



Governance

Academic Documentation and Conferral of Award Issuance and Replacement Policy & Procedure

Purpose

This Policy & Procedure serves to establish the purpose, scope, policy statements, and procedures relating to the issuance of academic documentation and conferral of awards upon students satisfying the relevant course requirements, including the quality control and integrity of these documentations.

This policy establishes the principles and framework for award issuance and replacement at Mayfield Education. It also outlines the processes by which testamurs, academic transcripts or Australian Higher Education Graduation Statement shall be issued, protected against fraud, and replaced, as necessary.

Scope

This policy applies to all Mayfield Education staff members responsible for the issuance or management of academic documentation including conferral of an award, academic transcripts, and other awards at Mayfield Education for Higher Education that attest to the academic achievements of a student.

Definitions

Academic Transcript means the official statement that provides a certified record of a student's full enrolment at Mayfield Education including all subjects attempted and the results attained for all the subjects.

Australian Higher Education Graduation Statement (AHEGS) is the official statement that provides information on a student's higher education qualification, the institution at which the qualification was obtained and the Australian higher education system in a single document.

Award means the conferral of a qualification to a student and certification of the qualification provided in a testamur.

Australian Qualifications Framework (AQF) is the national guidelines that regulate Australian post-compulsory education and training qualifications. It is a framework that identifies learning outcomes for each AQF level and qualification.

Graduate means a student who has been awarded a qualification by Mayfield Education.

Testamur means the official document of qualification certifying a student's completion of a course of study at Mayfield Education.

Policy

Policy Statements

Mayfield Education recognises the Australian Qualification Framework (AQF) and the Higher Education Standards Framework 2021 Standard 1.5 (Qualifications and Certification) as guidelines for the awarding of all academic documentation.

Eligibility of Graduate

A student is eligible to graduate and receive a qualification testamur/award if:

- they meet all course requirements
- they have no outstanding fees
- there are no current suspension, exclusion or expulsion penalties on the student's record, and
- they have not already graduated from that award.

Students who have outstanding fees, or are under disciplinary action or penalty, are not eligible to graduate until their debts are cleared or the disciplinary action is resolved or the penalty is served.

Conferral of Awards:

Upon completion of a course, the relevant Course Coordinator must confirm the achievement of the student and recommend the issuance of a certification document via course completion form to the accounts. The Certification documentation process will only proceed to the next stage once all the due fees are paid by the student.

Following the payment clearance all documents are forwarded to the Senior Quality Assurance Coordinator to review the results and to ensure the student has met all course requirements. Upon review, the Senior Quality Assurance Coordinator and Education Manager will confirm the graduands list which can then be referred to the Higher Education Academic Board (HEAB) for approval.

The Academic Board will confirm and recommend the graduands list for approval to the Board of Directors. The Board of Directors will provide final approval of the graduands before a testamur or final academic transcript can be issued.

The Senior Quality Assurance Coordinator updates student records and results on the Student Management System (SMS).

Student Administration is responsible for printing the certification documentation including the record of results on specially designed Mayfield Education certification paper to reduce fraud. A signed certification document will be posted to the students and a scanned copy of the signed certification document is saved on student portfolios via SMS.

The CEO and the HEAB Chair are authorised to sign testamurs on behalf of the Board of Directors, including the affixing of their digital signatures. The Education Manager is authorised to sign all academic transcripts on behalf of the HEAB, including the affixing of their digital signature.

Award Specifications:

All Academic Documentation and conferral of awards for higher education units or courses of study must comply with Standards 1.4 and 1.5 of the Higher Education Standards Framework (Threshold Standards) 2021.

