<table>
<thead>
<tr>
<th>Title of Policy</th>
<th>Awards Issuance Policy</th>
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<tr>
<td>1. Purpose of Policy</td>
<td>The Australian College of Applied Psychology (ACAP) is committed to ensuring the accuracy and authenticity of all College issued documents recording details of students’ academic information and qualification attainments in the interest of students and graduates. This policy describes the College’s standards, rules and procedures for ensuring the accuracy and authenticity of all College issued documents recording details of students’ academic information and qualification attainments.</td>
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<td>2. Scope of Policy</td>
<td>This policy applies to all College issued documents recording details of students’ academic information and qualification attainments.</td>
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<td>3. Responsibilities</td>
<td>College executive and management staff are responsible for assisting in ensuring the effectiveness of the implementation of this policy, including ensuring they and College employees and representatives are responsible for being aware of and complying with this policy.</td>
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<td>4. Definition of Terminology</td>
<td>Unless the contrary intention is expressed in this policy, the following words (when used in this policy) have the meaning set out below:</td>
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<td>AQQ: Australian Qualifications Framework.</td>
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<td>AQF recognised higher education qualification: A qualification located at levels 5, 6, 7, 8, 9 or 10 in the Australian Qualifications Framework.</td>
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<td>AQF recognised VET qualification: A vocational education and training qualification located at levels 1, 2, 3, 4, 5 or 8 in the Australian Qualifications Framework.</td>
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<td>Australian Graduation Statement: A supplementary statement to qualification certification documentation that provides information to enhance understanding of the qualification by students, employers, industry, professional associations and internationally. A graduation statement is issued only on award of an AQF recognised qualification.</td>
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<td>Double qualification: where two award qualifications of the same type (e.g. Bachelor/Bachelor) are completed concurrently, and in less than the minimum time required to complete each qualification separately. An alternative title in use is ‘dual qualification’.</td>
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<td>Joint qualification: Where a single accredited award qualification is undertaken in more than one accredited tertiary institution under a formal arrangement between the institutions. Alternative titles in use included ‘cotutelle’ or ‘multi-badged’.</td>
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<td>Statement of Attainment: A form of academic transcript that lists when one or more units of competency from a VET accredited course or training package has been completed. See also ‘Statement of Results’. Statements of attainment are issued only to students while undertaking VET courses delivery by the College.</td>
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<td>Statement of Results: A record of all studies in which a student has been enrolled that lead to an award qualification issued by the College. It can be issued at any time during progress towards the qualification and will be issued on graduation. Alternative titles in use include ‘academic transcript’ or ‘academic record’.</td>
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<td>Testamur: The official certification document that confirms that a qualification has been awarded.</td>
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<td>5. Policy</td>
<td>5.1. Statement of Commitment</td>
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<td>The College’s Award Issuance Policy commitment at Section 1 is reinforced by legislation and government agencies that register, accredit, authorise, review and monitor organisations delivering Australian education, issuing approved qualifications in the Australian Qualifications Framework (AQF) and protecting the reputation of Australian qualifications.</td>
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<td>The College recognises the importance for graduates and others to be confident in knowing whether the qualifications they have been awarded is part of Australia’s Qualifications Framework.</td>
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<td>The College undertakes to ensure:</td>
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<td>a. College issued certification documentation recording details of students’</td>
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academic information and qualification attainments is consistent with applicable Australian laws, regulations and standards, as amended from time to time

b. College award recipients receive only the award certification documentation to which they are entitled

c. College issued certification documentation associated with the College’s accredited AQF recognised qualifications
   i. will be clearly distinguishable from other College issued certification documentation that does not lead to an AQF recognised qualification
   ii. will identify that the award is recognised within the AQF in a manner consistent with the applicable laws, regulations and guidelines
   iii. will display the nomenclature of the title of the AQF qualification being awarded consistent with the accredited AQF recognised award title

d. College issued certification documentation for VET awards will be clearly distinguishable from certification documentation issued for the College’s higher education awards and any other awards issued by the College

e. College issued certification documentation that does not lead to an AQF recognised qualification will not use any award title nomenclature already in use for an award leading to an AQF qualification and will contain sufficient information that makes clear the authority under which the certification documentation is issued

f. College written, oral or electronic information in relation to College awards does not reference any non-AQF recognised qualification as a qualification recognised under the AQF, and

g. All issued College certification documentation is protected against fraud.

