



# Qualifications Issuance Policy and Procedure

## Purpose

1. This Policy outlines the Australian International Institute of Higher Education's ('the Institute') framework for the award of formal qualifications under the AQF, including the approval process for students to graduate with a qualification.
2. The Institute is committed to the integrity of the TEQSA-accredited AQF qualifications it awards to students through the implementation of robust processes for the approval of awards, the authenticity of the certification documentation it issues, and the security of records of certification documentation.

## Scope

3. This Policy applies to:
  - a) all staff of the Institute whether full-time, part-time, casual or contract
  - b) members of the Institute's Governing Bodies
  - c) individuals engaged in providing services to the Institute or receiving services from the Institute, such as students, contractors or consultants
  - d) all academic certification.

## Definitions

4. For the purposes of this Policy:
  - a) **Australian Qualifications Framework (AQF)** is the national policy for regulated qualifications in Australian education which incorporates the qualifications from each education sector into a single comprehensive national qualifications framework.
  - b) **AQF qualification** is the result of an accredited complete program of learning that leads to formal certification that a graduate has achieved learning outcomes as described in the AQF.
  - c) **Award of a qualification** occurs when a student has met the requirements of the qualification and the qualification is certified through the provision of a testamur.
  - d) **Certification documentation** is the set of official documents that confirms that a qualification has been completed and awarded to an individual.
  - e) **Certification** is the verification and authentication of a student's entitlement to a qualification.
  - f) **Graduate** is a person who has been awarded a qualification by an authorised issuing organisation, in this instance, the Institute.
  - g) **Graduation statement** is a supplementary statement to the testamur and academic transcript that provides additional information to enhance understanding of the qualification by students, employers, industry, professional associations and internationally.
  - h) **Qualification title** is the nomenclature used for an AQF qualification that denotes the type, level and field of study/discipline of the qualification.



- i) **Academic transcript** is a record of all learning leading to an AQF qualification or an accredited subject in which a student is enrolled and is issued by an authorised issuing organisation (also called a "record of results").
- j) **Statement of attainment** recognises that one or more accredited subjects have been achieved.
- k) **Testamur** is an official certification document that confirms that a qualification has been awarded to an individual.

## Policy

### Principles

- 5. The Institute awards an AQF qualification to a student only where the course of study leads to the award of the qualification and the student has fulfilled all the requirements of the course.
- 6. The Institute issues certification documentation that is authenticable and consistent with applicable legislative requirements.
- 7. The Governing Council is authorised to confer higher education awards to students.

## Procedure

### Award of qualification

- 8. The Academic Dean will provide a statement to the Academic Board outlining, for each student, their results against the requirements of the course and stating whether all other conditions for graduation have been fulfilled.
- 9. Students who have fully met the requirements of a course leading to a qualification issued by the Institute to the satisfaction of the Academic Board will be eligible to graduate, subject to payment of all due fees and absence of any ongoing disciplinary action or investigation.
- 10. Upon recommendation by the Academic Board to the Governing Council of eligible graduates, the Governing Council will authorise the conferral of awards.
- 11. AQF qualifications issued by the Institute will be clearly distinguishable from non-AQF qualifications on all certification documentation. The Institute will identify that the award is recognised under the AQF and use the appropriate AQF nomenclature.
- 12. A qualification that was awarded erroneously or on the basis of inaccurate or misleading information may be rescinded by the Governing Council on the recommendation of the Academic Board with immediate effect. The recipient will be required to return the associated certification documentation.

