

Title of Policy	Awards Issuance Policy
1. Purpose of Policy	Health Skills Australia (HSA) is committed to ensuring the accuracy and authenticity of all issued documents recording details of students' academic information and qualification attainments in the interest of students and graduates. This policy describes HSA standards, rules and procedures for ensuring the accuracy and authenticity of all issued documents recording details of students' academic information and qualification attainments.
2. Scope of Policy	This policy applies to all HSA issued documents recording details of students' academic information and qualification attainments.
3. Responsibilities	HSA executive and management staff are responsible for ensuring the effective implementation of this policy.
4. Definition of Terminology	<p>Unless the contrary intention is expressed in this policy, the following words (when used in this policy) have the meaning set out below:</p> <p>AQF: Australian Qualifications Framework.</p> <p>AQF recognised VET qualification: A vocational education and training qualification located at levels 1, 2, 3, 4, 5 or 8 in the Australian Qualifications Framework.</p> <p>Australian Graduation Statement: A supplementary statement to the Testamur and Record of Results that provides information to enhance understanding of the qualification by students, employers, industry, professional associations and internationally.</p> <p>HSA: Health Skills Australia</p> <p>Statement of Attainment: A form of academic transcript that identifies one or more units of competency from a VET accredited course or a national training package completed by a student. See also 'Statement of Results'. Statements of Attainment are issued by HSA only to students who have successfully completed a VET course delivered by HSA.</p> <p>Statement of Results: A record of all studies in which a student has been enrolled that lead to an award qualification issued by HSA. It can be issued at any time during progress towards the qualification and will be issued on graduation. Alternative titles in use include 'academic transcript' or 'academic record'.</p> <p>Testamur: The official certification document that confirms that a qualification has been awarded to an individual.</p> <p>Unit of competency: a single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole AQF qualification. Also known as a module, subject, or accredited unit.</p> <p>VET: Vocational Education and Training</p>
5. Policy	<p>5.1. Statement of Commitment</p> <p>The college's Award Issuance Policy commitment at Section 1 is reinforced by legislation and government agencies that register, accredit, authorise, review and monitor organisations delivering Australian education, issuing approved qualifications in the Australian Qualifications Framework (AQF) and protecting the reputation of Australian qualifications.</p> <p>The college recognises the importance for graduates and others to be confident in knowing whether the qualification they have been awarded is part of Australia's Qualifications Framework.</p> <p>The college undertakes to ensure that:</p> <ol style="list-style-type: none"> a. HSA issued certification documentation recording details of students' academic information and qualification attainments is consistent with applicable Australian laws, regulations and standards, as amended from time to time b. HSA award recipients receive only the award certification documentation to which they are entitled

- c. HSA issued certification documentation associated with HSA accredited AQF recognised qualifications:
 - i. will be clearly distinguishable from other HSA issued certification documentation that does not lead to an AQF recognised qualification
 - ii. will identify that the award is recognised within the AQF in a manner consistent with the applicable laws, regulations and guidelines
 - iii. will display the nomenclature of the title of the AQF qualification being awarded consistent with the accredited AQF recognised award title
- d. HSA issued certification documentation that does not lead to an AQF recognised qualification will not use any award title nomenclature already in use for an award leading to an AQF qualification and will contain sufficient information that makes clear the authority under which the certification documentation is issued
- e. HSA written, oral or electronic information in relation to HSA awards does not reference any non-AQF recognised qualification as a qualification recognised under the AQF, and
- f. All issued HSA certification documentation is protected against fraud.

5.2. Types of Award Documentation Issued

Students who satisfactorily complete the requirements for graduation in a VET award qualification issued by HSA are entitled to receive a Testamur and a Statement of Results.

Students who satisfactorily complete one or more units of competency of a VET qualification issued by the College and who have not completed their VET qualification are entitled to receive a Statement of Attainment.

HSA may also issue other certification documentation for training or other activities conducted by HSA.

5.3. Authority to Confer College Accredited Qualification Awards

The College Council may confer, after appropriate assessment, educational awards as may be accredited by relevant educational bodies, authorities and agencies. The College Council has delegated this authority to the General Manager.