5.2. Types of Award Documentation Issued

Students who satisfactorily completed the requirements for graduation in a VET or higher education award qualification issued by the College are entitled to receive a Testamur and a Statement of Results.

Students who enroll in one or more requirements that form part of a higher education qualification issued by the College are entitled to receive a Statement of Results.

Students who satisfactorily complete one or more units of competency of a VET qualification issued by the College and who have not completed their VET qualification are entitled to receive a Statement of Attainment.

The College may issue an Australian Graduate Statement to students who have satisfactorily completed the requirements for graduation in an AQF recognised VET or higher education qualification issued by the College, where the College has been authorised by the designated Australian government department to do so.

The College may issue other certification documentation for training or other activities conducted by the College.

5.3. Authority to Confer College Accredited Qualification Awards

Pursuant to clause 51 and 51A of the Articles of Association of the College and clause 2 of the Memorandum of Association of the College, the College Council may confer, after appropriate assessment, educational awards as may be accredited by relevant educational bodies, authorities and agencies. The College Council has delegated this authority to the Principal and General Manager and/or Dean.

5.4. Eligibility to Graduate

VET students

To be eligible to graduate VET students must have:

a. been enrolled in the course that leads to the award, and

b. been assessed by the responsible academic officer
   i. as competent in all units of competency required for the award of the
qualification, and

ii. as having met all other approved requirements of the course as set out in the College’s official corresponding course guide applicable in the year in which the student commenced study in that course unless other requirements have been approved by the Head of VET (or designated responsible academic officer) in accordance with the College’s credit arrangements policy or course transfer rules.

The Head of VET shall for each VET course confirm those students who have satisfied the VET eligibility to graduate requirements listed above, and shall notify the Registrar of the names of all such students and recommend that those students are eligible to graduate in the course qualification award, as listed.

Higher Education coursework students

To be eligible to graduate higher education coursework students must have:

a. been enrolled in the course that leads to the award;

b. been assessed by the responsible academic officer as having completed the educational and other approved requirements of the course as set out in official course guide publications of the College in the year in which the student commenced study in that course unless other requirements have been approved by the Head of School (or designated responsible academic officer) in accordance with the College’s credit arrangements policy or course transfer rules; and

c. satisfied the requirements of the College’s Credit Recognition Policy in relation to the limit of approved credit where credit has been recognised.

The relevant Head of School shall for each course of School confirm those students who have satisfied the higher education coursework eligibility to graduate requirements listed above and shall notify the Registrar of the names of all such students (and the class of Honours to be awarded if applicable¹), and recommend that those students are eligible to graduate in the course qualification award and, if applicable award level, as listed.

Research and Higher Degree Research students

To be eligible to graduate Research and Higher Degree Research students must have

• been enrolled in the course that leads to the award, and

• satisfied the approved the educational, research and other course requirements as prior approved by the responsible academic officer for the student.

The College Research and Higher Degree Research Committee shall confirm those students who have satisfied the eligible to graduate research or higher degree requirements listed above, and shall notify the Registrar of the names of all such students and recommend that those students are eligible to graduate.

5.5. Eligibility to Graduate in aegrotat

Where as a result of death or permanent incapacity a student fails to complete course requirements, but has completed a substantial proportion of them, the relevant Head of School/VET may recommend to the Dean that the student be deemed to have completed requirements of a course in aegrotat. Such a recommendation would normally be made within two (2) years of the student’s last enrolled teaching period and must be supported by relevant documentary evidence. Such evidence may include the academic results of studies attempted and completed, completion of research work, papers and publications, literature reviews, or other tangible course and/or research related activities. The Dean may seek advice from other parties and/or the Academic Board when considering such requests. The Testamur of an award conferred in aegrotat shall make clear that the award has been granted in aegrotat.

