

Graduation and Certification Documentation Policy

Kaplan Higher Education Pty Ltd.





Scope

This policy is applicable to Kaplan Higher Education Pty Ltd, trading as Kaplan Professional (“Kaplan”) and governs the conferral of higher education qualifications accredited by the Tertiary Education Quality and Standards Agency (TEQSA), and the issuance, replacement, security and revocation of certification documentation.

Purpose

This policy establishes the governance framework and requirements for determining eligibility for the conferral of higher education qualifications by Academic Board, and the issuance of certification documentation in compliance with the Higher Education Standards Framework (Threshold Standards) 2021 and the AQF Qualifications Issuance Policy. It also supports compliance with the Student Identifiers Act 2014 and applicable record-keeping obligations to safeguard the integrity, authenticity and secure management of certification documentation and associated records.

Definitions

AQF	The Australian Qualifications Framework. The national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.
Certification Documentation	The set of official documents that confirms that a qualification has been completed and awarded to an individual. These include transcripts of academic results and testamurs.
Completion Date	The date of conferral of the qualification.
Completion Letter	An official document stating the course undertaken by a student, which includes the date of commencement and the date the award was conferred. This is only issued to students who have completed their course of study, upon request.
Conferral	The awarding of a qualification and occurs when a student has met the requirements of the qualification and the qualification is certified through the provision of a testamur and final Transcript of Academic results. The Academic Board confers all higher education awards.
Qualification	An award accredited by TEQSA that is conferred by Kaplan onto a student following the successful completion of course requirements. For the purposes of this policy, qualification refers to higher education awards recognised under the Australian Qualification Framework (AQF) at AQF levels 7 – 9, that is, bachelor degrees (AQF 7), graduate certificates (AQF 8), graduate diplomas (AQF 8) or masters degrees (AQF 9)
Testamur	An official certification document that confirms that a qualification has been awarded to an individual and recognised within the AQF.
TEQSA	Tertiary Education Quality and Standards Agency. An independent statutory authority with the responsibility to regulate and assure the quality of Australia’s higher education sector by registering and assessing the performance of higher education providers against the Higher Education Standards Framework (HESF).
Transcript of Academic Results	A record of all subjects undertaken by a student during their study leading towards the AQF qualification.
USI	A Unique Student Identifier. An individual education number for life, issued by the Australian Government. It is a combination of 10 numbers and letters that is unique to each individual.



Policy Principles

Kaplan will:

- Maintain compliance of all certification documentation with:
 - Higher Education Standards Framework (Threshold Standards) 2021, particularly Section 1.5,
 - AQF Qualifications Issuance Policy, and
 - Student Identifiers Act 2014 and associated Regulations (where applicable).
- Confer awards based solely on verified academic completion requirements.
 - Students who have completed a course 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 entitled to receive an interim transcript.
- Issue certification documentation securely, accurately and within defined timeframes. Maintain mechanisms to authenticate awards and mitigate fraudulent reproduction or misuse. Maintain robust information management practices in accordance with HESF 7.3 and the Student Record Management Policy.

Eligibility for Conferral

The Head of Operations will certify to the Academic Board that each student has satisfied all academic requirements for the award prior to conferral. This certification will confirm that the student has:

- Successfully completed all subjects and assessment requirements in accordance with the approved course structure.
- Achieved the required number of credit points for the qualification, including any specified core and elective requirements.
- Met any academic progression, award classification or exit award requirements specified in the relevant course documentation.
- No unresolved academic misconduct finding that would invalidate the award.
- Complied with legislative obligations relating to the Unique Student Identifier (USI), where required.

The Academic Board confers the award based solely on confirmation that academic requirements have been met. Conferral is not conditional upon the settlement of financial obligations.

Administrative holds in accordance with the Student Fees Policy may delay release of certification documentation. Financial debts may include subject fees or administrative fees including library fines. Such holds do not invalidate or reverse conferral of the award.

Conferral

The Academic Board formally confers higher education qualifications. Kaplan will issue certification documentation, including the testamur and final transcript of academic results, within two weeks of conferral.

Graduation Ceremony

Students who have completed their course will be invited to attend the next scheduled graduation ceremony, following the release of their final results. Attendance is optional and does not affect conferral status. No formal documentation or qualifications are issued during the ceremony, these will be issued to eligible students prior to the graduation ceremony. The focus of Kaplan's graduation ceremonies is on celebrating the student's achievements with friends and family. Further information on graduation ceremonies can be found on the Kaplan Professional website.



