

Graduation and Certification Documentation Policy

Scope

This policy applies to all Kaplan Higher Education Pty Ltd (Kaplan) pathway colleges and pertains to (i) qualifications recognised by the Australian Qualifications Framework (AQF) and (ii) certification of achievements (completion and partial completion) guided by the Education Services for Overseas Students (Foundation Program Standards) Instrument 2021 and the English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018.

Purpose

The purpose of this policy is to provide information on the:

- process of Conferral and graduation for Award Programs
- issuing of Certification Documentation for Award and Non-Award Programs

Definitions

AQF	means the criteria required to demonstrate the achievement of a qualification as per the Australian Qualifications Framework (AQF). For example, Level 7 = bachelor's degree, Level 9 = master's degree.
Award Program	means Programs that are AQF Qualifications, specifically diplomas, associate degrees, bachelor's degrees, graduate certificates, graduate diplomas or master's degrees at the College.
Award Students	means students enrolled in a Program that leads to a Qualification issued by Kaplan, specifically a diploma, associate degree, bachelor's degree, graduate certificate, graduate diploma or master's degree. Award Students are given an AQF Award (also called a Testamur) at the completion of their Program.
Certification Documentation	means the set of official documents that confirms that a Qualification has been completed and awarded to an individual. These include Transcripts of Academic Results, Testamurs and Completion Letters for Award Programs; certificates of achievement with levels of proficiency included for non-award ELICOS Programs, certificates and Completion Letters for Non-Award Programs, and interim transcripts for incomplete Program.
Common European Framework of References for Languages Scale (CEFR)	means the international standard for describing language ability. It describes language ability on a six-point scale, from A1 for beginners, up to C2 for those who have mastered a language.
Completion Date	means the date a student's final results are released for a Program and represents successful Program completion.
Completion Letter	means the official document stating the Program undertaken by a student, which includes the Program start and end dates as well as the Program Completion and Conferral Dates. It is only issued, upon request, to students who have completed their Program of study.
Conferral	means the awarding of an AQF Qualification and occurs when a student has met the requirements of the Qualification and the Qualification is certified through the provision of a Testamur. The Academic Board confers all AQF Awards.
Grade Point Average (GPA)	means the average results of all the grades achieved throughout the AQF Program calculated on a 7-point grading scale where 7 is the highest and 0 is the lowest achievement. Fail grades are included in the calculation. The GPA is provided on the academic transcript.
Non-Award Program	means Programs that are non-AQF qualifications at the College. Examples of Non-Award Programs include ELICOS Programs, Foundation Studies Programs, Degree Transfer Programs, the Murdoch University Preparation Course (MUPC) and Pre-Master's Programs.
Program	means a structured combination of Subjects required to achieve defined learning outcomes. Depending on the provider, a Program may also be referred to as a <i>course</i> .

Qualification	means a certification or formal recognition of learning achieved through the successful completion of both Award and Non-Award Programs.
Subject	means a separate Subject of study that combined with other Subjects, makes up a Program of study. Depending on the provider, a Subject may also be referred to as a <i>unit</i> or <i>course</i> .
Testamur	means an official certification document that confirms that an AQF Qualification has been awarded to an individual.
Transcript of Academic Results	means the record of all learning leading to an AQF Qualification in which an Award Student is enrolled.
Student Management System (SMS)	means the system used to record a student's personal information, service requests and academic results.
Study Period	means a discrete period of study within a Program, namely term, semester, trimester, short Program or similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.

Policy Principles

- All Qualifications and Certification Documentation must comply with the Higher Education Standards (Threshold Standards) Framework 2021, and certification formats must align to Section 1.5.
- The AQF is the national policy that regulates qualifications in Australian education and training. All Certification Documentation must comply with regulatory requirements and associated standards, including but not limited to the AQF Qualifications Issuance Policy.
- All graduates who have completed an Award Program in full 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 only entitled to receive a Transcript of Academic Results. Kaplan is responsible for the authentication and verification of a Kaplan graduate's Certification Documentation, and for having mechanisms in place to reduce fraudulent reproduction and misuse of Qualifications.