¹ The award of a Class of Honours will be as specified by the School offering a Bachelor (Honours) degree and published in the associated Course Guide.
### 5.6. Conferral of Awards

Students who have satisfactorily completed the requirements for graduation in accordance with Sections 5.4 or 5.5 will be considered eligible to be conferred into the entitled award at the next College graduation.

### 5.7. Conferral of an Award Posthumously

When a student who has been deemed as eligible to graduate or graduate in aegrotat becomes deceased before the conferral of the award for which s/he is eligible, the Principal and General Manager may authorise the award to be conferred posthumously.

### 5.8. Withholding of Graduation Entitlement

Notwithstanding Sections 5.4 to 5.7 above, the Principal and General Manager (or designate) may determine to withhold a student’s entitlement to graduate, participate in their entitled graduation ceremony and/or be issued his or her award certification documentation in particular circumstances including, but not limited to:

- where proceedings relevant to the student are pending or have commenced in accordance with the provisions of the College’s Academic or Non-Academic Misconduct Policy, or
- where the student has not discharged all of her or his financial obligations to the College, or
- where the student has not returned all borrowed library books, College equipment and materials.

### 6. Policy Procedure

#### 6.1. Award Document Specifications

All testamurs, statements of results and statements of attainment and other award documentation issued by the College must be prepared consistent with the specifications approved by the Principal and General Manager, having regard to the commitments communicated at Section 5.1.

In carrying out these commitments the College shall ensure:

i. College issued certification documentation for higher education qualifications will be consistent with the Higher Education Standards Framework established under the Tertiary Education Quality Standards Act (2011), including the legislated Qualification Standards for higher education providers, AQF guidelines, and the ESOS Act (2002) as updated from time to time

ii. College issued certification documentation for VET qualifications will be consistent with the VET Quality Framework including the AQF requirements, standards for nationally registered training organisations, and guidelines and standards communicated by the National Skills Standards Council. This includes identifying the College by its national provider number from the National Register, and inclusion of the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use communicated by the National Skills Standards Council on issued VET testamurs and statements of attainment

iii. College issued Australian Graduation Statements, where authorised by the designated Australian government department to do so, will be consistent with the Australian Government’s Guidelines for the Presentation of the Australian Higher Education Graduation Statement and any other issuance obligations stated by the authorising authority

iv. College issued VET and higher education award documentation will include information that will correctly identify, at a minimum:

- The name of the College issuing the award
- Other corporate identifiers as required by law
- The name of the recipient of the award as recorded in the student management system
- The award by its full accredited title (and for VET awards the training package code where applicable)
- The date of issuance of the award document
• The signatories of the person/s authorised to issue the award (refer to Section 6.2)
• The attained honours award level where relevant (refer to Section 5.5)
• Document authenticity markers to protect against fraudulent use (refer to Section 6.3)

iv. College issued Statements of Attainments will also include information that will correctly identify, at a minimum: the units of competency completed by the student receiving the Statement and include the words ‘A statement of attainment is issued when an individual has completed one or more accredited units’. It may also include a statement regarding professional accreditation/s associated with the award where applicable.

v. College issued Statements of Results will also include information that will correctly identify, at a minimum: all accredited units attempted by the student towards the qualification award (including any failed units, and all instances of repeated units undertaken) by their full title, the period of study attempted, the credit points assigned to the unit, the final mark achieved for the unit (where available), and the final grade awarded for the unit. The Statement of Results may also include statements regarding course requirements leading to the attainment of the award, for example completion of practicum or clinical requirements; statements regarding professional accreditation/s associated with the award; a record of any advanced standing for previous formal study or recognised prior learning granted as part of the award conferred; or the title of the thesis contributing to the Bachelor (Honours) or research or higher degree research award, where relevant.

It is expected that revisions to the Australian laws, regulations, standards and guidelines described above will occur over time and may require changes to the document specifications of certification documentation issued by the College.

6.2. Signatories on College Award Documentation

Testamurs issued by the College will bear the signature of the Principal and General Manager and College Dean.

Statements of Results issued by the College will bear the signature of the Registrar.

Statement of Attainments issued by the College will bear the signature of the Head of VET.

Other award documentation issued by the College will bear the signature of the officer authorised by the Principal and General Manager to issue the award.