### Certification documentation

- 13. Awardees of qualifications will be issued with authorised certification documentation including:
  - a) a testamur
  - b) an academic transcript
  - c) a graduation statement.
- 14. All certification documentation issued by the Institute will state correctly:
  - a) the full name of the Institute
  - b) the full name of the person to whom the documentation applies
  - c) the date of issue



- d) the name and office of the person authorised by the Institute to issue the documentation
  - e) where the qualification is recognised in the AQF, the testamur and the graduation statement will be certified with either the logo of the Australian Qualifications Framework or the words, '*This qualification is recognised within the Australian Qualifications Framework*'.
15. Certification documentation specifications are provided in Appendix 1.
16. All certification documentation issued by the Institute will be:
- a) unambiguously issued by the Institute
  - b) readily distinguishable from other certification documents issued by the Institute
  - c) protected against fraudulent issues
  - d) traceable and authenticable
  - e) designed to prevent unauthorised reproduction
  - f) replaceable by the Institute through an authorised and verifiable process.
17. Students who complete all the requirements for one or more subjects will be issued with a statement of attainment for the subjects undertaken.

### Graduation

18. Graduates will be invited to the earliest graduation ceremony after the Academic Board has recommended awarding the qualification to the Governing Council, subject to payment of all fees due and the absence of any ongoing disciplinary action or investigation.
19. Graduates unable to attend a graduation ceremony will be graduated in absentia.

### Issuance of certification documentation

20. Testamurs, academic transcripts, statements of attainment and graduation statements will be issued within 20 working days after conferral, subject to payment of all due fees and absence of any ongoing disciplinary action or investigation.
21. Certification documentation will be issued directly to the recipient during a graduation ceremony or via registered mail if the graduate elects to graduate '*in absentia*'.
22. A replacement of issued certification documentation may be obtained by lodging a request with the Student Services Manager. The request must be made using the *Certification Documentation Form* with a certified copy of the student's driver's licence or passport or by presenting the student's driver's licence or passport upon collection. Replacement documentation will be identified as such by inclusion of the word 'Replacement' on the document, dated, and signed by the Student Services Manager. The replacement will be issued within 20 working days of payment of the applicable fees.

### Records

23. The Institute maintains accurate and up-to-date records of the award of qualifications.
24. The Institute maintains a secure Register of Issued Qualifications. The Register is auditable and identifies the holder and other relevant information included on certification documents.
25. The Student Services Manager may issue additional copies of certification documentation upon request from the recipient of the original documentation only. Both request and issuance are recorded in the Register.
26. The Institute has controls in place to prevent, deter, and detect fraudulent issues of certification documentation.



## Appeals

27. Any complaints arising from the implementation of this Policy may be addressed under the provisions of the *Student Grievance Policy and Procedure*.
28. If a student remains dissatisfied with the outcome of a complaint, they may appeal under the provisions of the *Student Appeals Policy and Procedure*.

## Responsibilities

29. The Governing Council is responsible for:
  - a) overseeing a robust process for the award of formal qualifications and issuance of certification documentation by the Institute
  - b) conferral of academic awards
30. The Academic Board is responsible for:
  - a) satisfying themselves that students have satisfied the requirements for the course;
  - b) recommending the award of qualifications to the Governing Council
  - c) overseeing the functions of the Academic Dean regarding the AQF qualifications issuance process.
31. The Academic Dean is responsible for:
  - a) giving assurance to the Academic Board that all course requirements have been met
  - b) confirming that all records of completion are accurate
  - c) overseeing the tasks of the Student Services Manager regarding the AQF qualifications issuance.
32. The Student Services Manager is responsible for:
  - a) the issuance of academic certification in accordance with this Policy
  - b) the management of all controls to prevent, deter, and detect fraudulent issues of certification documentation.



