Procedure to verify student qualifications

This policy is current as of 1 January 2014 and will be reviewed at least annually by the Academic Board.

Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Kaplan Online Higher Education.

Purpose

This procedure outlines the steps taken by nominated Kaplan staff members to validate and authenticate testamurs, transcripts and other material submitted by applicants in relation to their admission application for a Kaplan qualification. It also outlines the responsibilities of the student and the consequences of the student failing to meet these responsibilities.

Introduction

Students who apply for entry into a Kaplan program are required to provide evidence of their academic or industry recognised qualifications and may be required to provide evidence of their English proficiency. Kaplan must be provided with original testamurs, transcripts or language proficiency documents, or certified copies of these documents, at the time of application.

If students do not provide this evidence at the time of enrolment, it must be provided prior to week 7 of the trimester in which they are enrolled.

Steps to validate documents provided in an application

The steps to verify qualifications submitted in an enrolment application are as follows:

1. If an original transcript/testamur or language proficiency document is provided, nominated Kaplan staff are to cite it, make a copy of it to be filed and record this in the student’s record.

   A certified English translation is required if the original document is in another language.

   If the student has changed their name since the documentation was issued Kaplan requires evidence of the student’s name change or marriage certificate.

2. If a copy of a transcript/testamur or language proficiency document is provided, it must be certified by a JP (stamp and ID number) or the university/institutions offering the qualification. Nominated Kaplan staff will then cite and file a copy and record this in the student’s record.

3. Where a copy of a document does not have the approved citing (by JP or qualifying university/institution) the student is required to obtain this before their application can be finalised. Once this is obtained and cited by nominated Kaplan staff, a copy is to be filed and recorded in the student’s record.

   Where documents have been cited and the student meets all other requirements for admission, students will be formally enrolled in the subject and be eligible to receive any exemptions applied for and their results in the subject.
When documents are not provided in an application

Where documents are not provided by at the time of application, the following steps should occur:

1. Students who enrol through paper based applications are enrolled in the status of ‘qualification pending’. Students who enrol online are enrolled in the status of ‘approval pending’. (Students with these statuses are unable to view their subject results in their subject room and transcripts are withheld until their documents are verified).

2. Kaplan admissions staff prepare a list of all students with a status of ‘Qualification Pending’ and ‘Approval Pending’ during week 1 and week 5 of each trimester.

3. The list of students is reviewed to remove those students that have:
   (a) completed another post graduate qualification with KHE and previously provided their entry requirement qualifications
   (b) completed a KHE Open Entry qualification
   (c) provided a certified copy of their qualification to membership through record in Sonics (hard copy file checked and confirmed).

4. For outstanding students an email (see Appendix A) is sent to these students in
   (a) Week 3 of the trimester
   (b) Week 6 of the trimester
   (c) Two (2) weeks prior to the release of results.

5. When students provide KHE certified or original documents:
   (a) The status of the enrolment is changed to ‘Current’.
   (b) Status of qualification is changed to ‘Qualification Pending’.
   (c) The copy of the document is added to the student’s hard copy file.
   (d) Database is updated under Surveys – Qualifications.
   (e) The student is contacted to inform them of their status.

6. At the end of the trimester, KHE runs a final list of students to determine who still has a status of ‘Qualifications Pending’ or ‘Approval Pending’.

7. Any students identified in the final list will have the status of the qualification changed to ‘Qualifications Not Provided’ and no further follow-up is made by KHE.

Responsible Officer

The responsible officer for the implementation and relevant training of this policy is the Vice President, Higher Education Australia.
Appendix A

Sample email – week 3 and week 6 of trimester

Dear student

We trust that you are enjoying your studies with Kaplan. To ensure that your enrolment is complete, please provide your qualification for eligibility into the Master of Applied Finance.

You must provide either an original or certified copy of your qualification, i.e. a degree, membership award, or an original transcript, which states that you have satisfied the requirements for that award. A certified English translation is required if the original document is in another language. If you have changed your name since you gained your qualification we will also require evidence of your name change or marriage certificate.

You may either post the certified documentation, or bring the original or a certified copy to the Kaplan office. Unfortunately faxed or emailed copies will not be accepted.

Our postal address is: GPO Box 9995, Sydney NSW, 2001; or
Office address: Level 4, 45 Clarence Street, Sydney NSW, 2000.

Until Kaplan receives the documentation you will be provisionally enrolled and your results will be withheld.

If you have recently provided this documentation, or if you have any further queries please contact Student/Member Services on (02) 8248 7611.

Kind regards
Student Services

Sample Email – 2 weeks prior to the release of results

Dear student

According to our records we have not received your qualifications for eligibility for our course. To ensure that your enrolment is complete, please provide your qualification for eligibility into the Master of Applied Finance.

You are required to provide either an original or certified copy of your qualification, i.e. a degree, or an original transcript, which states that you have satisfied the requirements for that award. A certified English translation is required if the original document is in another language. If you have changed your name since you gained your qualification we will also require evidence of your name change or marriage certificate.

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