcome Standards:**
 - **Standard 4.2** – Roles and responsibilities are clearly defined and understood.
 - **Standard 4.3** – Risks to VET students, staff and the RTO are identified and managed.
 - **Standard 4.4** – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.

Legislation and Frameworks:

- Australian Qualifications Framework (AQF).
- Student Identifiers Act 2014.
- National Vocational Education and Training Regulator Act 2011.

Failure to comply with this policy can have serious consequences, including:

- **For the RTO:** breaches of legislation or regulatory requirements may result in financial penalties, loss of RTO registration, reputational damage, or regulatory enforcement actions.
- **For Staff Members:** staff found to have knowingly or negligently failed to comply with this policy and any associated legislative or regulatory requirements may face disciplinary action, up to and including termination of employment or contract.
- **For Learners:** having to return received AQF certification documentation or having it voided, which can disrupt and damage employment prospects and future careers.

10) CONTINUOUS IMPROVEMENT

- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of operations.
- An internal audit is to be conducted at least once per year to assess compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in the Continuous Improvement Schedule and areas for improvement are documented in the Continuous Improvement Register.

Internal audit review questions for self-assurance purposes include:

- Is the learner's USI verified before any AQF certification is issued (unless the learner is exempt under the Student Identifiers Act 2014)?
- Are certification records maintained securely and retained for a minimum of 30 years?
- Are the issue dates on the Testamur and the Record of Results consistent?
- Are re-issued AQF documents clearly marked as re-issued, and do they include the re-issue date rather than the originally issued date?
- Are all AQF documents logged in Avetmiss Done with the corresponding unique certificate number?
- Are all AQF certification documents issued within 30 calendar days of the learner fulfilling all training product requirements?

11) RELATED DOCUMENTS

- Certification Register (OneDrive/SharePoint)
- AQTF Employer Questionnaire
- AQTF Learner Questionnaire
- Certificate Document template
- Certificate Re-issue Document template
- Continuous Improvement Register
- Continuous Improvement Schedule
- Course Completion E-mail template
- Issuing of AQF Certification Documentation Checklist
- Re-issuing of AQF Certification Documentation Checklist
- Student Enrolment Cancellation Checklist
- Statement of Attainment template
- Student Handbook

CERTIFICATION ISSUANCE PROCEDURE

Upon the Trainer and Assessor marking the final unit as Competent, the following steps are to be completed within 30 calendar days:

Step 1 – Issue AQTF Questionnaires

- Once the student's final unit has been assessed as Competent, the Trainer and Assessor is to notify Administrative and Support Staff and send the student the Course Completion email attaching the AQTF Learner Questionnaire.
- Administrative and Support Staff is to review and complete the Issuing of AQF Certification Documentation Checklist.
- This must be initiated within 5 business days of the learner being assessed as meeting all requirements of the training product.

Step 2 – Confirm USI is Verified

- Check that the learner's USI has been provided and verified in Avetmiss Done.
- If the USI has not been provided and/or verified, collect this information within 5 business days of competency assessment. Where the USI has not been verified and no exemption has been recorded, AQF certification must not be issued.
- Where an exemption applies under the Student Identifiers Act 2014, record the exemption and inform the learner that their results will not appear on any authenticated VET transcript prepared by the USI Registrar.

Step 3 – Confirm No Outstanding Fees

- Confirm that the learner has paid all fees in full and there are no outstanding balances in Xero.
- If there are outstanding fees, contact the learner within 5 business days of competency assessment and advise that certification documentation cannot be issued until fees are paid in full.

Step 4 – Verify Student File

- Check that all completed assessment records and assessment evidence for each unit are saved in the student's file in Moodle and OneDrive/SharePoint.
- Check that training activity information – including unit code, start and end training dates, and training and assessment outcomes – is accurately entered and marked as Competent, Recognition of Prior Learning approved, or Credit Transfer granted in Avetmiss Done.
- Where the student's enrolment was administratively cancelled, confirm that the end training date recorded in Avetmiss Done matches the Official Cancellation Date recorded on the Student Enrolment Cancellation Checklist. The checklist is the authoritative record and Avetmiss Done must reflect it.
- If any training or assessment information or data is missing, contact the Trainer and Assessor via email to request the missing file or data within 5 business days of competency assessment.

Step 5 – Academic Manager Approval

- The Academic Manager reviews the student completion record in Avetmiss Done and Moodle.
- The Academic Manager confirms all assessment records are complete and accurate.
- The Academic Manager approves issuance of certification documentation. This must be completed within 10 business days of competency assessment.