Guiding Procedures

Eligibility

The Manager, Academic Operations will confirm Award Students who have successfully completed their Program requirements and provide this list to the Academic Board for Conferral. To be eligible for Conferral, these students must not owe a debt to Kaplan in relation to Program fees or administrative fees such as library fines.

Non-Award Students who have successfully completed part, or all, of their Program requirement are eligible to receive Certification Documentation recognising their achievement or confirming their period of enrolment.

Conferral

Award Students who successfully complete all the requirements of their enrolled Program will have the relevant award conferred by the Academic Board. These students will be provided with Certification Documentation including a Testamur and final Transcript of Academic Results within two weeks of this Conferral taking place.

Non-Award Students will be provided with Certification Documentation including a certificate of achievement within four weeks from Program completion.

Graduation Ceremonies

At graduation, Award graduands will be dressed as follows:

- Undergraduate students – black gown with yellow gold stole
- Postgraduate students – black gown with royal blue stole



Kaplan generally holds one or two graduation ceremonies per year. All Award Students who have completed a Program will be invited to attend the next scheduled graduation ceremony following the completion of their Program. If students are unable to attend this graduation ceremony, they will be provided the opportunity to attend one in the future. 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.

Issuing Certification Documentation

Documentation Types

Certificate of Achievement / Completion	A certificate of achievement/completion will be issued at the end of the Program to all Non-Award Students who have successfully completed the requirements for the Non-Award Program in which they are enrolled.
Completion Letter	Students may request a Completion Letter for visa or employment purposes. The letter includes Program information (location, start and end dates, study load (full or part time), language of instruction, and/or study hours) and a statement acknowledging the student's successful Program completion and Conferral date, if applicable.
Interim Transcript of Academic Results	Award and Non-Award Students will have access to an interim Transcript of their Academic Results at the end of each study period stating their grades for each Subject for which they are enrolled, provided all relevant fees are paid.
Testamur and Final Transcript	<p>A Testamur and final Transcript of Academic Results will be issued at the end of the Program and after Conferral to all Award Students who have successfully completed the requirements for the award in which they are enrolled.</p> <ul style="list-style-type: none">• Award Students who complete a specialisation in their enrolled Program will have it identified on the final Transcript of Academic Results and Testamur.• Award Students who complete a minor or double minor in their enrolled Program will have it identified on the final Transcript of Academic Results and Testamur.• Award Students who enrol in a packaged Program comprising separate, nested Qualifications will receive a Testamur and final Transcript of Academic Results for each Qualification.

The Testamur, final Transcript of Academic Results, certificate of completion / achievement, and teacher's report are provided free of charge. Any additional requests for a reprint or replacement of any Certification Documentation must be raised through the Student Management System and a fee will be applied.

Authenticity and Security of Certification Documentation

- Certification Documentation will be printed on official stationery, appropriate to the document type with a unique serial number.
- 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.
- Documents issued in digital format will include a statement advising the document is officially certified by Kaplan.

Withdrawal or Revocation of Certification Documentation

Kaplan may withdraw or revoke Certification Documentation and require the return of the documentation if:

- it is demonstrated to Kaplan's satisfaction that the documentation was improperly obtained through fraud or dishonesty.
- the documentation was presented erroneously or contained incorrect details.



Re-issue or Replacement of Certification Documentation

- Certification Documentation will not be re-issued but may be replaced through an internal verification process. Where documentation is replaced, the updated information must be appropriately recorded in the register.
- A statement is to be printed on the bottom of the replacement documentation indicating that the documentation has been replaced on a particular date.

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 College's *Grievances, Complaints and Appeals Policy* for information regarding their options.

Relevant Legislation

As a registered provider, the College operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below.

- AQF Qualifications Issuance Policy
- Australian Qualifications Framework
- Common European Framework of Reference for Languages
- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students Regulations 2019
- ELICOS Standards 2018
- Higher Education Standards (Threshold Standards) Framework 2021
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Privacy Act 1988
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

Related Policies

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

- Academic Quality and Governance Framework
- Assessment Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Policy
- Privacy Policy
- Student Record Management Policy
- Verifying Student Qualifications Policy

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officers to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officers	Vice President, Academic			
Implementation Officer	College Director, Manager, Academic Operations			
Review Date	March 2026			
Approved by				
Vice President, Academic under a standing delegation from the KHE Academic Board				
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