6.3. Protection of College Award Documentation Against Fraud

All College issued certification documentation in connection with accredited awards is protected against fraudulent issuance through a range of measures. These include:
• printing statements of results and statement of attainment on paper with security features, such as fluorescent fibres and chemically reactive ink
• printing testamurs on embossed paper stock difficult to replicate
• affixing of the Company Seal and assigning a unique document number to each testamur issued, and
• ensuring issued certification documentation displays the signature(s) of the College authorised issuer.

Falsification of the College Testamur, Statement of Results, Statement of Attainment, Australian Graduate Statement or any other College document recording details of a students’ academic information and qualification attainment damages the reputation of the College, its students and graduates at national and international levels. Students who falsify documents covered by this policy will be dealt with under the College’s Non-Academic Misconduct Policy and persons who falsify documents covered by this policy may be prosecuted under the Crimes Act 1900 (NSW).
6.4. **Printing of Award Documentation**
The Registrar’s Office will arrange for the printing of testamurs, statement of results, and statements of attainment.

6.5. **Security of Award Documentation Blanks**
Blanks of official certification documentation will be held in a secure location under the control of the Registrar.

6.6. **Supply of Award Documentation**
The College issues a Testamur, Statement of Results (and Australian Graduate Statement where issuance of this statement has been authorised by the designated authority to do so) free of charge to VET and higher education students upon conferment of an award on the basis of one copy per conferred award. After initial provision, individual VET and higher education students may request further copies of the Statement of Results (and graduate statement where issuance of this statement has been authorised by the designated authority to do so) on a fee for service basis. Individual higher education students may also request a Statement of Results at any time on a fee for service basis by submitting the appropriate application form and fee payment.

The College issues the initial Statement of Attainment listing completed unit(s) of competency/ies for the current term of enrolment free of charge to VET students. Individual VET students who have not graduated from their award may also request a Statement of Attainment at any time on a fee for service basis by submitting the appropriate application form and fee payment.

The College may also provide copies of an individual’s Testamur, Statement of Results or Statement of Attainment to external organisations (for example, to professional accreditation bodies, other educational institutions and for employment purposes), where the student has provided appropriate written authority for the College to do so or where such disclosure falls within the College’s Privacy and Personal Information Policy.

The College may also be required to provide copies of an individual’s testamur, statement of results or statement of attainment under specific legislation including the Higher Education Support Act 2003 and Education Services for Overseas Students Act 2000, and to police services or other law enforcement agencies under subpoena, police search warrant or other similar written official request. The College’s Privacy and Personal Information Policy directs the College’s response in such situations.

6.7. **Supply of Completion Letter**
A completion letter is a document stating that the student is entitled to be awarded a specified qualification (refer to Sections 5.4-5.9). A completion letter is intended only as interim confirmation that either all academic requirements or all requirements of a qualification have been completed. As such, a completion letter may only be issued to a student during the period between the completion approval of all academic course requirements and award conferral. A completion letter is not an official conferral of the award by the College.

The College Registrar issues a Completion Letter free of charge to all students who have been deemed eligible for course completion and graduation. Individual students entitled to be awarded a specified qualification may also request a Completion Letter at any other time before the award is conferred by the College on a fee for service basis by submitting the appropriate application form and fee payment to the Office of the Registrar.

Completion letters must conform to the wording and format as prescribed by the Registrar.

6.8. **Return of Testamurs, Statements of Results and Statements of Attainment**
The College may require the return of a Testamur, Statement of Results, Statement of Attainment, and/or other award documentation in the following
circumstances:

**Fraud or dishonesty:** The College Council may revoke an award and require the return of the Testamur, Statement of Results and/or Statement of Attainment if shown to its satisfaction in accord with the College’s *Revocation of Award Rules* that the award was improperly obtained. Any prize, scholarship or other benefit awarded by the College and to which the recipient was entitled upon award of that degree, diploma, or other award shall also be revoked and must be refunded or returned to the College. Upon revocation of an award by the College Council, the person is advised in writing that they are no longer to cite or imply that they are a recipient of that award.