5.4. Eligibility to Graduate

To be eligible to graduate, students must have:

- a. been enrolled in the course that leads to the award, and
- b. been assessed by the responsible academic officer
 - i. as competent in all units of competency required for the award of the qualification, and
 - ii. as having met all other approved requirements of the course as set out in official HSA corresponding course guide applicable in the year in which the student commenced study in that course unless other requirements have been approved by the Head of School (or designated responsible academic officer) in accordance with the College's credit arrangements policy or course transfer rules.

The Head of School shall for each VET course confirm those students who have satisfied the VET eligibility to graduate requirements listed above, and shall notify the Registrar of the names of all such students and recommend that those students are eligible to graduate in the course qualification award, as listed.

5.5. Eligibility to Graduate *in aegrotat*

Where as a result of death or permanent incapacity a student fails to complete

	<p>course requirements, but has completed a substantial proportion of them, the Head of School may recommend to the General Manager that the student be deemed to have completed requirements of a course <i>in aegrotat</i>. Such a recommendation would normally be made within two (2) years of the student's last enrolled teaching period and must be supported by relevant documentary evidence. Such evidence may include the academic results of studies attempted and completed, completion of research work, papers and publications, literature reviews, or other tangible course and/or research related activities. The General Manager may seek advice from other parties when considering such requests. The Testamur of an award conferred <i>in aegrotat</i> shall make clear that the award has been granted <i>in aegrotat</i>.</p> <p>5.6. Conferral of Awards</p> <p>Students who have satisfactorily completed the requirements for graduation in accordance with Sections 5.3 or 5.4 will be considered eligible to be conferred into the entitled award at the next HSA graduation.</p> <p>5.7. Conferral of an Award Posthumously</p> <p>When a student who has been deemed as eligible to graduate or graduate <i>in aegrotat</i> becomes deceased before the conferral of the award for which s/he is eligible, the General Manager may authorise the award to be conferred posthumously.</p> <p>5.8. Withholding of Graduation Entitlement</p> <p>Notwithstanding Sections 5.4 to 5.7 above, the General Manager (or designate) may determine to withhold a student's entitlement to graduate, participate in their entitled graduation ceremony and/or be issued his or her award certification documentation in particular circumstances including, but not limited to:</p> <ul style="list-style-type: none"> • where proceedings relevant to the student are pending or have commenced in accordance with the provisions of the Academic or Non-Academic Misconduct Policy, or • where the student has not discharged all of her or his financial obligations to HSA, or • where the student has not returned all borrowed library books, HSA equipment and materials.
<p>6. Procedure</p>	<p>6.1. Award Document Specifications</p> <p>All Testamurs, Statements of Results and Statements of Attainment and other award documentation issued by HSA must be prepared consistent with the specifications approved by the General Manager, having regard to the commitments communicated at Section 5.1.</p> <p>In carrying out these commitments HSA shall ensure:</p> <ol style="list-style-type: none"> i. HSA issued certification documentation for VET qualifications will be consistent with the VET Quality Framework including the AQF requirements, standards for nationally registered training organisations, and guidelines and standards communicated by the National Skills Standards Council. This includes identifying the College by its national provider number from the National Register, and inclusion of the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use communicated by the National Skills Standards Council on issued VET Testamurs and Statements of attainment ii. HSA issued VET award documentation will include information that will correctly identify, at a minimum: <ul style="list-style-type: none"> • That HSA is issuing the award • Other corporate identifiers as required by law • The name of the recipient of the award as recorded in the student management system • The award by its full accredited title (and for VET awards the training package code where applicable)

- The date of issuance of the award document
- The signatories of the person/s authorised to issue the award (refer to Section 6.2)
- The attained honours award level where relevant (refer to Section 5.5)
- Document authenticity markers to protect against fraudulent use (refer to Section 6.3)

- iv. HSA issued Statements of Attainments will also include information that will correctly identify, at a minimum: the units of competency completed by the student receiving the Statement and include the words *'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'*. It may also include a statement regarding professional accreditation/s associated with the award where applicable.
- v. HSA issued Statements of Results will also include information that will correctly identify, at a minimum: all accredited units attempted by the student towards the qualification award (including any failed units, and all instances of repeated units undertaken) by their full title, the period of study attempted, the credit points assigned to the unit, the final mark achieved for the unit (where available), and the final grade awarded for the unit.
- The Statement of Results may also include statements regarding course requirements leading to the attainment of the award, for example completion of practicum or clinical requirements; statements regarding professional accreditation/s associated with the award; a record of any advanced standing for previous formal study or recognised prior learning granted as part of the award conferred.

