

CERTIFICATE ISSUANCE POLICY**RELEVANT STANDARD(S):**

National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 – Division 2. Integrity of Nationally Recognised Training Products

AQF Qualifications Issuance Policy, Student Identifier Act 2014, and Nationally Recognised Training (NRT) Logo Conditions of Use Policy

PURPOSE

Norwest College Australia is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTOs) 2025. This policy provides the framework and general principles for issuing certification documentation in Norwest College Australia.

Norwest College Australia ensures that all AQF certification documentation is issued in accordance with the AQF Qualifications Issuance Policy, the Student Identifier Act 2014, and the Nationally Recognised Training (NRT) Logo Conditions of Use Policy.

SCOPE

Norwest College Australia ensures that:

- AQF qualifications and Statements of Attainment issued are within its scope of registration.
- Certification documentation is issued only to VET students who have met the training product requirements.
- Certification documentation is issued within 30 calendar days of the VET student:
 1. Completing the qualification, or
 2. Withdrawing after completing one or more units of competency, AND
 3. Paying all agreed fees for the training product.
- A verified Unique Student Identifier (USI) is required before issuance, unless an exemption applies.
- Certification records are securely maintained and accessible to current and past VET students.

POLICY PRINCIPLES**Issuing Certification Policy**

- Norwest College Australia issues AQF certification documentation **within 30 calendar days** if:
 - The VET student has completed the qualification **OR** withdrawn after completing one or more units.
 - All agreed fees have been paid.
- Certification **must not** be issued if the VET student has outstanding agreed fees.
- Certification **must not** be issued if the VET student's USI is not verified (unless exempt under the **Student Identifiers Act 2014**).
- For international students on a student visa, if certification documentation is issued prior to the end of the student's CoE, Norwest College Australia will report the early completion or withdrawal in PRISMS in accordance with the ESOS Act 2000 and the National Code 2018. Refer to the PRISMS Data Maintenance Policy for procedures and responsibilities.

Verified Unique Student Identifier (USI)

Norwest College Australia requires all VET students to supply a USI verified by the Commonwealth Registrar, before any certification documentation can be issued. Only official USI identifiers are used, which may be verified here: <https://portal.usi.gov.au/org/>.

Exemptions to the USI requirements may apply to international students studying offshore and outside of Australia.

Any student who requests an exemption from the USI shall be notified that any completion results and records will not be available through the Commonwealth Registrar.

VET students' USIs are subject to privacy requirements.

Certification Record-Keeping & Reporting

Norwest College Australia will:

1. Maintain registers of all AQF qualifications it is authorised to issue and of all AQF qualifications and Statements of Attainment issued.
2. Retain certification records for:
 - Seven (7) years for training products completed on or after 1 January 2015.
 - Thirty (30) years for training products completed before 1 January 2015.
3. Ensure certification records are accessible to past and current VET students upon request.

4. Report issued qualifications and Statements of Attainment to the VET Regulator as required.

Issuing Qualifications / Testamurs

All VET students who have completed a training program which leads to the award of a full AQF qualification will receive:

1. a testamur; and
2. a record of results.

Each AQF qualification issued will comply with the 'AQF Qualifications Issuance Policy' and 'Clause 11. Issue of VET qualifications and VET statements of attainment, and will:

- a) include the following information:
 - i) the name, RTO code, CRICOS Code and logo of the issuing organisation
 - ii) the code and title of the awarded AQF qualification
 - iii) the NRT Logo in accordance with the NRT Logo Conditions of Use Policy
 - iv) the authorised signatory
 - v) the issuing organisation's seal, corporate identifier or unique watermark
 - vi) the words 'The qualification is recognised within the Australian Qualifications Framework' or any AQF logo authorised by the AQF Council
- b) include the following information where applicable:
 - i) the industry descriptor, e.g. Engineering
 - ii) the occupational or functional stream, in brackets, e.g. '(Fabrication)'
 - iii) where relevant, the words, 'achieved through Australian Apprenticeship arrangements'
 - iv) where relevant, the State/Territory Training Authority logo (only where use of the logo is directed by State/Territory Training Authorities)
 - v) where relevant, the words, 'these units/modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules

Issuing Statement of Attainment

Each statement of attainment issued will comply with the 'AQF Qualifications Issuance Policy', 'Clause 11. Issue of VET qualifications and VET statements of attainment', and will:

- a) include the following information:
 - i) the name, RTO Code, CRICOS Code and logo of the issuing organisation

- ii) 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
 - iii) the NRT Logo in accordance with the NRT Logo Conditions of Use Policy
 - iv) the authorised signatory
 - v) the issuing organisation's seal, corporate identifier or unique watermark
 - vi) 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'
- b) include the following information where applicable:
- i) the words 'These competencies form part of [code and title of qualification(s)/course(s)]'
 - ii) the words, 'These competencies were attained in completion of [code] course in [full title]'
 - iii) where relevant, the State/Territory Training Authority logo (only where use of the logo is directed by State/ Territory Training Authorities)
 - iv) where relevant, the words, 'these units / modules have been delivered and assessed in <insert language>' followed by a listing of the relevant units/modules.

Use of Logos

Norwest College Australia abides by the NRT Logo Conditions of Use Policy.

The AQF logo will be used on all AQF documentation issued by Norwest College Australia.

The AQF logo must NOT be used on non-nationally recognised training certification issued by Norwest College Australia.

Replacement of Certification Documentation

AQF certification documents can be reissued to a student upon written request. Replacement certification documentation will incur a fee of **\$50 per request**.

MONITORING AND IMPROVEMENT

All practices for issuing certification documentation are monitored by the CEO of Norwest College Australia. Areas for improvement identified are lodged in the Continuous Improvement Register, reviewed and acted upon.

PRISMS reporting related to early completion or withdrawal is monitored in accordance with the PRISMS Data Maintenance Policy.

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
15/08/2025	Document creation	Norwest College Australia	v. 1.0	1/07/2025	30/06/2026

RTO INFORMATION

RTO INFORMATION	
Document Name	CRICOS Certificate Issuance Policy v1.0
RTO/Company Name	Norwest College Australia
ABN	76 648 650 122
RTO Code	#46535
CRICOS Code	#04430A
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