

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 Education (“Kaplan”) and applies to higher education qualifications recognised by the [Australian Qualifications Framework](#).

Purpose

The purpose of the policy is to provide information on the graduation process and issuing of certification documentation.

Definitions

Term	Meanings consistent with Australian Qualifications Framework (AQF)
Certification Documentation	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 record/ results, testamurs, AHEGS and completion letters.’
Completion Date	The date final results are released. Interchangeably known as the ‘last day of study.’
Completion Letter	An official document stating the course undertaken by a student, which provides information such as the date of commencement, date of completion and, if applicable, the date the award was conferred. This is only issued to students who have completed their course of study, upon request.
Conferral Date	The date the relevant Academic Board approves the granting of an award to students after completion of their course requirements.
Qualification	Is an award conferred onto a student following the successful completion of course requirements, For the purposes of this policy, qualification refers to higher education awards specifically; diplomas, advanced diplomas, associate degrees, bachelor degrees, graduate certificates, graduate diplomas or masters degree,
Transcript of Academic Record/ Results	A record of all learning undertaken by a student during their study leading towards an AQF qualification.
Testamur	An official certification document that confirms that a qualification has been awarded to an individual.

Certification Documentation

Students will have access to an interim transcript at the end of each study period stating their grades for each unit of study for which they are enrolled, provided all relevant fees are paid. A testamur and final transcript will be issued at the annual graduation or by request at an alternate time to all students who have successfully completed the requirements for the award in which they are enrolled.

The testamur and final transcript are provided free of charge, any additional requests for transcript reprints must be made in writing and a fee will be applied.



Certification Documentation Standards and Principles

The [Australian Qualification Framework](#) is the national policy that regulates qualifications in Australian education and training. All Kaplan certification document must comply with regulatory [requirements and associated standards](#) (external pdf), including but not limited to the [AQF Qualifications Issuance Policy](#) (external pdf). Kaplan is responsible for ensuring that appropriate mechanisms are in place in relation to Certification Documentation as outlined below:

Production

- 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.

Issuance

- Kaplan will maintain a Register of all Testamurs and final Transcripts issued to students with appropriate information allowing issued Certification documentation to be traceable and verifiable.
- Testamurs will not be reissued but may be replaced through an internal verification process. Where a Testamur is replaced, the updated information must be appropriately recorded in the Register.

Authentication and Verification

- Privacy and confidentiality requirements must be maintained in verifying the authenticity of qualifications to external parties.

Graduation

Students who successfully complete all the requirements of their enrolled course will have the relevant award conferred by the Academic Board and will be provided with their final transcript and testamur at graduation. At times, Kaplan may issue final transcripts and testamurs outside of this timeframe, where the circumstances warrant it. Where this occurs usual conferral processes are undertaken.

All graduands have the opportunity to attend the next scheduled Graduation Ceremony after their Completion Date. Kaplan holds annual Graduation ceremonies in a number of States. Students exiting out of a nested award as well as all other graduands will be informed of and invited to attend the next graduation ceremony. Students who are unable to or do not wish to attend the graduation ceremony, may contact Kaplan to collect their testamur in person or they can advise Kaplan of a mailing address and the testamur will be mailed by Registered Post. Information on Graduation ceremonies is available through Kaplan's administration office.

Version Control and accountable officers

It is the joint responsibility of the Implementation Officer(s) and Responsible Officer to ensure 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	December 2020			
Approved by				
Vice President, Academic on behalf of the KHE Academic Board				
Version	Authored by	Brief Description of the changes	Approved:	Effective:
1.0	Quality & Standards Group	Unpacking of one document into existing document	01.01.2014	01.01.2014
1.1	Quality & Standards Group	Testamurs will not be reissued.	10.04.2015	10.04.2015
2	Academic Quality and Governance Team	Policy retitled to better reflect scope. Contextual refinements made by introducing definitions of terms and related regulatory standards and principles.	10.03.2016	17.03.2016
2.1	Academic Quality and Governance Team	Policy revised for currency with clarification that students who exit out early, will have their testamur provided at the next scheduled graduation. Amendment made to conferral date – which is now the date of the Academic Board's approval.	5.12.2017	20.12.2017