



Practice Guide

Integrity of Nationally Recognised Training Products

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Compliance Standards for NVR Registered Training Organisations Part 2 Compliance Requirements

Division 2 – Integrity of Nationally Recognised Training Products

What are the key concepts?

The following key concepts are covered in this practice guide:

Compliance requirements	
<ul style="list-style-type: none"> • Issuance of AQF certification documentation • Records of AQF certification documentation and assessments • Issue of VET qualifications and VET statements of attainment 	<ul style="list-style-type: none"> • Student identifier requirements • Nationally Recognised Training logo • Transition of training products

Achieving these Compliance Requirements in practice

The following tables provide guidance on meeting the Compliance Requirements as well as risks to mitigate or avoid. These should be considered within the context, size, scale and student cohorts of your RTO's operations.

Issuance of AQF certification documentation	
Requirement	Example activities and other considerations for compliance
<ol style="list-style-type: none"> 1. An NVR registered training organisation must not issue AQF certification documentation to any person unless the person is a VET student who the organisation has assessed as meeting the requirements of the training product. 2. Where an NVR registered training organisation has assessed a VET student as meeting the requirements of the training product in accordance with subsection (1), the organisation must ensure the AQF certification documentation is issued to the VET student within 30 calendar days from the completion of the assessment, provided the VET student: <ol style="list-style-type: none"> a. has completed the AQF qualification or completed one or more units of an AQF 	<ul style="list-style-type: none"> • You have systems and controls in place to ensure qualifications, statements of attainment, and records of results are only issued to students that have met all assessment requirements, including where recognition of prior learning (RPL) was used. • You can demonstrate that you consistently issue the relevant AQF certification documentation to students within thirty (30) calendar days of completion of their assessment. • Where a student has not completed a full AQF qualification, you ensure your system allows for the issuance of statements of attainment upon a student's exit from a training program, whether the student has completed the full program or not.

<p>qualification which they have subsequently withdrawn from; and</p> <p>b. has paid to the organisation all agreed fees associated with the training product.</p>	<p style="text-align: center;">Known risks to compliance</p> <ul style="list-style-type: none"> • Failing to have systems in place that mitigate the risk of students being issued with AQF certification documentation before they have demonstrated competence in all the training product requirements. • Preparing students' AQF certification documentation before all assessment has been finalised. • Failing to verify that the enrolled student is the person that completed the assessment, prior to the issuance of the AQF certification documentation. • Not ensuring that only authorised employees have access to produce / issue the AQF certification documentation. • Allowing a third party to produce / issue AQF certification documentation on your RTO's behalf.
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Records of AQF certification documentation and assessments	
Requirement	Example activities and other considerations for compliance
<p>An NVR registered training organisation must:</p> <p>a. maintain a register in accordance with the AQF Qualifications Register Policy of all:</p> <p style="margin-left: 20px;">i. AQF qualifications it is authorised to issue; and</p> <p style="margin-left: 20px;">ii. AQF qualifications and VET statements of attainment the organisation has issued to VET students;</p> <p>b. retain records, in accordance with the AQF Qualifications Register Policy, of all AQF certification documentation issued to VET students for a period of thirty years;</p> <p>c. retain records of all assessments submitted by a VET student to the organisation or a third party for a period of two years after the student has completed the training product;</p> <p>d. ensure VET students – including those previously enrolled with the organisation – are able to access copies of their AQF certification documentation retained under paragraph (b); and</p> <p>e. upon request from the National VET Regulator, provide a report of all AQF qualifications and VET statements of attainment the organisation has issued during the period specified in the Regulator's request.</p>	<ul style="list-style-type: none"> • You can demonstrate that your register of AQF qualifications and statements of attainment meets the requirements of the AQF Qualifications Register Policy. • You can demonstrate the systems you use to reissue, as necessary, lost or damaged AQF certification documentation exactly as issued in the first instance. • You ensure your systems allow for the retention of all assessments that are submitted by a student for at least two (2) years after the student has completed the training product, unless required for a longer period under additional regulatory or legislative requirements relevant to your operations. For example, in the case of a student taking six (6) years to complete a training product, this means a retention period of eight (8) years. • You ensure that storage of student assessment documentation, whether in hard copy or electronic, is done in such a way that it is easily accessible and of a usable quality for the entire retention period. • You have safeguards in place to ensure the records of all AQF certification documentation issued to students is, and will continue to be, accessible for a period of thirty (30) years. • You ensure that student records are backed up digitally in systems to allow records to remain accessible and understandable despite any technology or software advancements. • You have safeguards in place to protect the privacy of students and the personal information that you hold. • If your organisation ceases being an RTO, you provide a copy of all AQF certification

