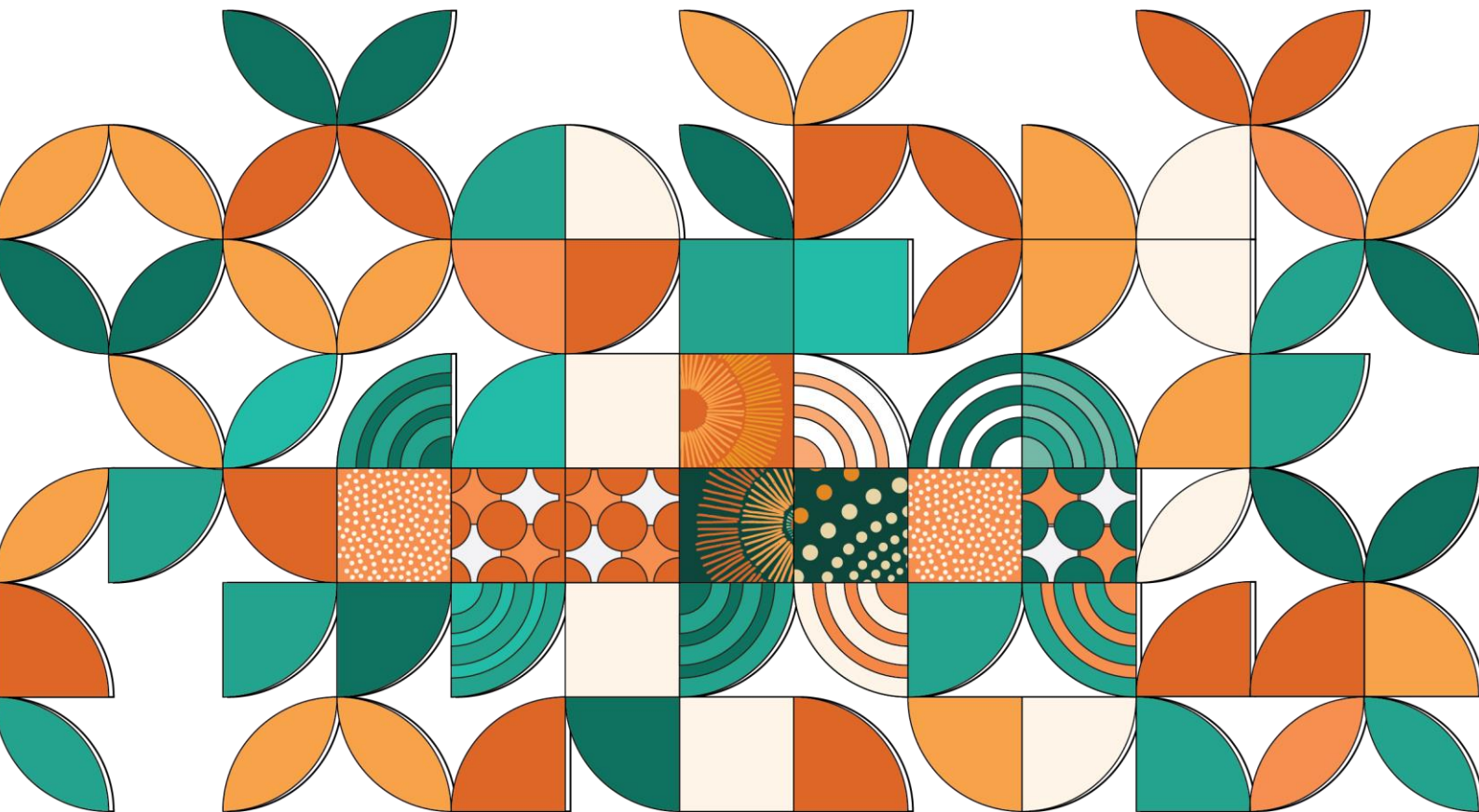


Certification, Issuing and Recognition of Qualifications and Statements of Attainment Policy



SECTION 1

1. Purpose

- 1.1 The purpose of this policy is to ensure that the Institute of Health and Nursing Australia (IHNA) maintains the highest standards in certifying, issuing, and recognising qualifications and statements of attainment.
- 1.2 This policy ensures compliance with the Australian Skills Quality Authority (ASQA) standards and other relevant acts and legislation. It outlines the principles and procedures for issuing, recognising, and reissuing qualifications and statements of attainment to guarantee their integrity, accuracy, and validity.

