



Lifeline Australia

RTO Certification Policy

Lifeline Australia Registered Training Organisation Provider number 88036

Owner: Executive Director, People & Corporate Services

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Table of contents

1	ABOUT THIS DOCUMENT	3
1.1	OVERVIEW	3
1.2	PURPOSE	3
1.3	DOCUMENT HISTORY.....	3
1.4	SCOPE	3
1.5	RELATED DOCUMENTS.....	3
1.6	DEFINITIONS.....	4
2	PRINCIPLES.....	4
3	STATEMENT OF ATTAINMENT.....	5
4	ISSUANCE OF STATEMENT OF ATTAINMENT	5
4.1	AUTHORITY TO ISSUE THE STATEMENT OF ATTAINMENT.....	5
4.2	STUDENT IDENTIFIERS.....	5
4.3	ISSUANCE REQUIREMENT	5
4.4	RETENTION REQUIREMENT	6
4.5	EXTENT OF REGISTRATION SCOPE.....	6
5	ELIGIBILITY FOR STATEMENT OF ATTAINMENT	6
6	REPLACEMENT OF A STATEMENT OF ATTAINMENT	6
7	REVOCAION OF STATEMENT OF ATTAINMENT.....	6
8	AUTHENTICATION	7
9	APPLICABLE LAWS AND GOVERNMENT OBLIGATIONS	7
10	POLICY REVISION	7
11	REVIEW, AMENDMENTS AND REVISIONS.....	7

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1 About this document

1.1 Overview

Lifeline Australia safeguards the integrity of the awards it issues, ensuring that the formal certification records signalling completion under the Australian Qualifications Framework (AQF) are respected and valued. Students and learners who are entitled to receive their Statements of Attainment will do so within 30 days of completion and Lifeline Australia ensures this standard is consistently met.

1.2 Purpose

The *RTO Certification Policy* confirms Lifeline Australia's authorisation under legislation to issue Statements of Attainment to all eligible students and learners who were trained and assessed on behalf of Lifeline Australia. This authorisation ensures that those individuals who met the required standards through training and assessment are granted AQF certification documents, which are to be respected and valued.

1.3 Document history

Version	Date	Author	Change Description
1.0	September 2024	RTO Compliance Lead	Implementation of new policy
1.1	November 2025	RTO Compliance Business Partner	Minor administrative amendment approved by Executive Director, People & Corporate Services

1.4 Scope

The *RTO Certification Policy* applies to all students and learners of Lifeline Australia Registered Training Organisation (RTO) (provider number 88036), as well as all Lifeline Australia staff and contractors, and third parties contracted to deliver training and assessment services on our behalf. Under no circumstances shall a Lifeline Centre or other external party issue the certifications on behalf of Lifeline Australia. In this policy, students and learners are collectively referred to as students.

1.5 Related documents

Related resource	Location
RTO Concerns, Complaints and Appeals Policy RTO Fees Refund Policy RTO VET Data Policy RTO Pre-Enrolment Handbook	Lifeline.org.au

1.6 Definitions

Term	Definition
AQF	The Australia Qualification Framework is the national credentialling framework and quality assurance system for qualifications.
AQF Certification	The formal AQF certification document issued as a Statement of Attainment applicable under this policy.
Award	An interchangeable word for the Statement of Attainment in this policy,
NRT	Nationally Recognised Training is the term used for nationally recognised vocational education and training under the AQF. The use of the statement and phrase signifies the training is accredited and derived from an endorsed training package or Vocational Education and Training (VET) accredited course under the AQF.
NRT Logo	The logo specified in clause 6, Schedule 2 of the <i>National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025</i> .
USI	The Unique Student Identifier number assigned by the Student Identifiers Registrar to an individual who has been appropriately verified, used for linking information related to the individual's vocational education and training activities to the authentic transcript records held by the Australian Government. An RTO is prohibited from issuing a Statement of Attainment unless the individual has been assigned a verified USI and has provided it.

2 Principles

Lifeline Australia is committed to the principles of individual lifelong learning, both as an employer and as an authorised provider of courses aimed at professional development and benefiting the Australian community.

Lifeline Australia's certification quality principles are:

- the threshold of achievement for a Statement of Attainment is determined by the descriptors within the Australian VET system;
- records are easily available over time and publicly accessible with the consent of the individual concerned;
- the accreditation process will be used by other authorised providers to transfer credit and facilitate student mobility; and
- compliance with these principles will be monitored to ensure adherence to quality standards including the AQF.