documentation issued, to ASQA in the form specified within the timeframe prescribed.

Known risks to compliance

- Not maintaining a register that meets all requirements of the AQF Qualifications Register Policy.
- Failing to maintain a system that can generate, in a timely manner, a report of all AQF certification documentation issued in a particular period, or as requested by ASQA.
- Failing to retain all completed assessments associated with the training product, including partially completed assessments that result in a withdrawal, and evidence collected for a **Recognition of Prior Learning** (RPL) process.
- Retaining only hardcopy records of AQF certification documentation that could be lost or destroyed – for example, if exposed to natural elements like fire or flood.
- Disposing of assessment evidence before two (2) years has elapsed since the student completed the training product.
- Failing to ensure that when an RTO's ownership changes, the incoming owner is provided with complete and accurate AQF certification documentation issuance registers.
- Not having a system in place to process applications for the reissuance of AQF certification documentation following a student name change.
- Reissuing a student's AQF certification documentation and failing to ensure it is reflective of the information as at the original issuance date (such as date of issuance and the authorised signatory at the time of original issuance).

Issue of VET qualifications and VET statements of attainment

Requirement	Example activities and other considerations for compliance
1. All VET qualifications issued by an NVR registered training organisation must comply	<ul style="list-style-type: none"> • You ensure your Student Management System has an approved and quality-controlled template that meets the requirements of the AQF

