Qualification Issuance Procedures

1. **Governing policy**

These procedures relate to the *Conferral of Qualifications and Graduation Policy*.

The procedures describe how students and staff are to enact the *Conferral of Qualifications and Graduation Policy*. ("policy"), including the steps to be taken in issuing or re-issuing a testamur and/or other certification documentation process.

2. **Scope**

These procedures are relevant to all enrolled students, eligible graduands, past students and any delegated staff issuing or re-issuing a testamur and/or other certification documentation.

3. **Procedures**

3.1. These procedures set out the processes for issuing and re-issuing a testamur and/or other certification documentation for a course of study including approval of issuing exit qualifications (nested courses of study). A student may apply for an exit qualification if they have successfully completed course requirements and have opted to withdraw (i.e. exit) from a course for which they are currently enrolled. An exit award cannot be applied for retrospectively.

Table 1. Issuing of testamur and/or certification documentation process

Process	Responsibilities	Timeframe
1. Verifying academic records and eligible to graduate		

a. The Registrar generates a list of students who are eligible to graduate which also includes students with an approved withdrawal from a course of study and has successfully completed the course requirements for an exit qualification. Students can apply for an exit qualification using the **ONLINE FORM.** b. The Registrar prints each student's academic record for the Dean/Associate Dean/Program Manager (IT) (as relevant) (or delegated officer) to verify and sign off as meeting course requirements and therefore eligible to graduate. c. The Dean/Associate Dean/Program Manager (IT) (as relevant) reviews each student's academic record against the course completion rules and confirms if the student is eligible to graduate by signing off the academic record and completing the completions table provided by the Registrar's Office. d. The Registrar adds the student identification number and the award title to the list of students eligible to graduate as part of the Board of Examiners report for recommendation to Academic Board.	Registrar	Within ten working days after the assessment results has been finalised.
2. Conferral of qualification		

a. The Academic Board reviews the Board of Examiners report from the Chair of the Board of Examiners. b. The Academic Board recommends the list of eligible graduands to the Board of Directors for conferral of the qualification. c. The Secretary of the Board of Directors advises the Registrar once the Board of Directors has approved the conferral of qualification to the eligible graduands as recommended by the Academic Board.	Chair of the Board of Examiners Secretary of the Board of Directors	As per the governance meeting date
3. Printing and issuing the testamur and certification documentation		
a. The Registrar allocates the unique reference number for each testamur against the list of graduands by qualification and records the unique reference number in a register. b. The Registrar sends the details to a secured printing facility to organise the printing of the testamur and official transcript on the pre-approved and certified documents. c. The Registrar checks the printed testamur and certification documentation. d. The Registrar prepares the testamur and official transcript for the graduation ceremony. e. The Registrar organises the issuance of testamur and official transcript for graduates in absentia as nominated either: • in person at the nominated campus; • by post; or • by personal proxy upon written permission from the student and proof of identification upon collection.	Registrar	Within fifteen working days after receiving the resolution from the Board of Directors.
4. Rescinding a qualification		

a. The Institution may rescind a qualification in accordance with the circumstances outlined in paragraph 10 of the *Conferral of Qualifications and Graduation Policy.* b. The Registrar investigates the circumstances regarding the possible rescission of the qualification. c. Upon investigation, if satisfied that there is satisfactory evidence to support that the qualification be rescinded, the Registrar consults with the DVC (Learning and Teaching), President and Chair of the Academic Board to determine a recommendation. d. If the Registrar, DVC (Learning and Teaching), President and Chair of the Academic Board determines that the qualification be rescinded, the Registrar submits a proposal to the Academic Board for endorsement and the Board of Directors for approval thereafter. e. Where a qualification has been rescinded, the testamur and any other official certification document must be returned to the Institution.	Registrar	Anytime

Table 2. Re-issuing of testamur process

Process	Responsibilities	Timeframe
1. Submit a formal request for replacement of testamur		

Higher education testamurs a. Students can apply for a re-issuance of a replacement a higher education testamur if the original testamur was lost, stolen, damaged or if their name has changed. There is a fee for re-issuing a replacement of testamur as stated in the appropriate form. b. The student submits a request for the re-issuance of a testamur to Student Services by completing the **ONLINE FORM** and provide the relevant supporting documentation such as but not limited to: • Name change – the student must provide a certificate of name change, re-issued birth certificate or any verifiable proof of identification with the name change. • For lost or stolen documentation– the student must provide a signed statutory declaration outlining the circumstances and events leading to the loss. For damage – the student must submit the original damaged testamur where applicable and provide a signed statutory declaration outlining the circumstances and events leading to the damage. c. The student must provide the payment details and nominate one of the following collection methods: • in person at the nominated campus; • by post; or • by personal proxy upon written permission from the student and proof of identification upon collection. *Vocational Education and Training (VET) testamurs* d. From 31 July 2024, requests for the reissuance of a testamur by former students who have completed VET units of competencies and/or qualifications will be directed to ASQA, as the Institution is no longer an active Registered Training Organisation.	Student	Anytime

2. Assessment of the application		
a. The Registrar acknowledges receiving the application from the student by email. b. The Registrar assesses the application and supporting documentation. The assessment includes but is not limited to verifying the student's details such as personal details, academic records and testamur issuance register.	Registrar	Within two working days Within 5 working days
3. Printing and re-issuing a higher education testamur		
a. If the details have been successfully verified and the correct payment has been received, the Registrar allocates a new unique reference number for the testamur to be issued and records the unique reference number in a register. b. The Registrar sends the details to a secured printing facility to organise the printing of the testamur on the pre-approved and certified documents. c. The Registrar checks the printed testamur and certification documentation. d. The Registrar organises the issuance of testamur and official transcript for graduates in absentia as nominated either: • in person at the nominated campus; • by post; or • by personal proxy upon written permission from the student and proof of identification upon collection.	Registrar	Within fifteen working days after successfully received the correct amount payment.

4. **Records management**

A record of all issued testamurs will be maintained in a register on the Student Record Management System by the Registrar's Office.

5. **Related documents**

Conferral of Qualifications and Graduation Policy

Approved by EMG on 22 August 2024