

<b>Version</b>	5.2
<b>Short description</b>	A policy to ensure the accuracy, verifiability, security and compliance of Avondale's official academic documents provided to current and former students.
<b>Relevant to</b>	Current and former students Student Administration Services staff
<b>Authority</b>	Academic Board
<b>Policy owner</b>	Provost
<b>Responsible office</b>	Student Administration Services
<b>Date approved</b>	30 August 2023
<b>Date effective</b>	30 August 2023
<b>Review due</b>	August 2027
<b>Related Avondale documents</b>	Appeal Procedure (Academic) Avondale AHEGS Guidelines Graduation and Award Conferral Policy Jointly Conferred Award Policy and Rules Privacy Policy
<b>Related legislation</b>	AHEGS Guidelines AQF Qualifications Issuance Policy - Higher Education Standards Framework (Threshold Standards) 2021– TEQSA Standards for Registered Training Organisations (RTOs) 2015
<b>Key words</b>	academic documents, replacement testamur, statement of attainment, transcript

## 1. PURPOSE

- 1.1 This sets out Avondale University's (Avondale) policy in relation to the official academic documents provided to current, graduating and former students.
- 1.2 The objectives of academic document delivery are to:
  - a) Ensure the official academic documents are accurate, verifiable, and secure.
  - b) Comply with relevant government legislation and standards.

## 2. SCOPE

- 2.1 This policy applies to current, graduating and former HE and VET students of Avondale, and Student Administration Services staff.
- 2.2 This policy does not apply to official records of course placements or fieldwork. The relevant School keeps these records and can provide it if required.

## 3. REFERENCES

- 3.1 This policy should be read in conjunction with the:
  - Appeal Procedure (Academic)
  - Graduation and Award Conferral Policy
  - Jointly Conferred Award Policy and Rules
  - Privacy Policy
  - Request for Transcript of Academic Record

## 4. DEFINITIONS

- 4.1 **AHEGS:** Australian Higher Education Graduation Statement. It is an official document provided by an awarding institution to its higher education graduates, relevant to the course from which they have graduated. It provides a combination of a course specific transcript together with descriptions of the course provider, the course, and the graduate's achievements, along with the contextual information relating to the Australian higher education sector and the institution.
- 4.2 **My eQuals:** The official tertiary credentials digital platform providing secure access to certified, official qualification documents.
- 4.3 **Statement of Attainment:** An official record of the competencies achieved by a student in a partially completed Vocational Education Training (VET) course.
- 4.4 **Testamur:** The official certificate issued at the time of the student's graduation (except as per 8.2 below) following completion of a course of study identifying conferral of the award by the authority of the relevant institutional governance body/ies.
- 4.5 **Transcript of Academic Record:** A formal written document which identifies the course/s and teaching period/s (semester) in which a student has enrolled at Avondale and details the student's performance in all units completed.

## 5. RESPONSIBILITIES

### **Students**

- 5.1 The name recorded for a student in the Student Management System (SMS) is the name which will appear on their official academic documents. These documents are legal documents therefore students are advised to ensure their full legal names are recorded. International students are advised to use the name which is on their passport.
- 5.2 Where a change of name on academic documents is required, a request for the change and official supporting documentation (e.g. marriage certificate, change of name certificate, passport) must be submitted to Student Administration Services no later than 10 working days before the relevant graduation ceremony or with the request for a replacement or reprinted document if it is not related to graduation. Students enrolled in their course as on-campus need to provide the original supporting documentation to Student Administration Services for sighting where a copy of the document/s will be taken for recording. Off-campus (distance) students may provide a copy of the official supporting documentation which has been signed by Justice of the Peace (Notary Public) certifying it is a true copy of the original.
- 5.3 One copy of each academic document relevant to the course from which a student is graduating will be provided at the time of graduation (unless there is an exception as per 8.2 below). Where an additional document is requested outside of graduation, there is a charge as listed in Appendix 1. Payment must be made before the requested document will be provided.
- 5.4 Students are not permitted to obtain a copy of any of the official academic documents if they do not have financial clearance from Student Finance Services nor if they have not met relevant government legislation and standards.
- 5.5 Requests for academic documents must be made by the individual student or former student, not by third parties. The exception to this is where the individual student has signed verifiable authorisation for a third party to request the document/s. Where it is considered there are exceptional circumstances beyond this, the request needs to be submitted to the Director, Student Administrative Services for approval.
- 5.6 Current and former students (from 2008 when the current SMS was instigated) have the responsibility of keeping their contact details up-to-date in Student Connect to allow Student Administration Services staff to contact them about official academic documents if required.
- 5.7 Students who, because they are graduating in absentia, request that their graduation documents are posted to them will have them posted by registered mail to the address current in the SMS at the time. If they do not receive them and they are required to be re-posted, the student will be liable for the cost of the replacement documents and of re-sending the documents to the new address.