2. Scope

- 2.1 This policy applies to all qualifications and statements of attainment issued by IHNA, as well as those recognised by IHNA, in accordance with ASQA standards (2025 Standards for RTOs, Practice Guides – Compliance Standards for RTOs) and AQF guidelines.
- 2.2 This policy applies to all students admitted and successfully completed to any course or unit of competency at IHNA.

3. Definitions

- 3.1 Refer to the IHNA Glossary of Terms.

SECTION 2

4. Principles

- 4.1 IHNA is dedicated to upholding the highest standards in the certification, issuance, and recognition of qualifications and statements of attainment.
- 4.2 IHNA ensures that all qualifications, records of results (transcripts) and statements of attainment are issued and recognised consistently, transparently, and in full compliance with national standards and regulatory requirements.
- 4.3 Where necessary, IHNA will include any additional information on certification documentation as required by State or Commonwealth funding bodies or other authorised entities.
- 4.4 Testamurs must be prepared in a format approved by IHNA and should clearly state if the award has been taught and assessed in a language other than English.
- 4.5 The testamur represents the academic rigour of IHNA courses, which is crucial to sustaining IHNA's esteemed reputation as an education provider among potential employers, prospective students, and

other stakeholders. Protecting the security and integrity of the testamur is a key aspect of maintaining the Institute's reputation.

- 4.6 All certification documentation issued by IHNA is:
 - a. Unambiguously issued by IHNA.
 - b. Readily distinguishable from other certification documents issued by IHNA.
 - c. Protected against fraudulent issuance by using anti-fraud certificate paper with hidden words.
 - d. Traceable and authenticable.
 - e. Designed to prevent unauthorised reproduction.
- 4.7 IHNA provides students with their Qualifications and Statements of Attainment in digital format by default. Hard copies are available upon request.
- 4.8 Students who have successfully met all requirements of the training product, including full payment of fees and providing a valid Unique Student Identifier (USI) unless exempt, can expect to receive their AQF certification documentation from IHNA within 30 calendar days after their final assessment, according to the 2025 Standards for RTOs, Practice Guides – Compliance Standards for RTOs.
- 4.9 IHNA will not issue any “early” or honorary certificates.
- 4.10 All issued qualifications and Statements of Attainment (SOA) will be assigned a unique identification number, which will be recorded in the Certificate Issuance

5. Issue of Qualifications

- 5.1 All Certificates and Statements of Attainment (SOA) must be on approved stationery.
- 5.2 Upon successful completion of a full AQF qualification or course, IHNA will award students a qualification testamur (certificate) and a detailed record of results (transcript).
- 5.3 IHNA employs anti-fraud certificate paper, incorporating concealed words on the reverse side. These documents are securely stored and can only be accessed by the Compliance Team of IHNA. Certificates are exclusively issued by the Quality Assurance Team and will be dispatched to the appropriate campus as needed.
- 5.4 Certificates and Statements of Attainment are issued when:
 - a. The requirements of the qualification or units of competency have been met in accordance with the relevant Training Package.
 - b. The Training Manager/ Course Coordinator/delegate needs to verify and approve the training plan.
 - c. Results have been recorded in the Knowledge Hub (KH).
 - d. The Training Manager/Course Coordinator/delegate verifies that the unit of competency

requirements have been met.

- e. The student has provided the USI number to IHNA unless exempt.
- f. All fees have been paid, or the student has entered into a Direct Debit Agreement.

