

Graduation Documents Issuance Policy and Procedures

Policy Code: STU-050 **Version:** 7.0 **Effective Date:** 11 December 2015

Purpose:

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 Higher Education qualifications (and subjects) in accordance with the Australian Qualification Framework (AQF) requirements. It also outlines the processes for controlling blank and printed testamurs and issuing replacement testamurs. This Policy applies to students who have completed a higher education award program offered by the College.

Definition of “College” – *In the higher education sector, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, and Wellnation. For the purpose of this Policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names.*

Scope:

- All higher education students

Policy Statement

All higher education students who have successfully completed an approved course are entitled to receive the following graduation documentation on award of the qualification:

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

For all graduands, an Academic Transcript and AHEGS are provided at the same time as the Testamur.

Higher Education Awards

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

Academic Transcript

The College will issue an academic transcript as a complete account of the award and non-award studies which the student has undertaken.

All students who have recorded a final result in at least one subject will be eligible to be issued with an academic transcript (on request for a fee; see [Fees Policy – Higher Education](#)).

All students who are 'eligible to graduate' will be issued with a Letter of Completion along with a preliminary Academic Transcript for their records / proof of course completion prior to graduation. All graduands will be issued with a final Academic Transcript at no additional cost at the same time as the Testamur is issued.

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 codes and names
- Subject codes and names
- Credit Point value of subject
- Total credit point value obtained
- Grades for all subjects attempted (including late withdrawals and fail grades)
- Grading key
- Advanced Standing (credit) granted
- Courses completed and date of completion
- Total Grade Point Average (GPA)
- Student's course enrolment status
- Prizes, awards and other achievements approved for inclusion on the academic transcripts
- 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.'*
- Signature of the Director of Education (or equivalent most senior academic leader of the institution should the title change from time to time)
- Date of issue

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

Testamurs

The College will issue a testamur to each student who has satisfied all the requirements of a specific course and is graduating with the relevant award. Before authorising the issue of a testamur for a higher education qualification the Office of Student Records will ensure that all subjects for the qualification have been completed and assessed as passed as per the Examiners' / Assessment Committee sign off, and will check with relevant departments to ensure no fees are outstanding (which would exclude those students from consideration for conferral until fees are paid). The Director of Education will then endorse the final proposed list of students eligible for conferral. Individual qualifications will then be conferred by the College Council and the Office of Student Records will add the date of conferral to each testamur. Each testamur is issued with a unique identifier which is referenced to the student's identification number, for ease of tracking if re-issue is required.

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 (may indicate streams and / or majors)
- Short title of the award conferred
- Conferral Date
- Unique identifier (Certificate ID number / Date of College conferral)
- 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 Chairperson of the conferring governing body and the Director of Education

In addition, all Testamurs must be printed on College-branded Testamur parchment, including the College logo and seal to ensure authenticity of the document. A Higher Education Testamur is issued on Academic Testamur parchment.

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 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, graduand must supply the Office of Student Records with relevant legal documentation to prove official name change.

Australian Higher Education Graduation Statement (AHEGS)

The College will issue an AHEGS which will provide a snapshot of the graduand's qualification at the time of completion including a description of the nature, level, context and status 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 legal name and student identification number of the individual who has completed the qualification
2. The Award – full title of the qualification and descriptive information including general explanation of course structure, features of the course and any professional accrediting bodies for the course
3. Awarding Institution – description of the institution awarding the qualification including regulatory approval to confer the award and CRICOS number (if relevant)
4. Graduate's Academic Achievements – including status of the course (and conferral date), subjects undertaken (including credit points, marks and grade point), total credit points and GPA, explanation of calculation of GPA and key to grades, any additional course information (e.g.: explanation of clinic subjects or special awards received as a student)
5. Description of the Australian Higher Education System (including AQF explanation, admission and quality controls)

In addition, the AHEGS will be printed on parchment paper, and will include the AHEGS logo, the College and the AQF logo.

Issue of Graduation Documentation

All Higher Education awards are conferred by the College Council as the peak academic governing body. In order for this to occur, the following process is in place:

1. Examiners' / Assessment Committee meeting (at the end of every semester) moderates and signs off on results to be released and consequently students eligible to graduate.
2. The Director of Education is given a list of those students who, on release of results, will have completed their degree, checks it and makes a recommendation for this list to be conferred.
3. The list of proposed graduands is then provided to the College Council who discusses proposed conferrals at their next meetings and the relevant body signs them off as approved for conferral.
4. The Chair of the College Council then signs official graduation documentation.
5. Graduation documentation is then issued by the Office of Student Records.