**Erroneous presentation of award:** The College Council may revoke an award and require the return of the Testamur, Statement of Results or Statement of Attainment if shown to its satisfaction in accord with the College’s *Revocation of Award Rules* where the Testamur, Statement of Results and/or Statement of Attainment was presented erroneously.

**Document error:** The Registrar may require the return of an issued original Testamur, Statement of Results or Statement of Attainment if it is known to the Registrar’s satisfaction that the issued document contains incorrect details, prior to the Registrar’s issue of the corrected original Testamur, Statement of Results or Statement of Attainment. Reissued original testamurs will not be presented at an award ceremony.

**Articulating/Nested awards:** If the Testamur was presented by the College for a lower award in an articulating and/or nested series of award of the College in the same discipline the recipient may be required to be surrendered the lower level qualification prior to the granting of the higher award if there is a break in study of less than one year. The requirement for the surrender of a lower level qualification testamurs relating to internal articulated courses in the same discipline is determined by the College Council on recommendation from the Academic Board. Where there is a requirement for the surrender of a lower level qualification testamurs relating to articulated courses, this requirement shall be stated beside the applicable articulation arrangement in the College’s Articulation Registry, which is published as an attached schedule to the College’s Credit Arrangements Policy.

**Replacement of original testamur:** Where a graduate of the College makes an application for a replacement testamur due to document loss or damage, or personal legal name change.

### 6.9. Replacement of a Testamur

The Registrar may approve the replacement of an testamur issued to a graduate of the College or an antecedent institution upon the receipt of a complete application which includes:

- a completed *Replacement of Testamur Application* form
- the originally issued testamur if available
- a Statutory Declaration if the original testamur is not available
- other evidence, including legal documentation, verifying and confirming the reason for the request and linking the new name with the original name where the request is due to a change of name
- photographic and signature identification, and
- payment of the prescribed fee.

> The original testamur will be retained in the College’s central records in accord with the College’s Records Management Policy and related retention schedule.

A graduate who applies for a replacement testamur in the event of the loss of the original must sign an agreement contained in the application form that ‘if the original document is subsequently located the replacement testamur will be returned to the College’. Appeals against a decision not to replace a testamur may be lodged with the Registrar.

Replacement testamurs (including those which relate to antecedent institutions) will be issued in the approved document format which is in effect at the time of the replacement. Replaced testamurs will display a statement indicating that the
7. Records

7.1. Records of issued award documentation

The Registrar is responsible for maintaining the College’s records of issued award documentation. At a minimum, this includes ensuring:

- Maintaining a record of any official certification documentation awarded to a student, including details on the type of document issued, the date of issuance, the unique testamur issuance number (if applicable) and the date and reason of any re-issuance, replacement or recall of the award document (if applicable);
- Maintaining a historical register of College stationery used for testamurs, records of results, statements of attainment and other official certification documentation;
- Maintaining a historical register of all College and antecedent institution issued qualification award titles, academic grades and qualification levels; and
- Ensuring all records associated with this policy are managed and retained in accord with the College’s Records Management Policy and associated Retention Schedule, and applicable laws and regulations.

Administrative Information and Document Control

| Policy Stakeholders | The principal users of the policy are College students and graduates and the accrediting authorities for each education and training sector of the College. Employers, industry and professional bodies, and licensing and regulatory bodies may use this policy to assist in their authentication of issued qualifications |
| Related Documents | College Governance Document; College Delegations of Authority; Records Management Policy; Revocation of Award Rule; related information in the Student Handbook and on related award documentation issuance and graduation forms |
| Related laws and regulations | The Higher Education Threshold Standards made under the Tertiary Education Quality and Standards Agency Act 2011 (as amended from time to time), including the Qualification Standards (TEQSA); The VET Quality Framework made under the National Vocational Education and Training Regulator Act 2011 (Cwlth), and the associated Australian Qualifications Framework (AQF). |
| Author/s | Senior Manager Quality and Accreditation and Registrar |
| Policy Endorsed by | Academic Board | Endorsement date | 9 October 2012 |
| Policy Approved by | Principal and General Manager | Approval date | 9 October 2012 |
| Current Version | 1.0 | Next review date | December 2015 | Initial approval date | 9 October 2012 |