Kaplan Professional Certificate Issuance Policy

Vocational Education

Scope

This policy is applicable to Kaplan Education Pty Ltd trading as Kaplan Professional (referred to as 'Kaplan Professional'). The policy applies to all Kaplan Professional staff involved in the issuance of AQF certification documentation including Certificates, Records of Results and Statements of Attainment to students who have met the requirements of a training product on Kaplan Professional's Scope of Registration.

Purpose

The purpose of this policy is to indicate that Kaplan Professional:

- issues AQF certification documentation that complies with the Standards for RTOs 2025
- issues certification documentation within the timeframe specified in the Compliance Standards for RTOs 2025.
- only issues qualifications testamurs, records of results and statements of attainment to individuals who have successfully completed the requirements of a whole qualification, course or units of competency.
- ensure the integrity and security of certification documentation issued.

Policy Statement

Kaplan Professional checks all Certificates, Statements of Attainment, and Records of Results are compliant and secure, providing students and employers with confidence in their validity.

Definitions

The following definitions are applicable to this policy.

AQF	The Australian Qualifications Framework means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.
AQF certification documentation	means the set of official documents which confirm that an **AQF qualification** or VET **statement of attainment** has been issued to an individual by an NVR registered training organisation or any other entity authorised to do so.
AQF Qualification	means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.
ASQA	Australian Skills Quality Authority
Authenticated VET transcript	an official record of a student's nationally recognised vocational education and training (VET) achievements, generated using the Unique Student Identifier (USI) system.
Certificate	See Testamur.
National Register	Public register of all training packages on training.gov.au which are approved for an industry sector for RTOs to use to develop training products. The public register includes the requirements of Qualifications, Skill sets and units of competency.

NRT Logo	means the Nationally Recognised Training Logo as specified in the NRT Logo Conditions of Use policy.
Record of Results	record of all learning leading to an AQF qualification or an. accredited unit in which a student is enrolled and is issued by an authorised issuing. organisation. Also known as an Academic Transcript.
Registrar	refers to the official appointed to oversee the administration of the Unique Student Identifier (USI) system.
Skill set	means a single unit of competency or a combination of units of competency from one or multiple training packages which link to a licensing or regulatory requirement, or a defined industry need.
Standards for RTOs 2025	means the standards made under subsection 185(1) of the National Vocational Education and Training Regulator Act 2011 (Cth). From 1 July 2025 the following three parts will be required by all VET providers:

- Outcome Standards for RTOs 2025
- Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements 2025
- Credential Policy.

Statement of Attainment (SoA)	means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.
Testamur	an official certification document that confirms that a qualification has been awarded to an individual' This may also be called a Certificate.
Third party	means any person who has an arrangement with an NVR registered training organisation to deliver services, but does not include:

a) employees of the organisation.

b) experts engaged by the organisation; or

c) government agencies and government funded agencies that refer VET students to the organisation and do not receive any payment from the organisation for doing so.

Training product	an AQF qualification, a Skill **set**, a unit of competency, accredited short course or module.
USI	A Unique Student Identifier is an individual education number for life. It also gives a student an online record of their VET training undertaken in Australia.
Unit of Competency	means the specification of the standards of performance required in the workplace as defined in a training product

Policy Principles

Demonstration of competency

Kaplan Professional has controls in place to ensure Qualifications, Statements of Attainment and Records of Results are not issued unless the student has completed all requirements of the training product. Although Kaplan Professional delivers online across Australia, it centralises the issuance of certification by PDF (or hardcopy on request) to strengthen these controls.

Certification is only issued to students after they have fully demonstrated competency. An assessor reviews the certification before it is issued.

Qualifications Pathways

Kaplan Professional also accepts and provides credit to students for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- Authenticated VET transcripts issued by the Registrar.

Kaplan ensures it maximises the credit that students can gain for learning already undertaken, by:

- Enhancing student progression into and between AQF qualifications,
- Recognising the multiple pathways students take to gain AQF qualifications and that learning can be formal, non-formal or informal, and
- Supporting the development of pathways in qualifications design.

For more information see the Credit Transfer and RPL Policy.

Compliant and secure documentation

Kaplan Professional will:

- issue students who complete part of the requirements of an AQF qualification, Skill set or course with a Statement of Attainment for each unit, or group of units of competency completed. See Appendix Two for the requirements of a Statement of Attainment.
- issue Qualifications and Statements of Attainments to students digitally, with the option to request a hardcopy.
- issue AQF certification documentation within 30 days:
- issue students who complete part of the requirements of an AQF qualification, Skill set or course with a Statement of Attainment for each unit, or group of units of competency completed. See Appendix Two for the requirements of a Statement of Attainment.
- issue Qualifications and Statements of Attainments to students digitally, with the option to request a hardcopy.
- issue AQF certification documentation within 30 days:
  - o of the student being assessed as having met the requirements of the training product or
  - o has completed one or more units of the training product and subsequently withdrawn and
  - o all fees have been paid and
  - o a verified USI is on file (unless exempt).

- ensure that certification documentation is only issued to students who have been identified as the person who has successfully completed the required assessments. Certification documentation will not be issued to third parties, such as employers, without the express consent of the student enrolled.
- Kaplan Professional does not permit third parties to issue certification documentation.
- ensure that the format of, and information contained in, the Testamur and Record of Results, or Statement of Attainment meets the requirements of the AQF Qualifications Issuance Policy and the Compliance Standards for RTOs 2025. See Appendix One and Appendix Two for more information.
- where required, include any other information on certification documentation required by state or Commonwealth funding bodies or other bodies authorised to make such a direction.

