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Purpose

The purpose of this policy and procedure is to outline Everest Institute of Education (Ei)'s approach to ensuring it only issues qualifications, statements of attainment and records of results to students who have completed all requirements of the program they are enrolled in.

It outlines the systems in place to ensure certification is issued correctly and only after students have fully demonstrated competence against the required units or modules.

This complies with the Compliance requirements of the RTO Standards 2025 and the ESOS National Code 2018.

Policy

- In accordance with the Standards, Everest Institute (Ei) issues AQF certification documentation to students who have been assessed as meeting the requirements of a unit, module, qualification or course as specified in the relevant Training Package or VET Accredited Course.
- Certification documents will be issued within 30 calendar days of the student being assessed as meeting the requirements of the Course, provided that all fees the student owes for the Course have been paid.
- Ei maintains records of learner AQF certification documentation and are accessible to current and past learners for a period of 30 years.
- All testamurs and statements of attainment will be issued to the student only and not to any third parties or employers.
- Student identifiers will not be included on the Certificate, Record of Results and Statement of Attainment. Ei has processes in place to verify a learner's Unique Student Identifier (USI) well in advance of the expected issuance of certification.
- Ei will ensure that current and past learners are able to access records of their achievements. All learners who hold a verified USI and have had their results reported to the USI system will be able to access their records through it. If a learner's achievements have not been recorded through the USI system, Ei has a process in place to ensure the learner can access their records in another way by submitting a request directly to the Ei head office. There is a \$60 reissue fee for any certification reissue.
- Ei will only issue AQF certification documentation when a learner has completed their program of training and assessment with Ei. Ei will not issue 'interim' documentation at any time.

Procedure

1. Inclusions on certification documents

Procedure	Responsibility
A. Testamur <ul style="list-style-type: none"> The following information will be included on the Certificate. If any of the following information is missing, the certificate is voided: <ul style="list-style-type: none"> The student's full name The code and title of the awarded AQF qualification 	Administration Department CEO

Procedure	Responsibility
<ul style="list-style-type: none"> - The units achieved by their full title and national code - The name, National RTO Code and logo of Ei - The AQF Logo - Date of issue or award - The authorised signatory of Ei and their name - The NRT logo - The RTO's seal, corporate identifier or unique watermark - A certificate number 	
<p>B. Statement of Attainment</p> <ul style="list-style-type: none"> • The following information will be included on the Statement of Attainment. If any of the following information is missing, the Statement of Attainment is voided: <ul style="list-style-type: none"> - The student's full name - The units and/or modules achieved by their full title and national code - The name, National RTO Code and logo of Ei - The date the statement is issued - The authorised signatory of Ei - The NRT logo 	<p>Administration Department</p> <p>CEO</p>
<p>C. Record of results</p> <ul style="list-style-type: none"> • The following information will be included on a Record of Results: <ul style="list-style-type: none"> - The student's full name - The units and/or modules achieved by their full title, national code and the relevant results and year - The name, National RTO Code and logo of Ei - The date the record of results is issued • The following information <u>will not</u> be included on a Record of Results: <ul style="list-style-type: none"> - The AQF logo or reference to the AQF - The NRT logo 	<p>Administration Department</p> <p>CEO</p>

2. Issuing Testamurs and Records of Results

Procedure	Responsibility
<p>D. Check eligibility</p> <ul style="list-style-type: none"> • Once a student has completed all the units or modules in a qualification, they are eligible to have their qualification issued. Students who have completed a qualification and have paid all fees will have their qualification issued within 30 calendar days of completing the requirements of the qualification. • The student must have a valid USI at the time of certification, which must be verified by Ei before issuance. • Where a student has completed the requirements of a qualification but have not paid all their fees, Ei will follow up with the student. In this case, the qualification will be issued after receiving the final payment. • A certificate will be accompanied by a record of results. 	<p>Administration Department</p> <p>CEO</p>

Procedure	Responsibility
<p>E. Award the qualification</p> <ul style="list-style-type: none"> Record the award of the qualification on the Axcelerate student management system. The date of award will be the date on which the award is generated/issued. 	<p>Administration Department</p> <p>CEO</p>
<p>F. Print testamur and record of results</p> <ul style="list-style-type: none"> Use the approved template to print the certificate. Use the approved template to print the record of results. Ensure the testamur and record of results are signed by the CEO. Ensure the details printed on the certificate and record of results are accurate. Keep a copy of the certificate and record of results on the student's file. 	<p>Administration Department</p>

3. Issuing Statements of Attainment

Procedure	Responsibility
<p>G. Check eligibility</p> <ul style="list-style-type: none"> A student who has partially completed a qualification, or has completed a single unit, skill set or some VET Accredited Courses that commence with the words 'Course in...', will be issued with a Statement of Attainment. This includes a student who withdraws from a Course and has completed some units or modules. A statement of attainment should only be issued if all fees due have been paid. The student must have a valid USI at the time of certification, which must be verified by Ei before issuance. Where a student has completed the requirements of a statement of attainment but has not paid all their fees, Ei will follow up with the student. In this case, the statement of attainment will be issued after receiving the final payment. 	<p>Administration Department</p> <p>CEO</p>
<p>H. Record the statement of attainment</p> <ul style="list-style-type: none"> A record of the issue of the statement of attainment will be entered into the Axcelerate student management system, as well as a physical copy in the student's file. 	<p>Administration Department</p>
<p>I. Print Statement of Attainment</p> <ul style="list-style-type: none"> Use the approved template to print the Statement of Attainment Ensure the details printed on the Statement of Attainment are accurate. The Axcelerate student management system will record the date of issue. Ensure the document is signed by the CEO. Keep a copy of the document in the student's file. 	<p>Administration Department</p>

4. Reissuing certification documents

Procedure	Responsibility
<p>J. Re-issuance</p> <ul style="list-style-type: none"> • Upon request for re-issuing of a qualification certificate, record of results or statement of attainment, the details of the past student must be verified in the Axcelerate student management system and the physical student file. • A \$60 fee is applied for the re-issuing of the certificate, record of results and statement of attainments. The student will need to fill in the required documentation. • Ensure the document is printed with the exact details as the original document. • Keep a copy of the re-issued document on the student's file. 	Administration Department

Document Control

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