The Office of Student Records observes the following protocols:

- The Office of Student Records will issue a preliminary academic transcript covering all award and non-award study completed at the College, along with the Letter of Completion to the student.
- The Office of Student Records will issue a final academic transcript covering all award and non-award study completed at the College showing the status 'graduated'. This will occur automatically on conferral of the award and at no cost to the student.
- The Office of Student Records will issue a single testamur per qualification achieved. This will occur automatically on conferral of the award and at no cost to the student.
- The Office of Student Records will issue or re-issue an academic transcript to past or present students for a fee (see [Fees Policy – Higher Education](#)) on request prior to the completion of the qualification or after graduation.

Publication of Graduand Details

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

Printing Graduation Documentation

The Office of Student Records arranges for the printing of graduation documentation from the

SMS (Student Management System).

In Absentia

Graduation documentation is presented by mail on a bi-monthly basis, based on requests to graduate received by the Office of Student Records in the previous two months.

Documentation may be presented in *absentia* where a 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; or
- Arranges an alternative collection date from the College (must be collected by the graduand).

The official documentation will be mailed to the notified address. If collecting from the College in person, proof of identification will be required.

Replacement of Graduation Documentation

The Office of Student Records will issue a single replacement testamur per award to students for a fee (see [Fees Policy – Higher Education](#)) at any time after graduation. This occurs on request from the graduate, usually when the original testamur is lost, stolen, damaged or there has been a formal and documented change of name.

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

- A completed [Request for Academic Documentation Form](#)
- The originally issued documentation (testamur – in cases of damage or change of name)
- A [Statutory Declaration Form](#) (in cases where the original testamur are lost or stolen)
- Legal documents confirming the reason for the request and linking the new name to the original name (if applicable)
- Photographic identification
- Payment of the prescribed fee (see [Fees Policy – Higher Education](#))

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/academic transcript issued on <date of reissue>.*”

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

The Office of Student Records will issue an academic transcript or testamur 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).

Copies of the original testamur and / or academic transcript will be retained by the Office of Student Records for a period of thirty years. A graduate who applies for replacement documentation must sign an agreement that if the original is found the replacement will be returned to the College. Each re-issue of testamur is assigned a new unique identifier which is referenced to the student’s identification number and the previous identifier classed as inactive.

Appeals against a decision not to re-issue or replace documentation may be lodged via the College’s formal grievance process (found in the [Grievance Policy – Domestic Students - Higher Education](#)).

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 – HE](#), and the [Student Misconduct Policy – Higher Education](#).

Security

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

Other Forms of Documentation

Confirmations of Enrolment / Payment

The College may issue on request, an evidence of enrolment letter / statement in the name of

the Director, Student Services and Retention 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
- Full time or Part time status

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 (with 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.

Academic Results

As stated above, all students who have recorded a final result in at least one subject will be eligible to be issued with an academic transcript at any time throughout their period of enrolment (on request for a fee; see [Fees Policy – Higher Education](#)). This is known as a 'Statement of Academic Results' for currently-enrolled students. On formal request and after the requisite fee has been received, this statement will be printed on Academic Transcript parchment and mailed to the student. This document will state that the student is still enrolled in the course.

Related Procedures:

Not Applicable

Definitions:

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 College Council or 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 College Council or 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) which are produced for graduands as described in the Policy above.

Student / Learner – 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 – 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, in the range 2 - 24.

Further Information:

Related Policies:	<u>Fees Policy - HE</u> <u>Graduation Policy</u> <u>Grievance Policy - Domestic Students - Higher Education</u> <u>Records Management Policy</u> <u>Student Code of Conduct - HE</u> <u>Student Misconduct Policy – Higher Education</u>
Benchmarking:	Latrobe University Melbourne University Queensland University of Technology Swinburne University University of the Sunshine Coast
Supporting Research and Analysis:	<u>Australian Qualification Framework, 2013: Using AQF copyright materials</u> <u>Department of Education and Training, AHEGS</u>
Related Documents:	<u>Request for Academic Documentation Form</u> <u>Statutory Declaration Form</u>
Related Legislation:	<u>Australian Qualifications Framework Issuance Policy</u> <u>Higher Education Standards Framework (Threshold Standards) 2015</u>
Guidelines:	Not applicable

Policy Author:	National Higher Education Compliance Manager
Policy Owner:	National Education Systems Manager
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Policy Status:	Revised
Responsibilities for Implementation:	<ul style="list-style-type: none"> • Dean and Operations Director • Director of Education • Director, Student Retention & Systems • National Education Systems Manager • Office of Student Records staff
Key Stakeholders:	<ul style="list-style-type: none"> • Academic Board • ACNM Board of Directors • College Council • Dean and Operations Director • Director of Education • Director, Student Retention & Systems • Graduands • Office of Student Records staff • Student Advisers, Student Services • Students