Security measures

The documentation templates contain security measures to mitigate against fraud.
- Digital certificates are protected with high encryption settings, a unique certificate number, a fixed background image and editing settings switched off.
- Hardcopy certificates are protected with embossed paper, a unique certificate number and a watermark.
- Sufficient information is provided on the Certificate, Record of Results and/or Statement of Attainment to ensure that the documentation can be authenticated.
- Using document numbers for verification purposes
- All certification documentation under the signature of the appropriately authorised Kaplan Professional delegate.

Retention of records

Kaplan Professional will retain registers of AQF qualifications and Statements of Attainment issued.

These records will be retained for at least the minimum period specified by the Compliance Standards for RTOs Standard 9.2 which is, currently 30 years.

Kaplan will provide reports of records of qualifications issued to the VET regulator or other authorised body, as required.

If Kaplan Professional ceases operation as an RTO it will transfer records to the RTO regulatory authority, currently ASQA. It will do this within 30 days of it ceasing to operate.

If students are still enrolled with Kaplan Professional at the time of ceasing operation as an RTO, and those students transfer to another provider, Kaplan Professional will transfer the students' records to that provider.

Kaplan Professional will retain assessment records for two years as required in the Compliance Standards for RTOs Standard 10 (c).

Revoking certification documentation

Kaplan Professional has the power to revoke certification if it is found to be fraudulently obtained, duplicated, falsified, or issued in error. A corrected version may be reissued where appropriate.

A revoked certification document issued from Kaplan Professional is unable to be relied upon as current or endorsed by Kaplan Professional. Where any AQF certification documentation has been revoked or re-issued the relevant student's records on the USI Register will be updated accordingly.

Replacement documentation

Kaplan Professional will issue replacement Certificates, Records of Results or Statements of Attainment provided a written request is made by the student concerned. The student must provide sufficient identification to allow Kaplan Professional to verify the identity of the student, and the qualification or course documentation required.

Replacement certification documentation will be issued under the signature of the appropriately authorised Kaplan Professional delegate.

Requests for replacement documentation made by third parties will not be met, unless specifically authorised by the student concerned. Note that at the time of writing, Kaplan Professional has no third parties who issue certification documents.

A fee will be charged for the replacement documentation. Refer to the Kaplan Professional schedule of fees.

Unique Student Identifier (USI)

Kaplan Professional will verify with the Registrar a USI provided by a student before using the USI for any purpose. Students are unable to enter their subject in KapLearn (Kaplan's LMS) until they have provided a valid USI.

Kaplan Professional must issue a Qualification or Statement of Attainment unless the student has provided a Unique Student Identifier (USI), or Kaplan Professional has obtained a USI on the student's behalf.

USI information will not be included on certification documentation, in accordance with the Student Identifiers Act 2014.

Certain student and course exemptions exist under the Student Identifiers Act 2014. Where an exemption applies, Kaplan will notify the student that their certification will not be accessible on a VET authenticated transcripts prepared by the Registrar in the USI Portal.

Student access to records and record security

Kaplan Professional will ensure that current and past students are able to access records of their achievements. All students who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system.

If a student's achievements have not been recorded through the USI system (for example, if they or the course is exempt from requiring a USI), students will still be able to access their records by contacting Kaplan Professional.

Students' records and other information will be secured in accordance with the Privacy Policy. Any information will only be released to the individual concerned. No information will be released to a third party without the express permission of the student.

Complaints and Appeals

Any complaint or appeal in relation to the implementation of this policy will be managed in accordance with the Grievances, Complaints and Appeals Policy located on the Kaplan Professional website.

Relevant Legislation

As a registered education provider, Kaplan operates under strict legislation and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below.

- AQF Qualifications Issuance Policy
- Outcome Standards for RTOs 2025
- Compliance Standards for NVR RTOs and Fit and Proper Person Requirements 2025 standards 2, 5 to 11
- Student Identifiers Act 2014

Related Policies

This policy should be read in conjunction with the following Kaplan policies and documents:

- Assessment Policy
- Continuous Improvement Policy
- Marketing and Advertising Policy
- Privacy Policy
- Training Product Transition Policy

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this Policy.

Policy Category	Operational			
Responsible Officers	Head of Operations			
Implementation Officers	Course Operations Manager, Assessment Administrator			
Review Date	June 2028			
Approved by				
Policy Committee				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
2.1	Head of Operations	General update	9.7.2018	3.9.2018
2.2	Quality Regulations and Standards team	Revised process: Issuing digital certificates and SoAs. New template with definitions added.	26.08.2021	02.09.2021
3.0	Quality Regulations and Standards team	Update with Standards for RTOs 2025 requirements	3.07.2025	14.07.2025

Appendix One – VET qualification requirements

The requirements for a VET qualification certificate in the Compliance Standards for RTOs 2025 11 (1) are:

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 Australian Qualifications Framework 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.

Appendix Two – VET statement of attainment requirements

The requirements for a VET statement of attainment in the Compliance Standards for RTOs 2025 11 (2) are:

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:
c) each unit of competency to which the statement relates; or
d) if no units of competency exist – each module to which the statement relates.
e) the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy.
f) the signature of an individual who the organisation has authorised to sign the statement.
g) the organisation's seal, corporate identifier or unique watermark.
h) from 1 July 2025, 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" replaces the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. '
i) 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]".
j) 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
k) 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.