Mayfield Education will ensure that all certification documentation issued is;

- Unambiguously issued by Mayfield Education with
 - The full legal name of Mayfield Education.
 - Mayfield Education's Official Logo
 - Mayfield Education's TEQSA Provider ID
- Readily distinguishable from other certification documents issued by Mayfield Education by
 - clearly stating the name of the document in large bold typeface and the AQF qualification title in the form of the full name of the TEQSA-approved course.
 - The statements
 - 'This qualification is recognised within the Australian Qualifications Framework' or the AQF logo.
 - The language of delivery is in English.
- Protected against fraudulent issues by:
 - The name, title, and signature of the person(s) authorised to sign the document.
 - Securely storing blank certification documentation paper, with access limited to the CEO, Education Manager, Senior Quality Assurance Coordinator and authorised Mayfield Education Delegate assigned by the CEO.
 - Limiting access and authority to issue and re-issue certification documentation to the CEO, Education Manager and Senior Quality Assurance Coordinator through aXcelerate which is Mayfield Education's Student Management System (SMS).
 - SMS's ability to capture login details for all instances certification documentation are issued or re-issued.
- Traceable and authenticable by
 - A unique certificate number that is registered with Mayfield Education.
 - Date of conferral (date approved by the Mayfield Education Board of Directors).

- The Mayfield Education graduate's full name according to their USI.
 - The Mayfield Education graduate's student number.
- Designed to prevent unauthorised reproduction by:
 - A unique QR Code generated through the Student Management System
 - having an embossed seal which is difficult to replicate
- Replaceable by Mayfield Education through the authorised and verifiable process set out in this policy.

Mayfield Education Academic Transcript contains the following information:

- The full legal name of Mayfield Education.
- Mayfield Education ABN.
- Mayfield Education address and contact details, including the MAYFIELD EDUCATION's website.
- Mayfield Education's Official logo.
- The Mayfield Education graduate's full name according to their USI.
- The Mayfield Education graduate's student number.
- The AQF qualification title is in the form of the full name of the TEQSA-approved course.
- For each unit of study attempted:
 - Study period and date as to when the unit was undertaken.
 - The unit code and title.
 - Credit points allocated to the unit.
 - Result for the unit.
- A list of all units that were approved for RPL, either as normal credit or as Credit with Subject Substitution.
- Date of issue.
- An explanation of the grading system used.
- The name, title, and signature of the person(s) authorised to sign the document.
- The statement 'Unless accompanied by a Testamur, this Record of Results does not verify that the student has completed the qualification in which they are enrolled'.

Note: The AQF logo will not be used on the Academic Transcript.

Any student who completes one or more units of study that do not lead to the award of a qualification only will be issued with a record of results for the units undertaken as part of their course.

Australian Higher Education Graduation Statements (AHEGS):

AHEGS will be issued in accordance with the Guidelines for the Presentation of the Australian Higher Education Graduation Statement (February 2022).

Academic Transcript or Testamur Replacement

Student requests for a replacement testamur or academic transcript are taken in writing via Certificate Replacement form through Student Services. These written requests must include the following information:

- Name on the original certificate
- Name of the course and code
- Course Commencement and completion date
- Award title, and
- Year received.

All requests must include proof of identity through one of the following options: a current passport, a current driver's license, a birth certificate, or a proof of age card. Certified copies are acceptable. Mayfield Education reserves the right to charge a nominal administrative fee per replacement item. Replacement requests will be completed within 20 working days for certification documentation issued within the last 10 years and 30 working days for certification documentation issued more than 10 years ago.

Presentation of Awards

Awards may be issued:

- At a graduation ceremony.
- In-person outside a formal graduation ceremony.
- By personal proxy with written permission from the student and personal identification displayed upon collection.
- In absentia by mail at the request of the student in writing upon receipt of a postage fee.
- Testamurs and Australian Higher Qualification Graduate Statement will not usually be issued to students until after the graduation ceremony at which the award would otherwise have been presented unless approved by the Education Manager or CEO.

Review

This policy will be reviewed a minimum of once every two years if necessary, prior to the beginning of the academic year, or earlier if issues arise that call for a revision of the policy.