Step 6 – Generate Certification Documentation

- Once the USI is verified, fees are paid in full, all data and files are complete and accurate, and Academic Manager approval has been granted, generate the AQF certification documentation using the approved certificate template.
- Allocate a unique certificate number in accordance with the Certification Register sequence.
- If the learner has completed a full qualification, generate: a Graduation Letter, a Testamur (Certificate), and a Record of Results.
- If the learner has completed only some units or an accredited short course, generate: a Graduation Letter and a Statement of Attainment.
- This must be completed within 10 business days of competency assessment.

Step 7 – CEO Review and Sign-Off

- Present the generated certification documentation to the CEO for review, approval and signature.
- The CEO may also review the learner's records to confirm the validity of the AQF certification documentation.
- It is imperative that the certification documentation is not left unattended or shared at any time prior to issuance to ensure the integrity of the documents.
- This must be completed within 8 business days of competency assessment.

Step 8 – Record in Certification Register and SMS

- Enter the unique certificate number, date of issue, and document type into Avetmiss Done.
- Record full details in the Certification Register maintained on OneDrive/SharePoint.
- Record details include: student full name, qualification or unit(s), certificate number, date issued, and type (Qualification or Statement of Attainment).

Step 9 – Issue Certification Documentation

- All AQF certification documentation is issued electronically as a PDF to the learner's registered email address recorded in Avetmiss Done.
- Certification documentation must only be sent to the email address on the student's file.
- Under no circumstances should certification documentation be issued to any third-party without the learner's written consent.

- Electronic issuance is the default method of delivery. The total process from competency assessment to electronic issuance must be completed within 30 calendar days. Physical postage is available upon request and subject to additional fees as per the Schedule of Fees.

Step 10 — Optional Physical Postage

- Where a student requests physical copies of their AQF certification documentation, Pegasus International College will arrange postage upon receipt of the applicable postage fee as per the Schedule of Fees.
- The student must submit a written request (email to Admin@Pegasus.edu.au) confirming their postal address and agreement to the applicable fee.
- An invoice will be issued via Xero. Physical copies will not be dispatched until payment is confirmed.
- Physical copies must be sent via Registered Post to the address on the student's file only. Under no circumstances should physical certification documentation be handed to or posted to any third party.
- Where certification documentation is handed to the learner in person, the learner's driver's licence or passport must be sighted to confirm identity, and this must be recorded on the student's file.
- The Administrative and Support Staff is to record the Registered Post tracking number on the student's file in OneDrive/SharePoint and in Avetmiss Done upon dispatch.
- Physical postage must be dispatched within 10 business days of payment being received.

RE-ISSUING OF AQF CERTIFICATION DOCUMENTATION PROCEDURE

Students may request replacement documentation if:

- Certificate is lost or cannot be located; or
- Name change has occurred (legal evidence required).

The following steps apply for all re-issue requests:

Step 1 – Request Received and Identity Verified

- When a learner requests re-issuance, advise them of the applicable fee as per the Schedule of Fees, and that it can take up to 10 business days to re-issue the AQF certification documentation.
- Confirm the learner's identity – request a valid Australian driver's licence or passport together with a supporting document containing their full legal name.
- Match the information in the identity document to the records in the student's file in Avetmiss Done.
- Administrative and Support Staff is to review and complete the Re-issuing of AQF Certification Documentation Checklist.

Step 2 – Issue Invoice for Re-Issue Fees

- Where the learner agrees to proceed, issue an invoice via Xero within 3 business days of the request being received.

Step 3 – Confirm Payment and Generate Documentation

- Confirm full payment of re-issue fees before proceeding to generate the replacement AQF certification documentation.
- Generate the same documentation types as originally issued (Graduation Letter + Testamur and Record of Results; or Graduation Letter + Statement of Attainment), clearly marked as "REISSUED" with the re-issue date (not the original issue date).
- This must be completed within 2 business days of receipt of payment.

Step 4 – Review Accuracy

- Check that the correct document types have been generated.
- Confirm the following information matches the student's file: learner's full legal name; internal student ID number; training product code and title; units of competency code and title and their respective outcomes.
- This must be completed within 2 business days of receipt of payment.

Step 5 – CEO Review and Sign-Off

- Present the re-issued certification documentation to the CEO for review, approval and signature within 2 business days of receipt of payment.
- It is imperative that the AQF certification documentation is not left unattended at any time to ensure the integrity of the documents.

