

ISSUANCE OF CERTIFICATES POLICY AND PROCEDURES

Purpose

Yamaha Motor Australia has implemented the following policy to ensure consistency and accuracy in the issuance of Statement of Attainments (SoAs) and Certificates to ensure that Yamaha Motor Australia is compliant with the [Standards for Registered Training Organisations \(RTOs\) 2015](#) and in line with the [AQF Qualifications Issuance Policy](#). Yamaha Motor Australia will only issue Certificates and SoAs for courses that are within the RTO's scope of registration.

Policy Statement

To comply with the relevant state legislation, Yamaha Motor Australia will certify a Learner by issuing the appropriate Certificate once the Learner has attained all the skills and knowledge required from the course they have enrolled into. For Learners who enrol into part of a course or do not complete the whole course, a Statement of Attainment may be issued stating only the units that have been completed and assessed as competent.

As per legislative requirements, Yamaha Motor Australia will issue the Learner its qualification / SoA *within 30 days* of being deemed competent and once all monies owed have been paid.

Yamaha Motor Australia is responsible for authentication and verification of any replacement certification documentation and to ensure the integrity of each issued certification.

Procedure

To ensure and control the consistency in the issuance of certificates by Yamaha Motor Australia, the following "Issuance of Certificates" procedure will be followed:

- Certifications are only issued from one centralised location being the Yamaha Motor Australia's head office
- Third Party (Training Partners) cannot create and issue certifications
- Ensure that the Learner has successfully completed the entire organisational course requirements:
 - o Required enrolment information and acknowledgements
 - o AVETMISS questionnaire
 - o The Unique Learner Identifier (USI) has been provided and verified at the point of their initial enrolment (unless exempt, e.g. National Security purposes)
 - o Completed assessment materials were verified as being the Learner's own work

- All assessment course requirements for which they are enrolled in
 - Having demonstrated competence in all training product requirements, with sufficient evidence being provided, checked and approved
- Prepare the certificate as per the AQF template:
 - Certificate/SoA will meet the AQF issuing qualifications guidelines with all required information printed on the certificate/SoA including the NRT logo
 - The Learner's Unique Learner Identifier (USI) will not be included on the certificate/SoA
- Ensure the name, date, certificate number and any other variable details are correct
- Learners that have completed all units or modules in a qualification are to be issued a testamur and a record of results
- All certificates issued will be signed by the CEO or a designated representative who will ensure accuracy and consistency with the scope of registration
- Print the certificate/SoA and if applicable testamur/record of results
- Issuance of the original certificate/SoA directly to the Learner and not to another party, such as an employer
 - An employer may receive a copy of an employee's certificate/SoA if the privacy declaration has been signed by the Learner, giving written approval
- Attainment record will be securely kept up to a period of 30 years
- All certificate numbers will be recorded as part of the Learner's records
- Yamaha Motor Australia will demonstrate that it has mechanisms in place to reduce fraudulent reproduction of certification by:
 - Including Yamaha Motor Australia, code 30911, logo, unique Certificate ID/serial number and the issuance date on all certification
 - Having a verification system in place for all issued certifications
 - By using a bar code, QR code or serial number that links to verification information on Yamaha Motor Australia's website
 - By including information about what security measures your certification includes to your issued Certificates/SoAs
- Current and past students can access records of certification issued to them as described in the P006 Privacy Policy, section "12APP. Access to Personal Information", parts "b" to "e".

Related Standard/s: Clause 3, 7.5, Schedule 4 and 5