



Policy and Procedures –

Graduation and Awards

Approved

THE INSTITUTE OF INTERNATIONAL STUDIES



1. Overview

The purpose of this *Policy and Procedures* is to define the rules for the issuing of AQF¹ awards once a student has completed a course of study with The Institute of International Studies (TIIS) Pty Ltd. (“TIIS”).

This *Policy and Procedures* is designed to align to the *AQF Qualifications Issuance Policy* and Section 1.5 of the *Higher Education Standards Framework (Threshold Standards) 2015*.

2. Policy

- a. TIIS ensures that the qualifications are awarded only if a course of study leads to the award of that qualification and all the requirements of the course of study have been fulfilled.
- b. TIIS ensures that the learning outcomes for the qualification are consistent with the level classification for that qualification in the *Australian Qualifications Framework*.
- c. TIIS ensures that the awardees of qualifications are issued with authorised certification documentation including a testamur, an academic transcript and a record of results that state correctly:
 - i. the full name of TIIS issuing the documentation;
 - ii. the full name of the person to whom the documentation applies;
 - iii. the date of issue;
 - iv. the name and office of the person authorised by the higher education provider to issue the documentation; and
 - v. if the qualification is recognised in the Australian Qualifications Framework, the testamur is certified with either the logo of the Australian Qualifications Framework or the words, ‘This qualification is recognised within the Australian Qualifications Framework’.
- d. TIIS ensures that all certification documentation issued is:
 - i. unambiguously issued by TIIS;
 - ii. readily distinguishable from other certification documents issued by TIIS;
 - iii. protected against fraudulent issue;
 - iv. traceable and authenticable;
 - v. designed to prevent unauthorised reproduction; and
 - vi. replaceable by the higher education provider through an authorised and verifiable process.
- e. TIIS ensures that all testamurs state correctly, in addition to the requirements for all certification documentation:
 - i. the full title of the qualification awarded, including the field or discipline of study;
 - ii. any subsidiary component of the qualification (such as an area of specialisation or a major study); and
 - iii. if any parts of the course of study or assessment leading to the qualification were conducted in a language other than English, except for the use of another language to develop proficiency in that language.
- f. TIIS ensures that the Academic Transcripts state correctly, in addition to the requirements for all certification documentation:
 - i. the full name of all courses and units of study undertaken and when they were undertaken and completed;
 - ii. credit granted through recognition of prior learning;

¹ Australian Qualifications Framework www.aqf.gov.au

- iii. the weighting of units within courses of study;
 - iv. the grades and/or marks awarded for each unit of study undertaken and, if applicable, for the course overall;
 - v. where grades are issued, an explanation of the grading system used; and
 - vi. any parts of a course or units of study or assessment that were conducted in a language other than English, except for the use of another language to develop proficiency in that language.
- g. TIIS enforces strict adherence to AQF nomenclature, ensuring that unrecognised qualifications are not described as AQF-recognized or equivalent
- h. TIIS ensures that students who complete one or more units of study that do not lead to the award of a qualification have access to a Record of Results for the units undertaken.
- i. TIIS ensures that a Record of Results contains the following information:
- i. the full name of the units of study undertaken and when they were undertaken and completed;
 - ii. credit granted through recognition of prior learning for the unit;
 - iii. the grades and/or marks awarded for each unit of study undertaken;
 - iv. where grades are issued, an explanation of the grading system used; and
 - v. any parts of the units of study or assessment that were conducted in a language other than English, except for the use of another language to develop proficiency in that language.