It is expected that revisions to the Australian laws, regulations, standards and guidelines described above will occur over time and may require changes to the document specifications of certification documentation issued by HSA.

6.2. Signatories on HSA Award Documentation

Testamurs issued by the college will bear the signature of the General Manager.

Statements of Results and Statements of Attainment issued by the college will bear the signature of the General Manager (or that of the officer authorised by the General Manager to issue the Statement).

Other award documentation issued by the college will bear the signature of the officer authorised by the General Manager to issue the award.

6.3. Protection of College Award Documentation Against Fraud

All HSA issued certification documentation in connection with accredited awards is protected against fraudulent issuance through a range of measures.

These may include:

- printing Statements of Results and Statement of Attainment on paper with security features, such as fluorescent fibres and chemically reactive ink
- printing Testamurs on embossed paper stock difficult to replicate
- assigning a unique document number to each Testamur issued, and
- ensuring issued certification documentation displays the signature(s) of the HSA authorised issuer where required

Falsification of the college Testamur, Statement of Results, Statement of Attainment, Australian Graduate Statement or any other HSA document recording details of a student's academic information and qualification attainment damages the reputation of HSA, its students and graduates at national and international levels. Students who falsify documents covered by this policy will be dealt with under the College's *Non-Academic Misconduct Policy* and may also be subject to criminal charges.

6.4. Printing of Award Documentation

The National Operations Manager will arrange for the printing of Testamurs, Statement of Results, and Statements of Attainment.

6.5. Security of Award Documentation Blanks

Blanks of official certification documentation will be held in a secure location under the control of the National Operations Manager.

6.6. Supply of Award Documentation

The college issues a Testamur and Statement of Results free of charge to students upon conferral of an award on the basis of one copy per conferred award.

After initial provision, individual students may request further copies of the Statement of Results (and a Graduate Statement where issuance of this Statement has been authorised by the designated authority to do so) on a fee for service basis.

Enrolled students who have not graduated from their award may request a Statement of Attainment at any time on a fee for service basis by submitting the appropriate application form and fee payment.

Students who notify the college of course withdrawal on the approved form or who are withdrawn from their enrolled course by HSA will be issued one copy of their Statement of Attainment free of charge within 90 days of course withdrawal.

The college may provide copies of an individual's Testamur, Statement of Results or Statement of Attainment to external organisations (for example, to professional accreditation bodies, other educational institutions and for employment purposes), where the student has provided appropriate written authority for the college to do so or where such disclosure falls within the college's Privacy Policy.

The college may also be required to provide copies of an individual's Testamur, Statement of Results or Statement of Attainment under specific legislation and to police services or other law enforcement agencies under subpoena, police search warrant or other similar written official request. The college's Privacy Policy directs HSA's response in such situations.

6.7. Supply of Completion Letter

A completion letter is a document stating that the student is entitled to be awarded a specified qualification (refer to Sections 5.4-5.9). A completion letter is intended only as interim confirmation that either all academic requirements or all requirements of a qualification have been completed. As such, a completion letter may only be issued to a student during the period between the completion approval of all academic course requirements and award conferral. A completion letter is not an official conferral of the award by HSA.

The National Operations Manager issues a Completion Letter free of charge to all students who have been deemed eligible for course completion and graduation. Individual students entitled to be awarded a specified qualification may also request a Completion Letter at any other time before the award is conferred by the College on a fee for service basis by submitting the appropriate application form and fee payment to the Student Administration team.

Completion letters must conform to the wording and format as prescribed by the National Operations Manager.

6.8. Return of Testamurs, Statements of Results and Statements of Attainment

HSA may require the return of a Testamur, Statement of Results, Statement of Attainment, and/or other award documentation in the following circumstances:

Fraud or dishonesty: The General Manager may revoke an award and require the return of the Testamur, Statement of Results and/or Statement of Attainment in accord with HSA's *Revocation of Award Rules* if the award was improperly obtained.

Any prize, scholarship or other benefit awarded by HSA and to which the recipient was entitled upon award of the award shall also be revoked and must be refunded or returned to HSA.

Upon revocation of an award by the College Council, the person is advised in writing that they are no longer to cite or imply that they are a recipient of that award.