### **Student Administration Services Staff**

- 5.8 Student Administration Services staff are responsible for processing requests for official academic documents when requested by current and former students, and when required for graduating students.
- 5.9 Where academic documents are sent by post to students who have graduated in absentia, they will be sent by registered post.

- 5.10 The Connect Support (Student Management System (SMS)) staff are responsible for ensuring the SMS is configured correctly to produce official academic documents that comply with Avondale's approved requirements.

**Director, Student Administration Services**

- 5.11 The Director, Student Administration Services is responsible for ensuring that the information on, and format of, the official academic documents (AHEGS, Statement of Attainment, Testamur, Transcript of Academic Record) is:
- a) accurate, recording correct student enrolment details and unit results;
  - b) verifiable, with evidence available to support it;
  - c) secure, with privacy/confidentiality maintained in line with privacy legislation; and
  - d) compliant with the requirements of:
    - i. Avondale's approved format for each academic document
    - ii. the jointly conferred award with Charles Sturt University which will be phased out from semester two 2022 and will continue for existing students during a transition period ending 31 December 2025
    - iii. the Tertiary Education Quality Standards Authority (TEQSA)
    - iv. AHEGS Guidelines
    - v. the Australian Skills Quality Authority (ASQA)
    - vi. the Australian Qualifications Framework (AQF)

**6. AUSTRALIAN HIGHER EDUCATION GRADUATION STATEMENT (AHEGS)**

- 6.1 Avondale's AHEGS follows the guidelines for the presentation of the AHEGS as published by the Federal government.
- 6.2 An AHEGS is initially available only in electronic format through My eEquals.
- 6.3 Avondale provides one copy of the AHEGS, free of charge, at the time a higher education student graduates from their relevant course.
- 6.4 When Avondale provides a hard copy AHEGS it is printed on Avondale security paper without alteration or erasure, and signed by the Director, Student Administration Services. The microprinting security line which reads 'Avondale' is incorporated into the full page. When photocopied, the word "COPY" appears multiple times across the face of the document.
- 6.5 Avondale reserves the right to charge a fee for the reprinting of any additional copies of an AHEGS requested by an Avondale graduate.

**7. STATEMENT OF ATTAINMENT**

- 7.1 In line with the AQF Qualifications Issuance Policy, Avondale provides a copy of any relevant Statement of Attainment, free of charge, to Vocational Education and Training (VET) students as long as the student or former student does not have a financial encumbrance.
- 7.2 A Statement of Attainment is initially available only in electronic format through My eEquals.