3. Eligibility to Graduate and Approval Procedure

- a. The Program Coordinator, in collaboration with the Dean, monitors student academic progress of the student enrolled at TIIS. The Program Coordinator in collaboration with the Dean and lecturers to prepare the assessment materials of each unit and organize the assessments and marking in accordance with TIIS Assessment Policy.
- b. TIIS Board of Examiners approves the assessment results upon completion of the marking process.
- c. The Program Coordinator, in conjunction with the Dean, ensures that students have successfully met the course's learning outcomes, as assessed at the unit or course level, adhering to both TIIS Assessment Policy and course-specific requirements.
- d. The Program Coordinator compiles a list with a recommendation to the Dean that the students be awarded a qualification in the Qualifications Register.
- e. The Dean certifies that the list of students in the Qualifications Register are eligible to graduate.
- f. The Academic Registrar subsequently confirms the graduation eligibility of students listed in the Qualifications Register.
- g. Upon verification by the Dean and Academic Registrar, the Academic Registrar issues completion letters to eligible students.
- h. The Dean provides TIIS Academic Board with the list of students who are eligible to graduate and tables the approved list to be endorsed by Academic Board.
- i. After the list is endorsed by the Academic Board, the Dean triggers the Academic Registrar to send emails to students notifying them that they might be eligible to graduate.
- j. Upon recommendations from the Academic Board, the Board of Directors will approve the issuing of the awards. Following approval by the Board of Directors, the Academic Registrar

will create the Academic Transcript and Testamur.

- k. Students will be advised in writing of their eligibility to graduate. Students will be given an opportunity to nominate whether they will attend a graduation ceremony or graduate in absentia.
- l. Students who have an outstanding debt to TIIS shall not be permitted to receive their award until such debts have been paid.
- m. Students who are enrolled in a higher qualification but have completed the requirements of a nested award within that qualification are not eligible for the award of the nested qualification unless they withdraw from the course in which they are enrolled. Following withdrawal, the student will be eligible to graduate with the highest nested qualification for which they have completed all course requirements.

A student who is enrolled in an AQF qualification and has successfully completed all the requirements for the qualification is entitled to receive the following certification documentation upon award of the qualification:

- a. A Testamur
- b. Academic Transcript
- c. Completion Letter

A student who has successfully completed one or more units of study that form part of an AQF qualification in which they were enrolled but have subsequently withdrawn are entitled to receive:

- a. A Record of Results.

4. Award Specifications

4.1 Testamur

A Testamur will contain the following information:

- a. the legal name of TIIS;
- b. the trading name of TIIS;
- c. TIIS's ABN;
- d. TIIS's CRICOS provider code;
- e. TIIS's address and contact details, including website;
- f. TIIS's logo to ensure authenticity;
- g. the graduate's full name;
- h. the graduate's student number;
- i. the AQF qualification title;
- j. date of conferral;
- k. the name, title and signature of the persons authorised to sign the document;
- l. the statement 'This qualification is recognised within the Australian Qualifications Framework' or the AQF logo;
- m. the language of delivery, if other than English; and
- n. a unique certificate number.

4.2 Academic Transcript

An Academic Transcript will contain the following information:

- a. the legal name of TIIS;
- b. the trading name of TIIS;
- c. TIIS's ABN;
- d. TIIS's CRICOS provider code;

- e. TIIS's address and contact details, including website;
- f. TIIS's logo to ensure authenticity;
- g. the student's full name;
- h. the student number;
- i. the AQF qualification title the student is enrolled in;
- j. For each unit of study attempted:
 - i. study period in which the unit was undertaken
 - ii. the unit code
 - iii. the unit name
 - iv. the credit points allocated to the unit
 - v. the result for the unit;
- k. date of issue;
- l. the name, title and signature of the person(s) authorised to sign the document; and
- m. the AQF logo must not be used on an Academic Transcript.

4.3 Completion Letter

A completion letter can be issued to the student upon the request of the student if a testamur cannot be prepared in time for the needs of the student. A completion letter will contain the following information.

- a. the legal name of TIIS;
- b. the trading name of TIIS;
- c. TIIS's ABN;
- d. TIIS's CRICOS provider code;
- e. TIIS's address and contact details, including website;
- f. TIIS's logo to ensure authenticity;
- g. the student's full name;
- h. the student number;
- i. the AQF qualification title the student is enrolled in;
- j. For each unit of study attempted:
 - i. study period in which the unit was undertaken
 - ii. the unit code
 - iii. the unit name
 - iv. the credit points allocated to the unit
 - v. the result for the unit;
- k. date of issue;
- l. the name, title and signature of the person(s) authorised to sign the document; and
- m. the AQF logo must not be used on a Completion Letter.