<p>with the AQF Qualifications Issuance Policy and must include:</p> <ol style="list-style-type: none"> a. the name, registration code and logo of the organisation; b. the code and title of the AQF qualification; c. the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy; d. the signature of an individual who the organisation has authorised to sign the AQF qualification; e. the organisation’s seal, corporate identifier or unique watermark; f. the following statement: “The qualification is recognised within the Australian Qualifications Framework”, or any AQF logo authorised by the Conditions for the Use of the Australian Qualifications Framework Logo policy; g. where the AQF qualification has an industry descriptor as listed on the National Register in the corresponding training product – the industry descriptor; h. where the AQF qualification has an occupational or functional stream listed on the National Register under the corresponding training product – the title of the stream in brackets after the code and title of the AQF qualification; i. where the AQF qualification has been obtained by a VET student in the course of undertaking an Australian apprenticeship – the statement: “Achieved through Australian Apprenticeship arrangements”; and j. where any part of the AQF qualification has been delivered in another language – the statement: “these units of competency/modules have been delivered and assessed in [insert relevant language]” followed by a list of all units of competency or modules that have been delivered in the relevant language. <p>2. All VET statements of attainment issued by an NVR registered training organisation must comply with the AQF Qualifications Issuance Policy and must include:</p> <ol style="list-style-type: none"> a. the name, registration code and logo of the organisation; b. the full title and national code, as set out on the National Register, of: <ol style="list-style-type: none"> i. each unit of competency to which the statement relates; or ii. if no units of competency exist – each module to which the statement relates; c. the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy; d. the signature of an individual who the organisation has authorised to sign the statement; 	<p>Qualifications Issuance Policy and Compliance Requirements.</p> <ul style="list-style-type: none"> • You ensure that the approved template complies with the AQF Qualifications Issuance Policy and the NRT Logo Conditions of Use Policy. • You have a system in place to maintain the integrity of approved templates. <p style="text-align: center;">Known risks to compliance</p> <ul style="list-style-type: none"> • Failing to maintain the integrity of the approved templates in the Student Management System.
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<p>e. the organisation’s seal, corporate identifier or unique watermark;</p> <p>f. the statement: “A VET statement of attainment is issued by an NVR registered training organisation when an individual has completed one or more accredited units or modules”;</p> <p>g. where the units of competency form part of a VET course or qualification – the following statement: “These competencies form part of [code and full title of the relevant VET course or qualification]”;</p> <p>h. where the units of competency have been attained in the course of completing a VET course – the following statement: “These competencies were attained in completion of [VET course code] course in [full title of the VET course]”; and</p> <p>i. where any of the units of competency or modules listed on the statement have been delivered in another language – the statement: “these units of competency/modules have been delivered and assessed in [insert relevant language]” followed by a list of all units of competency or modules that have been delivered in the relevant language.</p>	
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Student identifier requirements	
Requirement	Example activities and other considerations for compliance
<p>1. An NVR registered training organisation must:</p> <p>a. not include any individual’s student identifier on a VET qualification or VET statement of attainment; and</p> <p>b. request the Registrar to verify that any student identifier provided to it by an individual belongs to that individual before the organisation uses the identifier for any purpose.</p> <p>2. Subject to subsections (3) and (5), an NVR registered training organisation must not issue a VET qualification or a VET statement of attainment to a VET student unless the student has been assigned a student identifier.</p> <p><i>Exemptions given by the Minister</i></p> <p>3. The Minister may, in writing and as agreed by the Ministerial Council, specify an issue to which the requirement in subsection (2) does not apply, by reference to one or more of the following:</p> <p>a. the organisation doing the issuing;</p> <p>b. the VET qualification, or VET statement of attainment, being issued; or</p> <p>c. the VET student to whom the VET qualification, or VET statement of attainment, is being issued.</p> <p>4. Where an exemption described in subsection (3) or subsection 53(3) of the <i>Student</i></p>	<ul style="list-style-type: none"> • Unless an exemption is in place, you have systems in place to ensure you only issue AQF certification documentation to students that hold their own student identifier, and that these have been verified by the Registrar. • You ensure that your templates for AQF certification documentation do not, and will not, include individual’s student identifiers (i.e. Unique Student Identifier (USI) number). • For providers with exemptions in place, you ensure students have been advised of any difficulties that may arise when accessing information through the Commonwealth or USI Register. • You ensure that you take reasonable measures to protect the privacy of an individual’s Unique Student Identifier.
	Known risks to compliance
	<ul style="list-style-type: none"> • Failing to have a system in place to verify USIs. • For exemptions given by the Minister, ensuring this data is not accessible through the Commonwealth, or on any authenticated transcripts prepared by the USI Registrar.

<p><i>Identifiers Act 2014</i> applies – an NVR registered training organisation must inform the VET student prior to the completion of enrolment or commencement of training and assessment, whichever occurs first, that the results of the training:</p> <ol style="list-style-type: none"> a. will not be accessible through the Commonwealth; and b. will not appear on any authenticated VET transcript prepared by the Registrar. <p>5. Subsections (2) and (3) only apply to NVR registered training organisations that are not constitutional corporations.</p> <p>Note: Similar requirements to those set out in subsections (2) and (3), that apply to NVR registered training organisations that are constitutional corporations, are set out in section 53 of the <i>Student Identifiers Act 2014</i>.</p>	
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Nationally Recognised Training logo	
Requirement	Example activities and other considerations for compliance
<p>Schedule 2 – Nationally Recognised Training Logo Conditions of Use Policy</p> <p>1. The Nationally Recognised Training Logo</p> <ul style="list-style-type: none"> • The Nationally Recognised Training (NRT) Logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework certification documentation. • The NRT Logo is a registered trademark. <p>2. Authorisation to use the NRT Logo</p> <ul style="list-style-type: none"> • NVR registered training organisations are authorised to use the NRT Logo in accordance with this policy. <p>3. Overarching principles</p> <ul style="list-style-type: none"> • The NRT Logo may only be used by NVR registered training organisations in accordance with this policy and any requirements imposed in an instrument made under section 185 of the <i>National Vocational Education and Training Regulator Act 2011</i>. • The NRT Logo may only be used in association with nationally recognised training which may include: <ol style="list-style-type: none"> a. training package qualifications b. accredited qualifications c. accredited short courses d. training package skill sets e. units of competency and accredited modules. • All nationally recognised training is listed on the National Register (at training.gov.au). • The NRT Logo must not be used in a way that creates misleading impressions. 	<ul style="list-style-type: none"> • You have systems and processes to demonstrate that you are using the NRT logo in accordance with the NRT Logo Conditions of Use Policy. • You have safeguards in place to ensure that your approved AQF certification documentation only includes the NRT logo on certificates and statements of attainment, not records of results. • You can demonstrate that your marketing and advertising materials do not create misleading impressions through inappropriate use or placement of the NRT logo. This includes on marketing materials distributed by your third party providers. • You have policies and procedures that ensure the NRT logo is only used for accredited training, and where non-accredited training and assessment is being conducted you are not using the NRT logo. • You ensure the NRT logo you have on file has been directly supplied by ASQA and is unaltered in any way. • You ensure that the colours of the NRT logo are in accordance with the compliance requirements.
	<p>Known risks to compliance</p> <ul style="list-style-type: none"> • Not having a system in place to limit when the NRT logo can be used and by whom (e.g. third parties). • Amending the colour scheme for the NRT logo to be in accordance with your own enterprise branding. • Failing to ensure the NRT logo is only associated with accredited training that is listed on the National Register. • Failing to design promotional materials in such a way as to clearly distinguish between the nationally recognised training delivered by your RTO and any other type of training offered by the organisation.