## **8. TESTAMUR**

- 8.1 A student who has been confirmed as having completed the requirements of a course will be eligible to receive their testamur, free of charge, at the next scheduled Avondale graduation ceremony, either in person or in absentia. The exception to this in regard to waiting until the next scheduled Avondale graduation ceremony, is VET students and Doctor of Philosophy students who have been approved to have their awards conferred in line with the Graduation and Award Conferral Policy.
- 8.2 All testamurs are printed at Avondale from the SMS, using the approved paper and format. They are signed by the Avondale University Chancellor and the Vice-Chancellor & President, and stamped with Avondale's impress seal. The Higher Education jointly conferred award testamurs are additionally signed by the Charles Sturt University Chancellor and the Vice-Chancellor & President and stamped with that university's impress seal.
- 8.3 An official Testamur is provided in hard copy at graduation.
- 8.4 Only one original copy of the testamur is produced.
- 8.5 A replacement testamur, identified as being a replacement, may be provided in circumstances where the original is lost, damaged or destroyed, or the name needs to be changed. The fee for a replacement testamur is listed in Appendix 1. The replacement testamur will be produced in Avondale's current testamur style and will contain the words 'Replacement printed: [date] A replacement testamur is available in electronic format through My eEquals, or in hard copy.
- 8.6 A request for a replacement testamur must be submitted to the Director, Student Administration Services and must include a Statutory Declaration identifying the reason for requesting a replacement copy, with official documentary evidence where there is a name change. Where damage to the original testamur or a name change is the reason, the damaged or original copy is to be returned with the request.

## **9. TRANSCRIPT OF ACADEMIC RECORD**

- 9.1 The Transcript of Academic Record is printed on Avondale security paper without alteration or erasure, and signed by the Director, Student Administration Services. The microprinting security line which reads 'Avondale' is incorporated into the full page. When photocopied, the word "COPY" appears multiple times across the face of the document.
- 9.2 The official Transcript of Academic Record, at the time of graduation, is initially available only in electronic format through My eEquals.
- 9.3 Avondale provides one digital copy of a Transcript of Academic Record, free of charge, at graduation and charges a fee for any copies requested by a student or former student. The fee is listed in Appendix 1.

## 10. REQUESTS FOR CORRECTIONS TO ACADEMIC DOCUMENTS

- 10.1 Avondale makes every effort to ensure that academic documents are correct.
- 10.2 However, if there is an error (e.g. incorrect or incomplete information) the student/graduate/previous student should contact Student Administration Services to request correction of the information.
- 10.3 Where the error has been made by Avondale, a replacement copy of the document will be provided free of charge (this does not include any name changes submitted after the deadline of 10 working days before the relevant graduation ceremony). The incorrect copy of the document is to be returned to Student Administration Services before the replacement copy will be provided.
- 10.4 Where the error has been made by the student/graduate/previous student the replacement copy of the document will be provided once the incorrect copy has been returned to Student Administration Services and the relevant fee as per Appendix 1 has been paid.

## 11. APPEAL & GRIEVANCE PROCESS

- 11.1 Students, graduates or past students who are not satisfied with the outcome of their request in relation to academic documentation are referred to the Appeal Policy at <http://www.avondale.edu.au/about/policies/>

## 12. RELATED DOCUMENTS

- Academic Document Request Form

### Table of amendments

<b>Version Number</b>	5.2	<b>Replaces Version</b>	5.1, 2 June 2023
<b>Date Published</b>	13 September 2023	<b>Scheduled Review Date</b>	August 2027
<b>Approving Body</b>	Academic Board	<b>Approval Date</b>	30 August 2023
<b>Policy Owner</b>	Provost	<b>Date first introduced</b>	10 October 2012
<b>Short description of amendment</b>	V5.2 Added the charge for Statement of Attainment reprint (Appendix), and clarified in the charges table that a testamur is a replacement not a copy/reprint. V5.1 Adjusted clause 5.4 to ensure students have met all requirements before they can obtain a copy of their official academic documents. V5.0 Rebranded and adjusted to include the introduction of My eEquals electronic document distribution software		

## APPENDIX 1: CHARGES FOR ACADEMIC DOCUMENTS

### Fees for copies or reprints of Academic Documents

	Digital	Hard Copy
Replacement Testamur	\$50	\$150
Academic Transcript	\$15	\$25
AHEGS	\$25	\$50
Statement of Attainment	\$15	\$25

### Mailing Charges:

- Regular postage within Australia and overseas is free
- For Express Post within Australia please research the following website:  
<https://auspost.com.au/business/shipping/domestic-shipping/express-post>
- For international postage options please research the following website:  
<https://auspost.com.au/sending/send-overseas>

Payment may be made by credit card (Mastercard or Visa) or electronic transfer.