3 Statement of Attainment

A Statement of Attainment is a formal record of recognised learning, certifying that an individual has completed one or more accredited units from nationally recognised training. This record can assist in progressing careers, pursuing further study, and support credit eligibility for advanced standing in other educational programs. The units of competency can be transferred as credit or can accumulate towards attainment of a full qualification through a recognition of prior learning process.

Statements of Attainment are credible and secure, no matter where or how courses were completed.

4 Issuance of Statement of Attainment

4.1 Authority to issue the Statement of Attainment

All Statement of Attainments issued by Lifeline Australia are signed by the Chief Executive Officer (**CEO**). A Statement of Attainment bearing the name and signature of the Lifeline Australia CEO attests to the authenticity and validity of the certification document, ensuring its integrity and trustworthiness.

4.1.1 Naming system

The Statement of Attainment must meet the requirements of the *AQF Qualifications Issuance Policy* within the VET sector and comply with the compliance standards set out in *the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Persons Requirements) Instrument 2025* and be issued in the student's legal name as recorded in the USI Registry.

4.1.2 Nationally Recognised Training Logo

The NRT Logo is protected, and its use in Lifeline Australia's formal certification documents comply with Schedule 2 of the compliance standards. The NRT Logo is used exclusively for accredited training and is not associated with any other form of training.

Lifeline Australia acknowledges the NRT Logo is a registered trademark owned by the Australian Commonwealth Department of Education, Skills and Employment. Authorisation to use the NRT Logo has been granted to Lifeline Australia, as the RTO.

4.2 Student identifiers

Lifeline Australia is prohibited by law from issuing a Statement of Attainment unless a student has been assigned a verified student identifier.

4.3 Issuance requirement

Lifeline Australia shall issue and deliver the Statement of Attainment within 30 calendar days from successful completion of assessment to the student. The day of issuance is the recorded date when the Statement of Attainment is awarded to the student. Lifeline Australia performs monitoring activities to ensure this standard is met.

4.4 Retention requirement

Certification records are retained in secure electronic storage by Lifeline Australia for the period of 30 years. This retention period enables the reasonably practicable facilitation of reissuance if needed.

4.5 Extent of registration scope

Lifeline Australia will issue Statement of Attainments within the scope of registration, for as long as the accredited training remains on its scope.

5 Eligibility for Statement of Attainment

Lifeline Australia is responsible for issuing the Statement of Attainment as it oversees the quality of the training and assessment services. There are no fees for issuance.

The eligibility criteria for issuing the Statement of Attainment are:

- the student must have successfully completed all assessment tasks;
- the student must have provided a valid USI;
- the final assessment results have been recorded in our RTO student management system; and
- there must be no outstanding course fees payable.

6 Replacement of a Statement of Attainment

Replacement Statement of Attainments are issued without charge. To request a replacement award, contact Lifeline Australia by emailing privacy@lifeline.org.au.

In response to your replacement request, Lifeline Australia will ask you to submit a certified statutory declaration outlining your request and certified 100 points of identity documents for verification that Lifeline Australia is releasing a record to the owner of that record.

7 Revocation of Statement of Attainment

Students are entitled to retain their Statement of Attainment once it has been issued unless it is revoked in accordance with this policy.

An issued Statement of Attainment, will be revoked under the following conditions:

- the individual was not eligible to receive the Statement of Attainment;
- the Statement of Attainment was issued based on fraudulent activities or dishonest conduct;
- the Statement of Attainment was obtained through a false certified statutory declaration and identity verification submission; and
- the Statement of Attainment was issued due in error.

If a Statement of Attainment is revoked, Lifeline Australia will issue a written directive to have the document returned. The individual must return the Statement of Attainment to Lifeline Australia.

8 Authentication

Lifeline Australia will verify and authenticate past awards with consent. Employers seeking to confirm the validity of a Statement of Attainment presented by an individual should contact Lifeline Australia to authenticate the document.

9 Applicable laws and government obligations

- Australian Qualifications Framework
- AQF Qualifications Issuance Policy
- Student Identifiers Act 2014 (Cth)
- The National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth)
- The National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Cth)
- Nationally Recognised Training (NRT) Logo Specifications.

10 Policy revision

Lifeline Australia may review this policy and apply variations at its discretion. The current policy will be published on lifeline.org.au.

11 Review, amendments and revisions

The RTO Certification Policy will be reviewed at least once every 3 years by the Executive Director, People & Corporate Services. Any recommendations resulting from this review will be presented to the relevant Executive member or CEO for approval, as designated by the Board of Lifeline Australia.