

## POLICY DOCUMENT

# GRADUATION DOCUMENTS ISSUANCE POLICY AND PROCEDURES

## 1 Purpose and Scope

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This policy outlines the principles and procedures for the issuance by the College of testamurs, academic transcripts and Australian Higher Education Graduation Statements (AHEGS) for completed qualifications in accordance with the Australian Qualification Framework (AQF) requirements. It also outlines the processes for controlling blank and printed testamurs and issuing replacement testamurs.

### Scope:

- All students

## 2 Policy Statement

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All students who have successfully completed an accredited course are entitled to receive the following graduation documentation:

- Testamur
- Academic Transcript and
- Australian Higher Education Graduation Statement (AHEGS).

All graduands receive an Academic Transcript and Letter of Completion once the College has confirmed the course requirements and any other requirements have been satisfied.

Graduands receive a Testamur, an AHEGS and an Academic Transcript once the award has been conferred.

The College is authorised to deliver higher education awards at AQF levels 5, 6, 7 and 8. Only on completion of all course requirements will a student be considered eligible to graduate.

### 2.1 Academic Transcript

The academic transcript issued by the College is a complete account of the award and non-award studies which a student has undertaken.

All students who are 'eligible to graduate' will be issued with a Letter of Completion and with an Academic Transcript for their records and as proof of course completion prior to graduation.

The College will include the following information on the academic transcript:

- Title of document 'Academic Transcript'
- CRICOS number of the College
- Student Identification number
- Full name of student as recorded in the Student Management System (SMS)
- Course Commencement Date
- Year(s) of Study
- Course name
- Subject codes and names
- Grades for all subjects attempted (including fail grades)
- Credit Point value of each subject
- Advanced Standing (credit) granted
- Course major or stream (if applicable)
- Total Credit Point value earned
- Grade Point Average (GPA)
- Course Enrolment Status
- Graduation Date
- Signature of the Registrar
- Date of issue
- Grading Key
- Approved AQF wording in the footer of the document (to identify as an approved AQF qualification) – *'The qualification certified herein is recognised within the Australian Qualifications Framework.'*

In addition, all Academic Transcripts must be printed on College-branded Academic Transcript parchment, including the ACPE logo and seal/watermark to ensure authenticity of the document.

## 2.2 Testamurs

A testamur is an official certification document that confirms a qualification has been awarded to an individual. It is a legal document issued under the seal of the College and is issued in original form only once for each specific award conferred.

The College will issue a testamur to each graduand who has satisfied all the requirements of a specific course and is conferred the award. Before issuing a testamur for a qualification, the Registrar's Office will ensure that all subjects for the qualification have been completed successfully, with the Examiners' Committee endorsement. The Registrar's Office will confirm with relevant departments to ensure no fees are outstanding (which would exclude those students from consideration for conferral). The Registrar shall compile a list of eligible students for submission to the ACPE Academic Board.

The ACPE Academic Board, when satisfied, will endorse the list of students and recommend that conferral be approved by a resolution of the ACPE Board of Directors.

Conferral of award will be made at the graduation ceremony by the delegated presiding officer and by the authority of the Board of Directors.

The College will include the following information on Testamurs:

- Full name of student as recorded in the Student Management System (SMS)
- Full title of the award conferred (as accredited)
- Short title of the award conferred
- Conferral Date
- Unique identifier (Certificate ID number)
- Approved AQF wording in the footer of the document (to identify as an approved AQF qualification) – *'The qualification certified herein is recognised within the Australian Qualifications Framework.'*
- Signatures of the Chair of the ACPE Board of Directors and the CEO and Dean (or equivalent).

In addition, all Testamurs must be printed on College-branded Testamur parchment, including the ACPE logo and ACPE seal to ensure authenticity of the document.

Wording on the Testamur will be as follows:

This is to certify that

NAME\*

having completed an approved course of study was admitted to the degree of

DEGREE TITLE

SHORT DEGREE TITLE

at ENTITY TRADING NAME

on DATE

\*Name on the testamur will be the student's legal name as registered on the Student Management System and will be advised on the graduation eligibility documentation. If a name change is required prior to issuance of documentation, the graduand must supply the Registrar's Office with relevant legal documentation to prove official name change.

## **2.3 Australian Higher Education Graduation Statement (AHEGS)**

The College will issue an AHEGS which will provide information about the graduate's qualification at the time of completion. This will include a description of the nature, level and context of studies. The purpose of the AHEGS is to assist in both national and international recognition of the qualification and to promote international mobility and professional recognition of the graduate.

All students who have completed a qualification will be eligible to receive an AHEGS at no additional cost at the same time as the Testamur is issued.