## Associated information

<b>Approving body</b>	Governing Council
<b>Date approved</b>	23 October 2020
<b>Date of effect</b>	Commencement of operation
<b>Scheduled review</b>	Two years from when policy commences
<b>Current version approval date</b>	15/07/2024
<b>Next review date</b>	15/07/2026
<b>Policy owner</b>	Chief Executive Officer
<b>Policy contact</b>	Chief Executive Officer
<b>Related AIIHE Documents</b>	Authority Delegation Policy Business Continuity Plan Certification Documentation Form Academic Progression and Students at Risk Policy and Procedure Fees Policy and Procedure AIIHE Governance Framework ICT Management Plan Records Management Policy and Procedure
<b>Higher Education Standards Framework (Threshold Standards) 2021 (Cth)</b>	Section 1.5 Standard 6.2, ss 1 Standard 7.3, ss 3
<b>Other related external instruments/documents</b>	<b>Related Legislation</b> <ul style="list-style-type: none"><li>• Tertiary Education Quality and Standards Agency Act 2011 (Cth)</li><li>• AQF Qualifications Issuance Policy</li><li>• AQF Qualifications Register Policy</li></ul> <b>Good Practice Documents</b> <ul style="list-style-type: none"><li>• TEQSA Guidance Note: Academic Governance, Version 2.3</li></ul>

## Document history

Version	Author	Changes	Approval Date
1.0	Not applicable	Original version	23 October 2020
1.1	Compliance Officer	Reviewed to align with the HESF 2021, the responsibilities section was strengthened by adding relevant functions to different roles and the footer was updated with current addresses.	15 July 2024

*N.B. The document is uncontrolled when printed! The current version of this document is maintained on the AIIHE website at [www.aiihe.edu.au](http://www.aiihe.edu.au).*



## **Appendix 1 – Schedule of Specifications by Type of Certification Documentation**

### **Testamur**

- a) full title of the qualification awarded, including the field or discipline of study
- b) any subsidiary component of the qualification (such as integrated honours, an area of specialisation or a major study)
- c) if any parts of the course of study or assessment leading to the qualification were conducted in a language other than English (except for the use of another language to develop proficiency in that language)
- d) certified with either the logo of the Australian Qualifications Framework or the words 'This qualification is recognised within the Australian Qualifications Framework'
- e) signed by the Chair of the Academic Board and the Academic Dean
- f) affixed with the seal of the Australian International Institute of Higher Education
- g) unique document reference number
- h) full name of the graduate
- i) date of conferral
- j) watermarked paper

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

- a) the full name of the Institute
- b) the full name of the person to whom the documentation applies
- c) the date of issue
- d) the name and office of the person authorised by the Institute to issue the documentation
- e) certified with either the logo of the Australian Qualifications Framework or the words 'This qualification is recognised within the Australian Qualifications Framework'
- f) signed by the Student Services Manager
- g) affixed with the seal of the Australian International Institute of Higher Education
- h) unique document reference number
- i) full name of the graduate
- j) date of conferral
- k) watermarked paper

Graduation Statements contain, in relation to a particular course and the qualification awarded, the information contained in an academic transcript, presented in a form that conforms with the requirements for an Australian Higher Education Graduation Statement.



### Academic transcript

- a) the full name of all courses and subjects of study undertaken and when they were undertaken and completed
- b) credit granted through recognition of prior learning
- c) the weighting of subjects within the course
- d) the grades and/or marks awarded for each subject undertaken and, if applicable, for the course overall
- e) where grades are issued, an explanation of the grading system used
- f) where a course of study includes a significant particular focus of study such as honours, an area of specialisation or a major study, a definition of that component of significant focus
- g) any parts of a course or subject or assessment that were conducted in a language other than English (except for the use of another language to develop proficiency in that language)
- h) signed by the Chair of the Academic Board and the Academic Dean
- i) affixed with the seal of the Australian International Institute of Higher Education
- j) unique document reference number
- k) full name of the graduate
- l) date of issuance
- m) watermarked paper

### Statement of Attainment

- a) the full name of all subjects of study undertaken and when they were undertaken and completed
- b) credit granted through recognition of prior learning
- c) the grades and/or marks awarded for each subject undertaken
- d) any parts of a subject or assessment that were conducted in a language other than English (except for the use of another language to develop proficiency in that language)
- e) signed by the Student Services Manager
- f) affixed with the seal of the Australian International Institute of Higher Education
- g) unique document reference number
- h) full name of the student
- i) date of issuance
- j) watermarked paper