

# Qualification Insurance Policy and Procedure

(January 2026)

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## 1. Purpose and Scope

This policy outlines the processes by which TACIS records, issues, replaces, and manages Certificates and Statements of Attainment for students who have met the requirements of qualifications listed on TACIS's scope of registration.

This policy:

- Applies to AQF qualifications and units of competency only; and
- Does not apply to non-AQF or non-nationally recognised training.

## 2. Responsible Parties

- **Chief Executive Officer (CEO)**
  - Has final authority for issuing Certificates and Statements of Attainment;
  - Signs and embosses all certification documentation; and
  - Ensures certification is issued within 30 calendar days of course completion.
- **Program Manager**
  - Confirms student competency completion;
  - Conducts quality and compliance checks; and
  - Recommends students for certification.
- **Student Support Services**
  - Verifies fee payment status and **USI** validity;
  - Generates certification documents via the Student Management System (SMS); and
  - Maintains certification registers.

## 3. Student Management System (SMS)

TACIS maintains a secure Student Management System which:

- Stores all student academic and administrative records;
- Maintains registers of Certificates and Statements of Attainment issued; and
- Supports AVETMISS reporting when required.

## 4. Certification Eligibility

Before certification is issued, TACIS must confirm that:

- All required units of competency have been completed and assessed as Competent;
- All assessment evidence has passed quality and compliance checks;
- All fees have been paid in full; and
- The student's Unique Student Identifier (USI) has been provided and verified.

Students are notified of their final results within two (2) weeks of completing competency requirements.

## 5. Types of Certification Issued

- **Full Qualification Completed**
  - Student receives:
    - AQF Certificate (Testamur); and
    - Statement of Attainment listing all units achieved.
  - **Partial Completion Only**
    - Student receive Statement of Attainment listing only completed units.

Certification will **not** be issued where outstanding fees or missing USI details remain.

## 6. Unique Student Identifier (USI)

- All students must provide a valid USI prior to certification issuance.
- USI verification is conducted by Student Support Services via aXcelerate.
- Certification cannot be issued without a verified USI.

## 1. Certification Format and Compliance

### 7.1 Certificates (AQF Qualifications)

TACIS ensures that:

- AQF wording or AQF logo is included;
- No state or territory registering body logos appear;
- Each certificate contains a unique certificate number; and
- A register of all AQF qualifications issued is maintained.

### 7.2 Statements of Attainment

TACIS ensures that:

- The document is clearly labelled “Statement of Attainment”;
- It cannot be mistaken for a full AQF qualification;
- The NRT logo is used in accordance with current conditions of use; and
- Each Statement has a unique Statement of Attainment number.

## 8. Recording of Results

Assessment outcomes are recorded as follows:

Code	Description
C	Competent
NYC	Not Yet Competent
CT	Credit Transfer
RPL	Recognition of Prior Learning

## 9. Fraud Prevention and Security Controls

To prevent fraudulent reproduction, TACIS implements the following controls:

- Unique numbering for all Certificates and Statements of Attainment;
- Secure embossing seal displaying TACIS name and National Code;
- Embossing machine locked in a safe in the CEO’s office;
- Restricted access to certificate templates (password protected);
- Secure physical and electronic storage of student records;
- Off-site secure data backup; and
- Controlled access to certification registers.

## 10. National Recognition

TACIS recognises AQF qualifications and Statements of Attainment issued by other RTOs.

Recognition is granted through:

- Verification of original certification documents; and
- Recording successful outcomes as **Credit Transfer (CT)** after confirmation with the issuing RTO.

## 11. Replacement of Certification

- TACIS does not re-issue originals, but provides certified copies marked: “This is a replacement of the original document.”
- Proof of identity is required.

- Replacement fee: \$60 (non-refundable).
- Processing timeframe: up to two (2) weeks.

## **12. Issuance Procedure (Summary)**

1. Trainer/Assessor submits completed assessments to Program Manager.
2. Program Manager conducts compliance and quality checks.
3. Non-compliant evidence is returned for correction within one week.
4. Program Manager completes **Qualification Issue Recommendation Form**.
5. Student Support Services:
  - Confirms fees paid;
  - Verifies USI; and
  - Generates certification via SMS.
6. Program Manager conducts final verification.
7. CEO performs final compliance check, embosses, signs, and dates documents.
8. Certification is recorded in registers and archived securely.
9. Documents are issued to the student in person or by registered mail.

## **13. Recall or Cancellation of Certification**

The CEO may recall or cancel certification if:

- False or misleading information was provided;
- Assessment evidence was later found invalid; or
- Certification was issued contrary to the Standards for RTOs 2015.

Students are provided procedural fairness through TACIS's Complaints and Appeals Policy.

## **14. Certification Issuance Commitments**

TACIS commits to:

- Issuing certification within 30 calendar days of course completion or withdrawal;
- Issuing directly to students (not third parties);
- Issuing Testamur + record of results for full qualifications; and Statement of Attainment for partial completion; and
- Maintaining accessible records of certification issued.