Erroneous presentation of award: The College Council may revoke an award and require the return of the Testamur, Statement of Results or Statement of Attainment if shown to its satisfaction in accord with the College's *Revocation of Award Rules* that the Testamur, Statement of Results and/or Statement of Attainment was presented erroneously.

Document error: The National Operations Manager may require the return of an issued original Testamur, Statement of Results or Statement of Attainment if it is known to the National Operations Manager satisfaction that the issued document contains incorrect details, prior to issuing a corrected original Testamur, Statement of Results or Statement of Attainment.

Re-issued original Testamurs will not be presented at an award ceremony.

Replacement of original testamur: A graduate of HSA may make an application for a replacement Testamur due to document loss or damage, or personal legal name change. Replacement Testamurs will be issued on a fee-for-service basis.

6.9. Replacement of a Testamur

The General Manager may approve the replacement of a Testamur issued to a graduate of HSA or an antecedent institution upon the receipt of a complete application which includes:

- a completed *Replacement of Testamur Application* form
- the originally issued Testamur² if available
- a Statutory Declaration if the original Testamur is not available
- other evidence, including legal documentation, verifying and confirming the reason for the request and linking the new name with the original name where the request is due to a change of name
- photographic and signature identification, and
- payment of the prescribed fee.

²The original Testamur will be retained in HSA's central records in accord with the HSA's *Records Management Policy and related retention schedule*.

A graduate who applies for a replacement Testamur in the event of the loss of the original must sign an agreement contained in the application form stating that if the original document is subsequently located the replacement Testamur will be returned to HSA.

Appeals against a decision not to replace a Testamur may be lodged with the General Manager.

Replacement Testamurs (including those which relate to antecedent institutions) will be issued in the approved document format which is in effect at the time of the replacement.

Replaced Testamurs will display a statement indicating that the Testamur has been reissued on a particular date and will make clear whether the reissue has occurred at the request of the holder or by action of HSA.

Replacement Testamurs will not be presented at an award ceremony.

6.10. Fees and Charges for reissuing, replacement or resupply of award certification documentation

The General Manager may authorise and/or set a fee to be charged to cover administrative costs associated with the reissuing, replacement or resupply of HSA issued award certification documentation outside of the normal issuance period (refer to Section 6.6). Any applicable fees and charges will be listed in HSA's

	<p>Schedule of Other Fees and Charges published on the HSA website on the applicable application form.</p> <p>6.11. Verification of Information on HSA issued award documentation requested by Third Parties</p> <p>It is in the interests of students and graduates of HSA that the academic achievements and qualifications claimed by applicants for educational, professional, business and other service roles are genuine.</p> <p>Employers, professional bodies, licensing and regulatory bodies and others may wish to verify that information on academic records is accurate. Requests for verification of academic records must be made in writing, to the National Operations Manager.</p>	
7. Records	<p>7.1. Records of issued award documentation</p> <p>The National Operations Manager is responsible for maintaining HSA's records of issued award documentation. At a minimum, this includes:</p> <ul style="list-style-type: none"> • Maintaining a record of any official certification documentation awarded to a student, including details on the type of document issued, the date of issuance, the unique Testamur issuance number (if applicable) and the date and reason of any re-issuance, replacement or recall of the award document (if applicable); • Maintaining a historical register of HSA stationery used for Testamurs, Statement of Results, Statements of Attainment and other official certification documentation; • Maintaining a historical register of all HSA and antecedent institution issued qualification award titles, academic grades and qualification levels; and • Ensuring all records associated with this policy are managed and retained in accord with HSA's Records Management Policy and associated Retention Schedule, and applicable laws and regulations. 	
Administrative Information and Document Control		
Policy Stakeholders	The principal users of the policy are HSA students and graduates and the accrediting authorities for each education and training sector of HSA. Employers, industry and professional bodies, and licensing and regulatory bodies may use this policy to assist in their authentication of issued qualifications	
Related Documents	Records Management Policy; Revocation of Award Rule; related information in the Student Handbook and on related award documentation issuance and graduation forms	
Related laws and regulations	The VET Quality Framework made under the <i>National Vocational Education and Training Regulator Act 2011</i> (Cwlth), and the associated Australian Qualifications Framework (AQF).	
Author/s	National Operations Manager and NPI Registrar	
Policy Endorsed by	Head of School of Health	Endorsement date: 04/03/2014
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