4. Use of the NRT Logo on AQF certification documentation

- The NRT Logo must be depicted on all AQF certification documentation issued by an NVR registered training organisation.
- The NRT Logo must not be depicted on other testamurs or transcripts of results.

5. Use of the NRT Logo in other circumstances

- The NRT Logo may be used in some other circumstances as detailed below.

Advertisements and promotional information in any medium (including but not limited to print, television, radio, banners, and internet)

- NVR registered training organisations may use the NRT Logo to promote nationally recognised training provided that training is within the organisation's scope of registration.
- In using the NRT Logo for this purpose, the organisation must not create the impression that the NRT Logo applies to, or is associated with, all training provided by the organisation, if this is not the case.
- The NRT Logo cannot be used by an organisation where the training is accredited, but is outside the scope of the organisation's registration. Where training is being promoted and does not meet the requirements stipulated in the VET Quality Framework or is outside the organisation's scope of registration, it must be made clear the NRT Logo is not associated with that training.
- Use of the NRT Logo is only permitted where there is a direct relationship to an AQF qualification or unit of competency as specified within training packages or VET accredited courses.

Student information

- Where an NVR registered training organisation uses the NRT Logo in promotional material such as brochures, handbooks or prospectuses that also refer to training offered by the organisation, the promotional material must clearly distinguish between nationally recognised training within the scope of the organisation's registration and any other type of training offered by the organisation.

Corporate stationery, business cards, buildings, training resources and merchandise

- The NRT Logo must not be used on products such as corporate stationery, business cards, building signage, merchandise and marketing products (e.g. mouse pads, pens, satchels, or packaging around products), or learning resources supporting training.

6. Standards for the use of the NRT Logo

Format for reproduction

- The NRT Logo can only be reproduced from hard or electronic copies provided by the National VET Regulator.
- The NRT logo consists of both the triangular shape and the descriptor. The triangle is not to be used without the descriptor. The typeface is Fritz Quadrata. Under no circumstances is the descriptor to be typeset in any other typeface.
- The complete NRT Logo may be varied in size. The size and position of the NRT Logo on the final product is at the discretion of the product designer. Although the size of the logo may be varied, the proportions of the triangle and the descriptor in relation to each other may not be varied. Under no circumstance is the logo to be reproduced in mirror image or be rotated.

Two colour reproduction

- Where the NRT Logo is reproduced in colour, it must comply with the following colour requirements. Deviation from these colours is not permitted, nor are colours to be swapped around or stippled. The only colours to be used are:

GREEN PMS 343

RED PMS 192

One colour reproduction

- Where the NRT Logo is reproduced in one colour, it should preferably be in GREEN PMS 343 or, where this is not suitable, it may be reproduced in black. In some situations the background colour may clash or the logo may not be prominent. In those situations, the black logo may be reversed out to display in white.