The AHEGS will include the following information:

1. The Graduate – full name and student identification number of the individual who has completed the qualification;
2. The Award – details of the award, including admission requirements, duration of study, language of instruction and Australian Qualifications Framework level;
3. Awarding Institution – details of the institution, including establishment, provider category and listing on the Tertiary Education Quality and Standards Agency (TEQSA) National Register of Higher Education Providers, and the Commonwealth

Register of Institutions and Courses for Overseas Students (CRICOS) registration number;

4. Graduate's Academic Achievements – details of the individual graduate's achievements, including details of units of study undertaken toward this award whether or not these were successfully completed; and
5. Description of the Australian Higher Education System - a comprehensive summary of the Australia system.

In addition, the AHEGS will be printed on parchment paper, and will include the AHEGS logo, which should appear in colour on the first page in the top right hand corner (the width should be exactly 45mm and must contain the ® symbol), the ACPE logo and the AQF logo.

## 2.4 Graduation Documents Issuance Procedure

All awards are conferred by the ACPE Board of Directors as the governing body of ACPE. In order for this to occur, the following process will be followed:

1. The Examiners' Committee shall moderate and endorse results to be released to students at the end of each teaching period.
2. The Registrar shall compile a list of eligible students who have completed the academic (and other requirements) for the course in which they are enrolled and who have no outstanding financial commitments to the College. The Registrar shall submit the list of new candidates to the Academic Board at each Academic Board meeting.
3. The ACPE Academic Board shall review the submitted list and provide a recommendation to the ACPE Board of Directors for the awards to be conferred to the listed students.
4. The ACPE Board of Directors shall approve the Academic Board's recommendation for the conferral of awards.
5. The Registrar shall prepare a testamur for each approved graduand.
6. The Chair of the ACPE Board of Directors and the College CEO and Dean (or equivalent) shall sign each testamur by hand or by the inclusion of an approved electronic signature.
7. Conferral of awards will be made at the graduation ceremony by the delegated presiding officer with the authority of the ACPE Board of Directors.

The Registrar's Office observes the following protocols:

- Upon completion of a course, the Registrar's Office will issue an academic transcript along with the Letter of Completion to the graduand.
- After the conferral of awards at the graduation ceremony, the Registrar's Office will issue an academic transcript which includes the graduation date.
- The Registrar's Office will issue a single testamur per qualification achieved.
- The Registrar's Office will issue or re-issue an academic transcript to past or present students for a fee (see *Fees Policy*) on request prior to the completion of the qualification or after graduation.
- Copies of the original testamur will be retained by the Registrar's Office for a period of thirty years.

## 2.5 Publication of Graduand Details

Names of the graduands and the award/s conferred will be published within graduation publications (e.g. ceremony program). No other enrolment details or personal information is published.

## 2.6 Printing Graduation Documentation

The Registrar's Office is responsible for producing graduation documentation from the Student Management System.

## 2.7 In Absentia

Graduation documentation is presented to graduates at the graduation ceremony after the conferral of awards by the presiding officer. Documentation may be presented *in absentia* in cases where the graduand:

- Does not respond to the invitation indicating his or her wish to attend the graduation ceremony; or
- Chooses not to attend the graduation ceremony;
- Formally requests the documentation to be sent by mail after the graduation ceremony; or
- Arranges an alternative date after the graduation ceremony for the document/s to be collected by the graduate or the graduate's authorised representative.

The official documentation will be mailed to the notified address by registered post. If the document/s will be collected from the College in person, proof of identification will be required.

## 2.8 Replacement of Graduation Documentation

The Registrar's Office shall issue a single replacement testamur per award to graduates for a fee (see *Fees Policy*) and on request from the graduate. Replacement testamurs shall be issued when the original testamur is lost, stolen or damaged.

The College may approve the re-issue of a testamur upon the receipt of a complete application which includes:

- A completed *Replacement Testamur Application Form*
- The originally issued testamur (in cases of damage)
- A Statutory Declaration (in cases where the original testamur has been lost or stolen)
- Photographic identification with specimen signature
- Payment of the prescribed fee (see *Fees Policy*).

The College's statutory obligations in relation to information privacy apply to the issue of academic transcripts and testamurs and any other form of documentation supplied.

Each testamur includes a unique identifier for tracking purposes which is linked to Student ID, and an authenticating College seal on College-branded parchment. The replacement documentation will:

- be produced using the proforma current at the time of issue of the replacement and signed by the relevant current signatories. They will not necessarily replicate the original documents in this way.
- include the wording "*This is a replacement testamur issued on <date of reissue>.*"

Each academic transcript includes an authenticating College seal / watermark and is printed on College-branded parchment.