Certification Documentation

Documentation Types

Interim transcript	Students will have access to an interim transcript of their academic results for their enrolled course at the end of each study period provided all relevant subject fees are paid.
Completion letter	Students may request a completion letter after the release of their final results prior to receiving their final transcript of academic results and testamur. The letter includes course information including the student's name, student ID, course name, commencement date and completion date together with a statement acknowledging the student's successful course completion.
Testamur and final transcript of academic results	<p>A testamur and final transcript of academic results will be provided within two weeks of the conferral being approved by the Academic Board.</p> <ul style="list-style-type: none">• Students who complete a specialisation in their enrolled course will have it identified on their final transcript of academic results.• The testamur and transcript of academic results is provided free of charge. Any additional requests for reprints of certification documentation must be made in writing and a fee will be applied. Fees for reprinted certification documentation are published on the Kaplan Professional website.

Content Requirements

Testamurs will include:

- Full name of graduate
- Full title of qualification as accredited
- AQF level
- Date of conferral
- Name of issuing provider (Kaplan Higher Education Pty Ltd)
- Authorised signatories
- TEQSA provider number (PRV12030)
- Any mandatory AQF statements

Transcripts will include:

- Full academic record
- Credit points awarded
- Specialisation or major (if applicable)
- Conferral date
- Date of issue
- Explanation of grading system

Unique Student Identifier (USI)

Where required under the Student Identifiers Act 2014 and associated legislative instruments, Kaplan must collect and verify a valid USI prior to the release of AQF certification documentation.

Conferral of a qualification is an academic decision; however, no AQF qualification or statement of attainment will be issued unless:

- A valid USI has been verified; or
- A lawful exemption has been documented in accordance with legislation.

Kaplan will securely collect, verify, store, use and report USI information in accordance with legislative and privacy requirements.

USI exemptions will only be applied where expressly permitted under legislation or associated legislative instruments. This may include limited circumstances prescribed by law, such as students undertaking study wholly offshore. Kaplan does not have discretion to waive USI requirements outside those expressly provided for in the relevant legislation.



Any USI exemptions must:

- Be supported by documentary evidence
- Be approved by an authorised officer
- Be recorded in the student management system
- Be retained in accordance with record-keeping requirements

Authenticity and Security

Certification documentation will be printed on official stationery, appropriate to the document type. 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.

Kaplan will maintain a register of all certification documents issued to students with appropriate information allowing issued certification documentation to be traceable and verifiable.

Verification of qualifications to external parties will be conducted in accordance with applicable privacy and confidentiality requirements. Written consent from the graduate is required where academic results or detailed academic records are to be disclosed.

Qualification Withdrawal or Revocation

Kaplan may withdraw or revoke a qualification and require the return of a testamur and/or transcript of academic results if:

- It is demonstrated to Kaplan's satisfaction that the qualification was improperly obtained through fraud or dishonesty.
- The testamur and/or transcript of academic results was presented erroneously or contained incorrect details.

Investigations will be conducted under Academic Integrity framework. Procedural fairness will apply, including written notice to the graduate providing an opportunity to respond, decision by Academic Board (or delegated committee) and the right of appeal under the Grievances, Complaints and Appeals Policy. Revocation decisions will be formally documented and the certification register updated.

Replacement Documentation

Testamurs and/or final transcripts of academic results will not be reissued but may be replaced through an internal verification process.

Replacement documentation will:

- Retain the original conferral date
- Include a statement indicating the replacement date
- Be recorded in the certification register

The current fees for a replacement testamur and/or transcript are published on the Kaplan Professional website.

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 Kaplan's Grievances, Complaints and Appeals Policy published on the Kaplan Professional website for further information.

Relevant Legislation

- This Policy supports compliance with:
- Australian Qualifications Framework
- AQF Qualifications Issuance Policy
- Higher Education Standards Framework (Threshold Standards) 2021
- Privacy Act 1988
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

Related Policies

This Policy should be read in conjunction with the following Kaplan policies:

- Academic Quality and Governance Framework
- Assessment Policy
- Grievances, Complaints and Appeals Policy
- Privacy Policy
- Student Record Management Policy

Version Control and Accountable Officers

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

Policy Category		Academic		
Responsible Officer		Vice President, Academic		
Implementation Officer(s)		Head of Operations and Head of Student Experience		
Review Date		February 2029		
Approved by				
Vice President, Academic on behalf of the KHE Academic Board				
Version	Authored by	Brief Description of the changes	Approved:	Effective:
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 on withdrawal of qualifications.	16.09.2021	23.09.2021
2.3	Quality, Regulations and Standards Team	Clarified scope and purpose to align with HESF 2021, AQF Qualifications Issuance Policy and the Student Identifiers Act 2014. Expanded eligibility requirements, including credit points and USI compliance. Added USI eligibility and legislative references, removed duplication	18.03.2026	27.03.2026