



# Reissue of Certification Documentation

## St John Fisher College

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### **POLICY AND PROCEDURE**

#### **Reissue of certification documentation**

The RTO maintains a Register of Certification Documents Issued for 30 years from the date of issue. This allows learners to request a reissue of their documentation at a later date. The RTO ensures that this is stored in an accessible format with both electronic and hard copy records kept securely. **Reprinting of Certification Documentation will incur a cost of \$20.**

The process for a learner, or former learner, to request a reissue of their documentation is as follows:

- All requests for a replacement qualification or statement of attainment must be in writing (email is acceptable);
- The VET Curriculum Leader, as RTO Manager, may request the VET Support Officer as SDCS Operator to print the certification documentation;
- The RTO will access the archived records/Register of Certification Documentation Issued to access the required information for the replacement document, or contact QCAA for a reissue;
- The replacement will identify that it is a re-issued version as well as follow all requirements for printing and issuing qualifications and statements of attainment as outlined in the checklist for certification documentation;
- The replacement will be issued within 30 working days of receipt of the written request;
- The re-issued certificate will be recorded on the Register of Re-Issued Certification.