The Registrar's Office will issue an academic transcript or other form of documentation regarding student enrolment or achievement:

- Directly to the student to whom the documentation relates; or
- With the express written consent of the student, to a third party, including external professional regulatory bodies (other than Centrelink, which is an exception by law).

Appeals against a decision not to re-issue or replace documentation may be lodged via the College's formal grievance process (found in the *Grievances, Complaints and Appeals Policy*).

## 2.9 Revocation of Graduation Documentation

In instances where it has been confirmed that a qualification was incorrectly conferred, either through an administrative error, based on provision of fraudulent or misleading information, or has been illegally obtained by a third party, the College may rescind or revoke the award in accordance with other College policies such as the *Student Code of Conduct*, *Academic Integrity Policy* and the *Student Misconduct Policy*.

## **2.10 Security**

College-branded parchment paper for the printing of graduation documentation will be held in a secure location under control of the Registrar's Office and released for the purposes of printing graduation documentation.

## **2.11 Other Forms of Documentation**

### **2.11.1 Confirmations of Enrolment / Payment**

The Registrar's Office may issue on request, an evidence of enrolment letter / statement to currently enrolled students who have not completed the course of study or past students who did not complete their course of study and include the following information:

- Student Identification number
- Full name of student as recorded in the Student Management System (SMS)
- Date of Birth of the student
- Course that the student is or was enrolled in at the College
- Dates of enrolment in the course or courses
- Study Load where applicable.

In some instances, on request from the student and for the purposes of students receiving tuition funding only (e.g. international student relying on government funding from their home country), the College may complete government forms stating the above information and may include information on student payments (\$AUD) to confirm enrolment and payment information. These forms may be sent directly to the government department (the student receiving a copy) or back to the student for submission. Students must submit a written request attaching the required form for this to occur.

### **2.11.2 Academic Results**

Students can view their academic record on the Student Management System once the results have been approved for release by the Examiners' Committee.



Students who have recorded a final result in at least one subject will be eligible to be issued with an academic transcript on submission of a *Request for Document* Form and payment of the requisite fee; see *Fees Policy*. The student's photo-identification is required for the academic transcript to be mailed to the student or to the student's nominated third party.

### 3 Definitions

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- **Award Course** – a program of study, specified in course rules and formally approved by TEQSA, which leads to an academic award granted by the College.
- **Graduand** – is an individual person who has been enrolled at the College and who has completed the requirements of an award course and is eligible to be formally conferred with a qualification by the ACPE Board of Directors. The individual person is that who appears on the graduation documentation.
- **Graduate** – is an individual person who has been formally conferred with an academic qualification by the ACPE Board of Directors. The individual person is that who appears on the graduation documentation.
- **Graduation Documentation** – includes the Academic Transcript, Testamur and the Australian Higher Education Graduation Statement (AHEGS).
- **Student** – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.
- **Subject/Unit** – means the smallest stand-alone component of a student's award course for which a grade is assigned on a student's academic transcript. Subjects normally have an integer credit point value of 6.

### 4 Related Documents

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- Fees Policy
- Graduation Policy
- Grievances, Complaints and Appeals Policy
- Student Code of Conduct
- Student Misconduct Policy

**Legislation:**

- Australian Qualifications Framework Issuance Policy.
- Australian Quality framework (AQF)
- Guidelines for the Presentation of the AHEGS, Department of Education

## 5 Policy Administration

<b>Policy Name &amp; Code:</b>			Graduation Documents Issuance Policy and Procedure (POL-19)
<b>Policy Owner:</b>			Registrar's Office
<b>Approval Authority:</b>			Academic Board (ACPE)
<b>Next Review:</b>			September 2023
Approval Date	Effective Date	Version	Summary of changes
08 Dec 15	09 Dec 15	1	<b>New</b> – combined policies for higher education harmonisation. No academic processes changed.
13 Dec18	14 Dec18	2	Revision date: 08 Nov 2018 <ul style="list-style-type: none"><li>• Policy de-harmonised. Other SGA brands removed.</li><li>• Document content updated to reflect current ACPE practices and activities, including job titles and departments.</li><li>• Document content concerning the procedure of award conferrals amended to reflect ACPE practices.</li><li>• Document content reviewed to ensure compliance with relevant HES and the AQF (AQF Qualifications Issuance).</li><li>• Document format changed in line with the new document template for ACPE policies and procedures</li><li>• <i>Section 2.2. Testamurs</i> updated to include a proper definition of testamurs.</li></ul>
14 Mar 19	14 Mar 19	2.1	<ul style="list-style-type: none"><li>• References to Dean and Operations Director replaced with CEO and Dean.</li><li>• References to Student Services and Learning Support Manager replaced with Director of Student Services and Campus Wellbeing.</li></ul>

\* Unless otherwise indicated, this policy will still apply beyond the review date.