Completion and Certification Policy

Specialised Skills | RTO 46344 | Version 3.0

Purpose and scope

This policy explains how Specialised Skills checks that a student has finished their training. It also explains how Specialised Skills gives out, records and replaces statements of attainment. A statement of attainment is the official record of the units a student has done. This policy covers every unit that Specialised Skills delivers.

Policy

1. Giving out statements of attainment

1.1 Specialised Skills only gives statements of attainment for units it is registered to deliver. The student must have been assessed as competent, or have been given RPL or credit transfer.

1.2 Specialised Skills aims to send it within 7 days after the student finishes. It always sends it within 30 calendar days, because the Standards require this. Before it is sent:

a. the student must have finished all the units they enrolled in, or have withdrawn from the rest

b. all the fees they agreed to must be paid

c. the student's USI (Unique Student Identifier) must be checked, unless the Student Identifiers Registrar says they do not need one.

1.3 If it will take more than 7 days, Specialised Skills tells the student why and when it will arrive.

1.4 If a student finishes only some of their units, they get a statement for those units.

1.5 Specialised Skills emails the statement to the student, not to an employer or anyone else. It only sends a copy to an employer if the student said yes in writing when they enrolled.

2. What it shows, and keeping it safe

2.1 Each statement follows the AQF Qualifications Issuance Policy and the Compliance Standards. It shows:

a. the Specialised Skills name, logo and RTO code

b. the student's full name

c. the code and title of each unit

d. the nationally recognised training (NRT) logo

e. the date it was given and its own certificate number

f. the signature of the person who is allowed to sign it.

2.2 A statement never shows the student's USI.

2.3 Statements of attainment are made from a Vettrak template that the owners have approved. The Specialised Skills CEO is the person who signs them. The owners keep the templates and signatures safe.

2.4 The NRT logo is never put on documents for training that is not nationally recognised.

3. High risk work licences and the White Card

3.1 For a licence unit, each person who is competent gets a Notice of Satisfactory Assessment. A SafeWork NSW accredited assessor gives it to them. The person must then apply to Service NSW for the licence within 60 days of getting the notice.

3.2 A statement of attainment only shows that the person has done the unit. SafeWork NSW gives the licence.

3.3 SafeWork NSW has said Specialised Skills can deliver CPCWHS1001 (White Card). For each student who is competent, Specialised Skills sends their details to SafeWork NSW. The student gets a statement of training, which they can use for 60 days until the White Card arrives.

4. Records and reporting

4.1 Vettrak keeps a record of every statement that Specialised Skills gives out. Copies are kept for 30 years. Current and past students can ask for a copy.

4.2 Vettrak reports completed units to NCVER (the national VET data agency). If ASQA asks, Specialised Skills gives it a report of the certificates it has given out.

5. Replacements, corrections and cancelling

5.1 A person can ask in writing for a replacement. Specialised Skills checks who they are, then emails the replacement. A digital copy is free.

5.2 If Specialised Skills made a mistake, it fixes it for free.

5.3 Specialised Skills may cancel a statement if it was given by mistake or got by fraud. It tells the student why, and the student can respond first. The student can also appeal. See the Complaints and Appeals Policy.

6. Review

6.1 At each monthly compliance check, the owners look at some of the statements they have given out. They check them again in the yearly internal audit.

Policy information

Responsibilities: The owners approve and review this policy. As trainers and assessors, both owners record results. Both owners do the checks, issue statements of attainment and keep the register.

Related documents: Completion and Certification Procedure; Training and Assessment Policy; RPL and Credit Transfer Policy; Enrolment Policy; Fee Administration and Refund Policy; Fee Schedule; Complaints and Appeals Policy; Privacy Policy; Records Management Policy.

Legislative and regulatory requirements: Standards for RTOs 2025 (Compliance Standards, including certification, records and the NRT logo conditions of use); AQF Qualifications Issuance Policy; Student Identifiers Act 2014; National VET Data Policy; Work Health and Safety Act 2011 (NSW) and Regulation; SafeWork NSW licensing requirements.

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