4.4 A Record of Results

A Record of Results will contain the following information:

- a. the legal name of TIIS;
- b. the trading name of TIIS;
- c. TIIS's ABN;
- d. TIIS's CRICOS provider code;
- e. TIIS's address and contact details, including website;
- f. TIIS's logo to ensure authenticity;
- g. the student's full name;
- h. the student number;
- i. the AQF qualification title the student is enrolled in;
- j. For each unit of study attempted:

- i. study period in which the unit was undertaken
 - ii. the unit code
 - iii. the unit name
 - iv. the credit points allocated to the unit
 - v. the result for the unit;
- k. date of issue;
 - l. the name, title and signature of the person(s) authorised to sign the document; and
 - m. the AQF logo must not be used on a Record of Results.

5. Quality Control Procedure

- a. Upon approval from TIIS Board of Directors for the list of students eligible to graduate, the Academic Registrar prints out a list of students including their course, name, Student number and contact details.
- b. The Academic Registrar promptly informs the Chief Executive Officer (CEO) of any discrepancies, enabling the CEO to review any necessary amendments.
- c. The Academic Registrar requests that the Accountant or delegate to verify any outstanding student fees and notify the student to settle the balance before issuing the AQF qualification.
- d. Upon confirmation from the Accountant or delegate that outstanding fees have been paid, the Academic Registrar reviews the student management system and records all graduating students as 'Award' Issued.
- e. Once the above procedures have been completed, the Academic Registrar prints an AQF Qualification, placing one copy in the student's file and provides formal notification to the CEO stating that compliance checks have been completed and that the award documents are cleared for final processing which includes signing and embossing by the CEO.
- f. The CEO completes a final check of student records and cross checks that Certificate is clearly for the AQF qualification that is on scope. If all data is compliant, the CEO places or authorises that TIIS seal onto Certificate via embossing machine and then signs and dates the document. This is to be considered as the date of issue of award or the conferral date.
- g. Students are advised in writing of their eligibility to graduate. Students will be given an opportunity to nominate whether they will attend a graduation ceremony or graduate in absentia.
- h. The Academic Registrar arranges a graduation ceremony for the presentation of certificates to students. All students will be notified of the details of the graduation ceremony. If there is no formal graduation ceremony, the Academic Registrar will notify students how to pick up their award documents or alternatively forward it to them via registered mail. If the award documents are issued by mail, the envelope is to display the wording: "PLEASE DO NOT BEND" and a cardboard 300gsm placed in the envelope.

6. Record Keeping

- a. The original AQF Qualification and/or Records of Results and the Completion Letter will be given to the student. A copy is placed in the student's file with the student's signature indicating that the student has received the original documents, or if the original was mailed to the student, then an email confirmation from the student confirming receipt of the original documents will be kept in the student's file.
- b. Records of student's AQF certification documentation issued are to be retained for 30 years and copies are to be accessible to past and current students.
- c. All qualifications and records of results are recorded in the 'Award Register' of the student management system.

Record keeping is maintained by the Academic Registrar.

7. Qualifications Register

In keeping with the principles of best practice and the requirements of the AQF Qualifications Register Policy, TIIS maintains a:

- a. a Register of all AQF qualifications TIIS is authorised to issue.
- b. a Register of all AQF qualifications issued to graduates.

The Qualifications Register will include the following for each qualification:

- a. qualification title;
- b. student's full name;
- c. date of conferral; and
- d. certificate number.

The Qualifications Register will be kept and maintained by the Dean.

8. Presentation of Awards

Awards may be issued by TIIS to eligible students:

- a. at a graduation ceremony;
- b. In person outside a formal graduation ceremony;
- c. by personal proxy with written permission from the student and personal identification displayed upon collection; or
- d. in absentia (by mail) at the request and cost of the student in writing.

