

# 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 applies to higher education qualifications accredited by the Tertiary Education Quality and Standards Agency (TEQSA).

## Purpose

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

## Definitions

**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 and testamurs.

**Completion Date** is the date of conferral of the qualification.

**Completion Letter** is 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** is 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** is 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** is an official certification document that confirms that a qualification has been awarded to an individual and recognised within the AQF.

**Transcript of Academic Results** is a record of all learning undertaken by a student during their study leading towards an AQF qualification.

## Policy Principles

This policy is supported by the following guiding principles:

- All Kaplan higher education qualifications and certification documentation must comply with the Higher Education Standards Framework (Threshold Standards), and certification formats will align to Section 1.5.
- The Australian Qualification Framework is the national policy that regulates qualifications in Australian education and training. All Kaplan 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 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. Kaplan is responsible for authentication and verification of a Kaplan graduate’s certification documentation, and for having mechanisms in place to reduce fraudulent reproduction and use of qualifications.



---

## Guiding Procedures

### Eligibility

The Head of Operations will confirm whether students have successfully completed their course requirements and provide this list to the Academic Board for conferral. To be eligible for conferral, students must not owe a financial debt to Kaplan such as subject fees or administrative fees including library fines.

### Conferral

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

### Graduation Ceremonies

All students who have completed a course will be invited to attend the next scheduled graduation ceremony following the release of their final results. 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 but will be provided to eligible students prior to the graduation ceremony. Further information on graduation ceremonies can be found on the Kaplan Professional website.

### Issuing 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** – A testamur and final transcript of academic results will be provided within two weeks of the conferral being approved by the Academic Board.

- Students who complete a major 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.

#### *Authenticity and Security of Certification Documentation*

- 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.
- Privacy and confidentiality requirements must be maintained in verifying the authenticity of qualifications to external parties, including not providing a student's grades to external parties without the written permission of the student.

---

## Withdrawal or Revocation of Qualification

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.

## Replacement of Testamur or Final Transcript of Academic Results

- Testamurs and/or final transcripts of academic results will not be reissued but may be replaced through an internal verification process. Where a testamur or final transcript is replaced, the updated information must be appropriately recorded in the register.
- A statement is to be printed on the bottom of the replacement testamur and/or transcript indicating that the testamur has been replaced on a particular date.
- The current fees for a replacement testamur and/or transcript is 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 Handling Policy published on the Kaplan Professional website for further information.

## 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, please find the most relevant legislation that apply to this policy:

- Australian Qualifications Framework
- AQF Qualifications Issuance Policy
- Tertiary Education Quality and Standards Agency Act 2021 (TEQSA Act)
- Higher Education Standards Framework 2021 (Threshold Standards)
- Privacy Act 1988

## Related Policies

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

- Academic Quality and Governance Framework
- Assessment Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Handling 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 ensure compliance with this policy.

<b>Policy Category</b>	Academic			
<b>Responsible Officer</b>	Vice President, Academic			
<b>Implementation Officer(s)</b>	Head of Operations and Head of Student Experience			
<b>Review Date</b>	September 2024			
<b>Approved by</b>				
Vice President, Academic on behalf of the KHE Academic Board				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Approved:</b>	<b>Effective:</b>
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
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