

Graduation and Certification Documentation Policy

Scope

This policy is applicable to Kaplan Business School Pty Ltd, (Kaplan) and applies to (i) qualifications recognised by the Australian Qualifications Framework (AQF) and (ii) certification of achievements (completion and partial completion) guided by the English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018.

Purpose

The purpose of this policy is to provide information on the:

- process of conferral and graduation for the award courses
- issuing of certification documentation for the award and non-award courses

Definitions

Award courses are the AQF qualifications, specifically diplomas, associate degrees, bachelor degrees, graduate certificates, graduate diplomas or master degrees at Kaplan.

Award students are enrolled in a course that leads to a qualification issued by Kaplan, specifically a diploma, associate degree, bachelor degree, graduate certificate, graduate diploma or master degree. Award students are given an AQF award (also called testamur) at the completion of their course.

Certification Documentation is the set of official documents that confirms that a qualification has been completed and awarded to an individual. These include transcripts of academic results, testamurs and completion letters for the award courses; certificates of achievement with levels of proficiency included for the non-award ELICOS courses, certificates and letters of completion for the non-award Postgraduate and Undergraduate Qualifying Programs, and interim transcripts for the non-award Single Subject Enrolment.

Common European Framework of Reference for Languages (CEFR) is an international standard for describing language ability. It describes language ability on a 6-point scale, from A1 for beginners, up to C2 for those who have mastered a language. CEFR level is provided on the certificate of achievement.

Completion Date is the date a student's final results are released for a course and represents successful course completion.

Completion Letter is an official document stating the course undertaken by a student, which includes the course start and end dates as well as the course completion and conferral dates. This is only issued to students who have completed their course of study, upon request.

Conferral is the awarding of an AQF qualification and occurs when a student has met the requirements of the qualification and the qualification is certified through the provision of a testamur. The Academic Board confers all AQF awards.

Grade Point Average (GPA) is the average result of all the grades achieved throughout the AQF course calculated on a 7-point grading scale where 7 is the highest and 0 is the lowest achievement. Fail grades are included in the calculation. GPA is provided on the academic transcript.

Non-award courses are the non-AQF qualifications at Kaplan. Examples of non-award courses at Kaplan include ELICOS courses, Non-award Single Subject Enrolment, Postgraduate Qualifying Program, and Undergraduate Qualifying Program.

Non-award students are enrolled in a subject or course, but they are not enrolled in an academic course that leads to the conferral of an AQF award at Kaplan. Non-award students are either given a certificate of achievement, certificate of completion, completion letter and/or an interim transcript at the completion of their course.

Testamur is an official certification document that confirms that an AQF qualification has been awarded to an individual.

Transcript of Academic Results is a record of all learning leading to an AQF qualification or an accredited subject in which an award student is enrolled.

Policy Principles

This policy is supported by the following guiding principles for award courses:

- All qualifications and certification documentation must comply with the Higher Education Standards Framework (Threshold Standards), and certification formats must align to Section 1.5.
- The AQF is the national policy that regulates qualifications in Australian education and training. All certification documents must comply with regulatory requirements and associated standards, including but not limited to the AQF Qualifications Issuance Policy.
- All graduates who have completed a course in full leading to an award of an AQF qualification are entitled to receive a testamur and transcript of academic results. Students who complete part of the requirements for an AQF qualification are only entitled to receive a transcript of academic results. Kaplan is responsible for the authentication and verification of a Kaplan graduate's certification documentation, and for having mechanisms in place to reduce fraudulent reproduction and misuse of qualifications.

Guiding Procedures

Eligibility

The Registrar will confirm award students who have successfully completed their course requirements and provide this list to the Academic Board for conferral. To be eligible for conferral, these students must not owe a debt to Kaplan in relation to course fees or administrative fees such as library fines.

ELICOS students who have successfully completed part, or all, of their course requirement are eligible to receive certification documentation recognising their achievement or confirming their period of enrolment.

Conferral

Award students who successfully complete all the requirements of their enrolled course will have the relevant award conferred by the Academic Board. These students will be provided with certification documentation including a testamur and final transcript of academic results within two weeks of this conferral taking place.

Non-award ELICOS students will be provided with certification documentation including a certificate of achievement within four weeks from course completion.

Graduation Ceremonies

At graduation, award graduands will be dressed as follows:

- Undergraduate students – black gown with yellow gold stole
- Postgraduate students – black gown with royal blue stole

Kaplan generally holds one or two graduation ceremonies per year for each campus. All award students who have completed a course will be invited to attend the next scheduled graduation ceremony following the completion of their course. If students are unable to attend this graduation ceremony, they will be provided the opportunity to attend one in the future. The focus of Kaplan's graduation ceremonies is on celebrating the student's achievements with friends and family. No formal documentation or qualifications are issued on the day. Further information on graduation ceremonies can be found on the Kaplan Business School website.

