Completion and Certification Procedure

Document details	
Purpose	To set out the steps to check that a student has finished, paid and has a USI. It also covers sending the statement of attainment.
Applies to	All students who finish, or withdraw from, units that Specialised Skills delivers.

Roles: both owners do all **Owner** steps (checking, sending and keeping records) and **Trainer** steps (giving results).

STUDENT Yellow rows are the steps students complete.

Step	Who	What to do	Record
A. At the end of the course			
1	Trainer	Fill in and sign the assessment record for each unit: Competent or Not Yet Competent. Enter the results in Vettrak. Save the evidence in the student's assessment file.	Assessment record; Vettrak
2	Trainer	Licence units: give each person who is competent their Notice of Satisfactory Assessment. Tell them they must apply to Service NSW within 60 days.	NSA copy
3	**STUDENT**	Licence units: apply online through your MyServiceNSW account within 60 days, and pay the licence fee.	
B. Checks before issue			
4	Owner	Finished: check that every unit has a result (Competent, RPL granted, credit transfer or withdrawn). Check that the assessment records are filled in and signed.	Vettrak
5	Owner	Fees: check that they are paid in full, or that the employer has paid the invoice. If not, send a reminder. Do not send the statement until the fees are paid.	Receipt or invoice
6	Owner	USI: check that Vettrak shows it as verified, and that the name and date of birth match. If not, contact the student.	Vettrak (USI verified)
7	**STUDENT**	If Specialised Skills asks, give your correct USI. Or update your details on usi.gov.au so they match your ID.	Email
8	Owner	Details: check that the name matches the student's ID. Check on training.gov.au that each unit code and title is right, and that Specialised Skills is registered to deliver it.	Vettrak
C. Issue and record			
9	Owner	Make the statement of attainment from the Vettrak template. Check it against the list below. The CEO signs it.	Statement of attainment

Step	Who	What to do	Record
10	Owner	Email it to the student. Aim to send it within 7 days after they finish, and never later than 30 calendar days. If it will take more than 7 days, tell the student why and when it will arrive. Only send a copy to an employer if the student said yes in writing when they enrolled.	Sent email
11	Owner	Record the date and certificate number in Vettrak. Save a copy in the student's file. Vettrak reports the completed units to NCVER.	Vettrak; student file
12	Owner	White Card: send the details of each student who is competent to SafeWork NSW. Give the student a statement of training. They can use it for 60 days, until the card arrives.	SafeWork NSW lodgement
D. Replacements			
13	**STUDENT**	Email Specialised Skills to ask for a replacement, and include your ID. A digital copy is free.	Email
14	Owner	Check who the person is. Send a new copy from Vettrak with the original details, and record that you did.	Vettrak

Statement of attainment checklist

Must include	Must not include
• Specialised Skills name, logo and RTO code 46344 • student's full name • code and title of each unit • NRT logo • the words "A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units" • date of issue, unique certificate number • authorised signature and security feature (seal or watermark)	• the student's USI • the NRT logo on non-accredited certificates • units the student has not completed • units outside the scope of registration

When things change

Situation	Action
Fees not paid	Do not send the statement yet. When the fees are paid, send it within 7 days, and no later than 30 days.
Statement will take longer than 7 days	Tell the student why and when it will arrive. It must still go out within 30 calendar days.

Situation	Action
No USI, or USI not verified	Do not send it yet. Ask the student to make or fix their USI. If the Registrar says they do not need one, record this.
Not Yet Competent	Offer a reassessment (see the Training and Assessment Policy). Only give a statement for units they have finished.
Student withdraws after completing some units	Give a statement of attainment for the units they have finished.
Error found on a statement	Fix it and send a new one for free. Record the change in Vettrak.
Issued in error or obtained by fraud	Tell the student why and let them respond. If the problem is confirmed, cancel it and update Vettrak. The student can appeal.
Name change	Send a new one by email once you see proof of the change (for example, a marriage certificate). It is free.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

Related documents: Completion and Certification Policy; Training and Assessment Policy; Enrolment Procedure; Fee Administration and Refund Policy; Fee Schedule; Vettrak statement of attainment template; Filing guide.

Requirements: Standards for RTOs 2025 (Compliance Standards); AQF Qualifications Issuance Policy; Student Identifiers Act 2014; SafeWork NSW licensing requirements.

Document control: Version 1.0, approved by Greg Cusack on 26/10/2026. New procedure. Next review: 26 October 2027.

Student summary

How students get their statement of attainment and, for licence units, their licence.