6. Certification Documents for AQF Qualifications

6.1 All nationally recognised training qualifications issued by IHNA under the AQF will include the following elements:

- a. Name, logo and Registered Training Organisation (RTO) number of IHNA;
- b. Name of person receiving the qualification;
- c. Awarded AQF qualification by its code and full title;
- d. Date issued;
- e. Authorised Person;
- f. Unique Certificate Identifier;
- g. AQF logo;
- h. Nationally Recognised Training (NRT) logo;
- i. IHNA corporate identifier 'Organisation Stamp with Seal'.

6.2 IHNA will not include the learner's Identifier on the testamur consistent with the *Student Identifiers Act 2014*.

The record of results will be provided in addition to the testamur and will include the following elements:

- a. Name, logo and Registered Training Organisation (RTO) number of IHNA;
- b. Name of person receiving the qualification;
- c. Awarded AQF qualification by its code and full title;
- d. Year Enrolled, Unit Code, Unit Description, Results;
- e. Date issued;
- f. Authorised Person;
- g. Unique Certificate Identifier;
- h. IHNA corporate identifier 'Organisation Seal'.

7. Issuance of Statements of Attainment

7.1 The issuance of a Statement of attainment recognises that students do not always study a whole AQF qualification. They may choose to complete only a unit or units of competency or study from an accredited

qualification or short course. The Statement of Attainment can be issued when the student has withdrawn

or terminated from the enrolled course.

7.2 Statements of Attainment include the following features:

- a. Name, logo and Registered Training Organisation (RTO) number of IHNA;
- b. Name of the person who achieved the competencies or modules;
- c. Date issued;
- d. Unit(s) of competency or module(s) where competencies exist showing their full title and the national code for each unit of competency;
- e. Authorised Person;
- f. Nationally Recognised Training (NRT) logo;
- g. Statement - 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.'
- h. Statement - 'These competencies form part of [code and title of qualification(s)/course(s) (this is optional, where applicable)'
- i. IHNA corporate identifier ' Organisation Stamp with Seal'
- j. A Statement of Attainment will normally consist of a single page; it may run onto a further page where there is a long list of competencies or modules.

7.3 IHNA will not include the learner's Student Identifier on the Statements of Attainment consistent with the *Student Identifiers Act 2014*

8. Issuance of Course Progress Advice

8.1 Where a student requests a record of progress, they will be issued a Course Progress Advice Letter.

8.2 The Course Progress Advice is issued before the qualification is achieved and will include all the units students are enrolled in and the status of each unit.

8.3 The Course Progress Advice includes the following elements:

- a. Name, logo and Registered Training Organisation (RTO) number of IHNA;
- b. Name of the person who achieved the competencies or modules;
- c. Course code and title;
- d. Unit(s) of competency or module(s) where competencies exist showing their full title and the national code for each unit of competency;
- e. Authorised Signatory;

f. Date of issue;

g. Credential Number.

9. Certificate Issuance Register

9.1 A certificate Issuance register (Hard/soft copy) will be maintained to ensure the students receive the correct document and will include the following data.

- a. Student name and ID;
- b. Course Title;
- c. Course completion date
- d. Certificate Issue Date;
- e. Certificate Number;

9.2 Each campus will maintain a separate certificate issuance register for AQF qualifications and non-AQF qualifications.

- a. Student name and ID;
- b. Course Title;
- c. Establish student identity verification;
- d. Declaration of the student and Signature; or
- e. If the certificate is sent by Express/Normal post mention 'sent by Express/ Normal post'
- f. Signature of the staff who delivers the Certificate.

10. For Diploma of Nursing Students Only

10.1 Prior to issuing certificates for Diploma of Nursing students, the Quality Assurance team verifies if there is credit transfer. Credit Transfer (CT) for HLTENN units is granted only for students who complete a Diploma of Nursing program accredited by the Australian Nursing and Midwifery Accreditation Council (ANMAC) and approved as 'an approved program of study' by the Nursing and Midwifery Board of Australia (NMBA) in accordance with the Enrolled Nurse Accreditation Standards 2017.