Issuing Certification Documentation

Documentation Types

Certificate of achievement/completion – A certificate of achievement/completion will be issued at the end of the course or program to all non-award students who have successfully completed the requirements for the non-award in which they are enrolled.

Completion letter – Students may request a completion letter for visa or employment purposes. The letter includes course information (location, start and end dates, study load (full or part time), language of instruction, and/or study hours) and a statement acknowledging the student's successful course completion and (pending) conferral date.

Interim transcript – Award students and Non-award Single Subject Enrolment students will have access to an interim transcript of their academic results at the end of each study period stating their grades for each subject for which they are enrolled, provided all relevant fees are paid.

Testamur and final transcript – A testamur and final transcript of academic results will be issued at the end of the course and after conferral to all award students who have successfully completed the requirements for the award in which they are enrolled.

- Students who complete a specialisation in their enrolled course will have it identified on the final transcript and testamur.
- Students who complete a minor or double minor in their enrolled course will have it identified on the final transcript and testamur.
- Students who enroll in a packaged course comprising separate, nested qualifications will receive a testamur and final transcript for each qualification.

The testamur, final transcript of academic results, certificate of completion/achievement, and teacher's report are provided free of charge. Any additional requests for a reprint or replacement of any certification documentation must be raised through the Student Management System and a fee will be applied.

Authenticity and Security of Certification Documentation

- Certification documentation will be printed on official stationery, appropriate to the document type with a unique serial number.
- Official stationery, including copies of the actual paper used in the production of certification documentation, will be securely maintained to prevent unauthorised production and/or fraudulent issue.
- Documents issued in digital format will include a statement advising the document is officially certified by Kaplan.

Student Records

- Kaplan will maintain a register of all certification documentation issued to students with appropriate information allowing issued documentation to be traceable and verifiable.
- Privacy and confidentiality requirements will be maintained in verifying the authenticity of AQF qualifications to external parties.

Withdrawal or Revocation of Certification Documentation

Kaplan may withdraw or revoke certification documentation and require the return of the documentation if:

- it is demonstrated to Kaplan's satisfaction that the documentation was improperly obtained through fraud or dishonesty.
- the documentation was presented erroneously or contained incorrect details.

Re-issue or Replacement of Certification Documentation

- Certification documentation will not be re-issued but may be replaced through an internal verification process. Where documentation is replaced, the updated information must be appropriately recorded in the register.
- A statement is to be printed on the bottom of the replacement documentation indicating that the documentation has been replaced on a particular date.

Complaints and Appeals

Students who are dissatisfied with the application of this policy, or who wish to appeal a decision made by Kaplan, may refer to the School's [Grievances, Complaints and Appeals Handling Policy](#) for information regarding their options.

Relevant Legislation

As a registered education provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below lists the most relevant legislation that apply to this policy:

- AQF Qualifications Issuance Policy
- Australian Qualifications Framework
- Common European Framework of Reference for Languages
- Education Services for Overseas Students Act (ESOS Act)
- Education Services for Overseas Students Regulations 2019
- ELICOS Standards 2018
- Higher Education Standards Framework 2021 (Threshold Standards)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Privacy Act 1988
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

Related Policies

This policy should be read in conjunction with the following:

- Academic Quality and Governance Framework
- Assessment Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Handling Policy
- Privacy Policy
- Student Record Management Policy
- Verifying Student Qualifications Procedures

Version Control and Accountable Officers

It is the joint responsibility of the Responsible Officer and Implementation Officer(s) to ensure compliance with this policy.

| Policy Category | Academic | | | |
|--|---|--|-----------------------|------------------------|
| Responsible Officer | Vice President, Academic | | | |
| Implementation Officer(s) | Registrar or equivalent | | | |
| Review Date | October 2025 | | | |
| Approved by | | | | |
| Vice President, Academic under a standing delegation from the Academic Board | | | | |
| Version | Authored by | Brief Description of the changes | Date Approved: | Effective Date: |
| 2.2 | Quality, Regulations and Standards Team | Reorganised policy structure to include principles, guiding procedures, relevant legislation and policies. Minor amendments to definitions and procedural details. Added information on testamur and transcript content, and withdrawal of qualifications. | 06.10.2021 | 13.10.2021 |
| 2.3 | Quality, Regulations and Standards Team | Completion date definition amended. | 16.03.2022 | 23.03.2022 |
| 2.4 | Quality, Regulations and Standards Team | Incorporation of ELICOS provisions. | 01.12.2022 | 08.12.2022 |