Awards will not be issued to students until after the graduation ceremony at which the award would otherwise have been presented.

9. Revocation and Return of Awards

TIIS may revoke an award where it becomes evident that the award was inappropriately obtained through fraud or dishonesty.

TIIS will require an award to be returned in the following circumstances:

- a. when a request has been received to re-issue an award because the original award has been damaged or there has been a change in legal name of the graduate;
- b. the award has been issued with error; or
- c. an award has been presented for a nested qualification prior to the granting of the higher award.

10. Re-issuing an Award and/or Record of Results

TIIS will re-issue a graduate's certification in the following circumstances:

- a. when a request is made in writing to the Registrar;
- b. when a replacement fee is paid;
- c. when the original is returned (if possible)².

To request a replacement certificate, the graduate must submit a written request providing detailed reasons for the replacement. This request must include the graduate's full name, student number, name of the qualification, and the exact or approximate date of the original certification. If the original

² In the case of a lost or destroyed award this condition will not apply.

certificate cannot be returned, the written request must be made in the form of a Statutory Declaration. For former students who have partially completed an AQF qualification, a new Record of Results will be issued following the same procedures outlined above.

The Dean will validate the reissuance of a graduate's qualification by verifying the original issuance from the Qualifications Register. The reissued certificate will also be recorded in the Qualifications Register.

11. Retention of Records

TIIS retains sufficient student records of attainment to re-issue an AQF qualification and/or record of results for a minimum period of 30 years.

12. Responsibility

12.1 CEO

- Completes a final check of student records and cross checks that Certificate is clearly for the AQF qualification that is on scope.
- Places the TIIS seal onto Certificate via embossing machine and then signs and dates the document.
- CEO may examine any possible amendments for any reports of incorrect student information.

12.2 Academic Registrar

- Verifies the list of students in the Qualifications Register are eligible to graduate.
- Generates the completion letters for students after approval of Academic Board.
- Sends email reminders that students might be eligible to graduate.
- Creates the Academic Transcript and Testamur after approval of Board of Directors.
- Prints the list of students eligible to graduate and formally alerts the Chief Executive Officer (CEO) of any incorrect student information.
- Requests the Accountant or delegate to check if there are any outstanding fees due to be paid by the student and to inform the student to pay the amount owing prior to issuing the AQF qualification.
- Arranges a graduation ceremony and notifies students.
- Maintains record keeping.

12.3 Academic Dean

- In conjunction with the Program Coordinator, verifies that students have demonstrated the learning outcomes specified for the course of study, whether assessed at unit level, course level, or in combination in accordance with TIIS Assessment Policy and requirements of the course.
- Certifies that the list of students in the Qualifications Register are eligible to graduate.
- Dean provides TIIS Academic Board with the list of students who are eligible to graduate and tables the approved list to be endorsed at an Academic Board meeting.
- After the list is approved by the Academic Board, the Dean triggers the Academic Registrar to send emails to students notifying them that they might be eligible to graduate.

12.4 Program Coordinator

- In conjunction with the Dean, verifies that students have demonstrated the learning outcomes specified for the course of study, whether assessed at unit level, course level, or in combination in accordance with TIIS Assessment Policy and requirements of the course.
- Compiles a list with a recommendation to the Dean that the students be awarded a qualification.

13. Version History

Version	Approved by	Approval date	Details
1.0	Board of Directors	31 March 2016	
2.0	Academic Board	10 June 2021	Recommendations approved by the Academic Board.
2.1	Chair, Academic Board	21 December 2021	Minor changes approved.
3.0	Academic Board	7 December 2023	(1) Addressed Booth's Policy Review Report by (a) removing 'notes' and incorporated them as part of the main texts and (b) created a new section 12 - Responsibility, (2) updated persons responsible, and (3) corrected inconsistencies/minor editing.

Document owner: Dean