Transition of training products	
Requirement	Example activities and other considerations for compliance
<p>1. Unless otherwise approved by the National VET Regulator an NVR registered training organisation must ensure:</p> <p>a. where a training product is superseded:</p> <p>i. no individuals are enrolled in the superseded training product from the period commencing one (1) year from the date the replacement training product was included on the National Register; and</p> <p>ii. all VET students enrolled in the superseded training product have completed the training product and been issued the relevant AQF certification documentation or have</p>	<ul style="list-style-type: none"> • Your enrolment systems and processes prevent students from being enrolled into a superseded skill set, unit of competency, accredited short course or module after one (1) year from the date the replacement training product was included on the National Register. <ul style="list-style-type: none"> ○ Where a current AQF qualification or skill set contains a superseded unit, you continue to deliver the superseded unit as per the training package rules. • You can demonstrate how you determine a timely period for a VET student's completion of a superseded training product (or transference into the replacement training product). The 'timely manner' may take into account factors such as: <ul style="list-style-type: none"> ○ meeting the needs and best interests of the student cohort

<p>been transferred into the replacement training product in a timely manner;</p> <p>b. where an AQF qualification is no longer current and has not been superseded – all VET students enrolled in the training and assessment leading to the qualification have, within a period of two (2) years from the date the qualification was removed or deleted from the National Register:</p> <ol style="list-style-type: none"> i. completed the qualification; and ii. received all AQF certification documentation relating to the qualification; <p>c. where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded – all VET students enrolled in the training and assessment have, within one (1) year from the date the training and assessment is deleted from the National Register:</p> <ol style="list-style-type: none"> i. completed the training and assessment; and ii. received all AQF certification documentation relating to the training and assessment. <p>2. An NVR registered training organisation must ensure the organisation does not allow individuals to commence training and assessment in a training product that has expired, been removed or deleted from the National Register.</p>	<ul style="list-style-type: none"> ○ your organisation’s readiness to adapt to the change ○ the nature of the training product itself ○ the expectations of industry. <ul style="list-style-type: none"> ● You have controls in place to ensure ongoing currency of the training being offered. ● You can demonstrate how you ensure that you meet the transition requirements for superseded, non-current, deleted and expired training products.
	Known risks to compliance
	<ul style="list-style-type: none"> ● Not having systems in place to regularly review the status of training products on the National Register. ● Not being aware of major training package reviews underway, as relevant to your scope of registration. ● Allowing students to enrol into a superseded skill set, unit of competency, accredited short course or module outside of the authorised timeframe. ● Replacing superseded units of competency with another unit of competency, not the replacement unit as stated on the National Register. ● Failing to implement a system for recording the timeframe you have set for a student’s timely completion of a superseded training product. ● Allowing students to commence training and assessment in a training product that has expired, been removed or deleted from the National Register.

Self-assurance questions

1	How do you verify that a student has been assessed as competent in all requirements of a training product before they are issued AQF documentation?
2	Do you have systems and registers that contain the required data to be able to reissue AQF certification documentation over a thirty (30) year period?
3	Are there any upgrades or adjustments you need to make to your RTO’s documentation retention systems to ensure that all student assessments will be safely and securely stored, in accordance with legislated privacy obligations, for a period of two (2) years after the student’s completion of a training product?
4	How do you know whether your third-party providers are adhering to the AQF Qualifications Issuance Policy and NRT Logo Conditions of Use Policy?
5	What systems and processes do you have in place to protect the privacy of students’ personal information , including their Unique Student Identifier?
6	How do you ensure you are utilising the NRT logo in accordance with all the various requirements of the Conditions of Use policy?
7	When a training product is superseded, how do you ensure students transfer to the replacement training product in a timely manner, as relevant to the organisation’s operations, the training product being delivered and the student cohort?
8	How do you inform your VET students about a newly released replacement training product and what the implications are for them?