11. For Australian Community Workers Association (ACWA) accredited courses

11.1 Some of ACWA accreditation requirements are set for the Credit Transfer. Under the current ACWA accreditation guidelines, IHNA will accept a maximum of 40% Credit Transfer awarded from an education provider or course that is not ACWA accredited.

11.2 It is also important to note students cannot complete majority of the units at a non-ACWA accredited

provider and then move to an accredited provider in order to obtain ACWA approved qualification. IHNA

will assess the application based on ACWA requirements when receiving requests for Credit Transfer.

12. Retention, Revoking, Replacement and Reissue of Certification

- 12.1 IHNA will maintain Certificate Issuance registers of AQF qualifications and statements of attainment issued. These records will be kept for at least the minimum period specified by the 2025 Standards for RTOs, Practice Guides – Compliance Standards for RTOs, which is currently 30 years.
- 12.2 IHNA will ensure that former students can request and obtain copies of their issued AQF certificates during the retention period.
- 12.3 IHNA Retain all student assessment submissions (e.g. completed exams, assignments, practical checklists) for at least 2 years after the student's completion of the training product.
- 12.4 If ASQA (the National VET Regulator) requests a report of qualifications and statements issued in a given period, IHNA will reproduce and provide that report.
- 12.5 IHNA reserves the right to revoke certification documentation if there is evidence of fraud, such as improperly obtained, created, duplicated, or falsified certification documentation. Additionally, if the certification documentation has been issued in error, IHNA may revoke it and, if applicable, issue a revised document.
- 12.6 Students can request a replacement/reissue for their certificate documentation from IHNA. A valid reason and a specified fee will apply to this service.

13. Ongoing Review

- 13.1 IHNA will conduct regular reviews of changes in legislation from the AQF, SRT0, and other relevant bodies. Following these reviews, the policy will be updated accordingly to ensure ongoing compliance.

14. Responsibility

- 14.1 The CEO has the overall responsibility for implementing this policy.
- 14.2 The Academic Director/Training Manager/Course Coordinator is responsible for the implementation of this policy.
- 14.3 The National Registrar and the Quality Assurance team are responsible for the implementation of this policy.

SECTION 3

15. Associated Information

Related Internal Documents	• Certification, Issuing and Recognition of Qualifications and Statements of Attainment Procedure • Admission and Enrolment Policy • Admission and Enrolment Procedure • Academic Participation and Progress Policy • Academic Participation and Progress Procedure • Course Progress Advice Letter • Certificate Tracking Register • Certificate Issuance Register • Student Complaints and Appeals Policy • Student Complaints and Appeals Procedure
Related Legislation, Standards, and Codes	• National Vocational Education and Training Regulator Act 2011 • 2025 Standards for RTOs • Practice Guides – Compliance Standards for RTOs • Education Services for Overseas Students Act 2000 (ESOS Act) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) • Enrolled Nurse Accreditation Standards 2017 • AQF Certification Documentation • Student Identifiers Act 2014 • Relevant State and Commonwealth contracts and eligibility documents (VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), Smart and Skilled)
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Department	Academic
2025 Standards for RTOs	Practice Guides – Compliance Standards for RTOs

16. Change History

Version Control		Version 3.1
Version No.	Date	Brief description of the change, including version number, changes, who considered, approved, etc.

V.1.0	12/03/2021	Created as a separate policy, revised and updated with pertinent sections
V.2.0	22/02/2024	Updated in the new IHNA template and logo
V.3.0	17/06/2024	Added Policy Principles Added information of Retention, Revoking, Replacement/Reissue of Certification Minimise redundancy
V.3.1	18/06/2025	Minor revision, Changed Standards for RTOs 2015 to 2025 Standards for RTOs, Practice Guides – Compliance Standards for RTOs