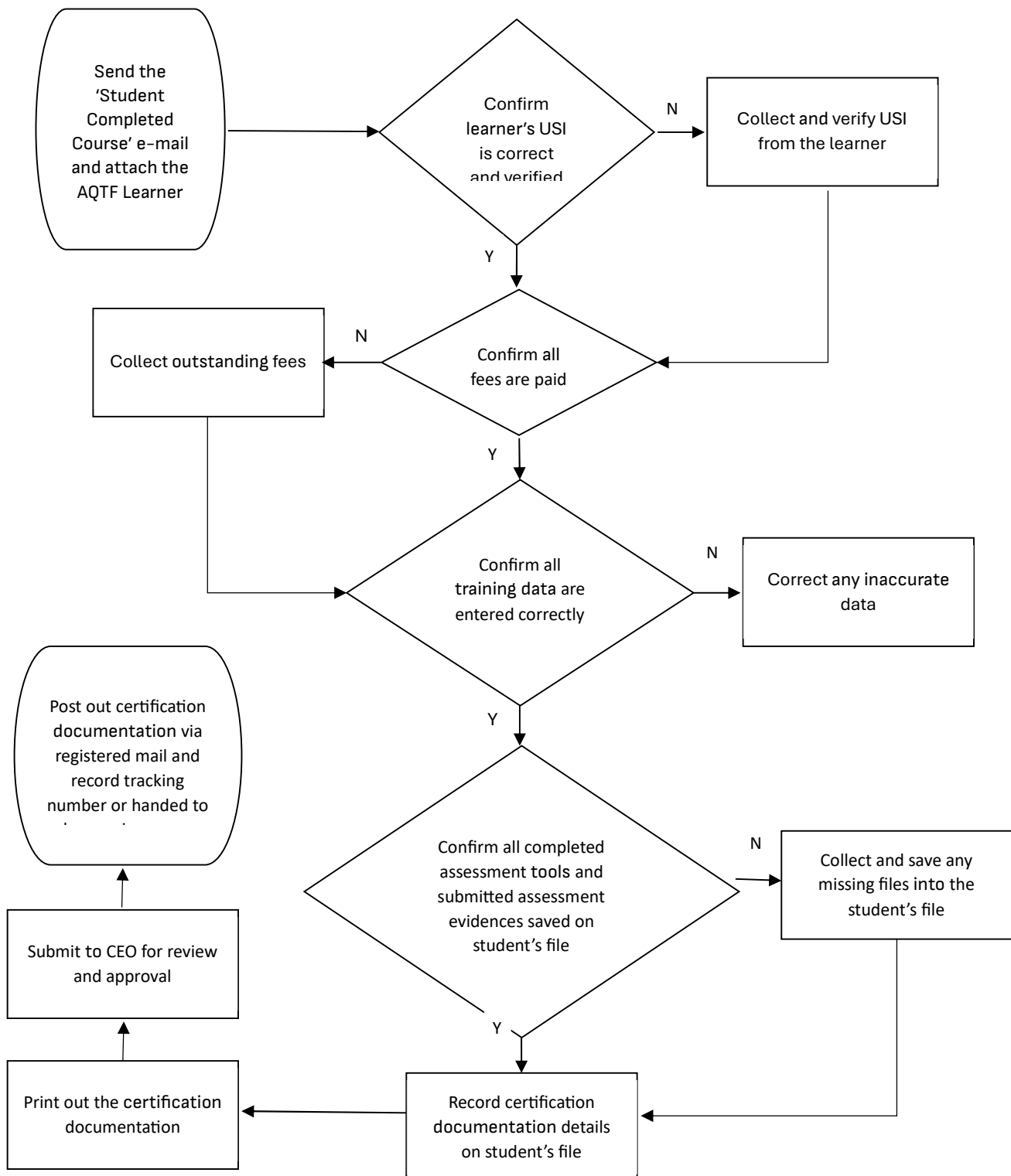
Step 6 – Issue and Record

- Issue the re-issued documentation electronically as a PDF to the learner's registered email address recorded in Avetmiss Done within 10 business days of receipt of payment. Physical postage is available upon request and subject to additional fees as per the Schedule of Fees.
- Record the re-issue in the Certification Register, noting the re-issue date and distinguishing it from the original issue.

Step 7 – Optional Physical Postage

- Where a student requests physical copies of their re-issued AQF certification documentation, Pegasus International College will arrange postage upon receipt of the applicable postage fee as per the Schedule of Fees.
- The student must confirm their current postal address in writing (email to Admin@Pegasus.edu.au) prior to dispatch. Physical copies will only be sent to the address on the student's file – under no circumstances should re-issued documentation be posted to a different address or handed to any third party.
- Physical copies must be sent via Registered Post within 10 business days of payment being received for the re-issue fee.
- The Administrative and Support Staff is to record the Registered Post tracking number on the student's file in OneDrive/SharePoint and in Avetmiss Done upon dispatch.

ISSUING OF AQF CERTIFICATION DOCUMENTATION PROCESS FLOW-CHART



RE-ISSUING OF AQF CERTIFICATION DOCUMENTATION PROCESS FLOW-CHART

