



Provide and Issue Secure Qualifications and Certification Policy

1. Purpose

- 1.1 Western Sydney University International College (WSUIC) issues several types of official statements that provide the academic records of individual students. This Policy identifies the different academic records and quality assurance systems and measures used to ensure their validity, security and appropriate use by both WSUIC and Western Sydney University (WSU).
- 1.2 This policy specifically addresses the requirements of the [HESF \(Threshold Standards\) 2021](#) specifically Standard 1.5 Qualifications and Certification (sub-clauses 1,3,4,5,6,7,8,10).

2. Scope

- 2.1 This policy applies to all academic records issued by WSUIC.

3. Definitions

3.1 'Academic transcript'

This is the official record of a student's study at WSUIC that covers all units attempted.

3.2 "Australian Qualifications Framework" (AQF)

The national policy for regulating qualifications in the Australian education and training system. It incorporates the quality assured qualifications from each education and training sector into a single comprehensive national qualifications framework.

3.3 'Completion letter'

A letter confirming that a student has satisfied the requirements of an award, issued in the period before the award is conferred.

3.4 'Testamur'

Official document bearing Western Sydney University International College Foil and unique series number stating that the student has successfully completed the award named on the testamur.

3.5 'Transcript'

The official record of a student's results listing all the Units and Courses completed and attempted. It may also be called an Academic Transcript, Statement of Results, Record of Results or Academic Record.



3.6 *'Western Sydney University International College Foil'*

Identifier of Western Sydney University International College official document

3.7 *"WSUIC"*

Refers to Western Sydney University International College.

4. Policy Statement - Commitment to Accuracy and Authenticity

4.1 WSUIC is committed to ensuring the accuracy and authenticity of all WSUIC issued documents that record details of students' academic information. This serves the interests of WSUIC, its students and graduates. This objective is reinforced by legislation and agencies that empower, review and support public institutions and their reputations.

4.2 Falsification of a WSUIC testamur, academic transcript or any other issued academic record damages the reputation of WSUIC, its students and graduates at national and international levels.

4.3 Students who falsify documents covered by this policy will be dealt with under the **WSUIC Student Misconduct Rule** and persons who falsify documents covered by this Rule may be prosecuted under the Crimes Act 1900 (NSW).

4.4 WSUIC will have firm protocols for the ordering, printing, access and secure storage of academic records. These protocols will include measures to prevent fraudulent replication of these documents including (but not limited to) a raised seal, watermark, signature, microscopic markings and a unique testamur identification number.

4.5 A record will be maintained of all qualifications that have been issued to WSUIC graduates.

5. Provision of Academic Records

- a) academic records are produced under the authority of the WSUIC Academic Board, which has responsibility for the style and format of such records.
- b) academic transcripts are provided to students upon conferral of an award, and at other times, at the request of individual students on a fee for service basis.
- c) appropriate academic records may also be provided to external organisations (for example, to professional accreditation bodies, the Universities Admission Centre (UAC), other educational institutions and for employment purposes), where the student has provided appropriate written authority for WSUIC to do so or where such disclosure falls within the **WSUIC Privacy Policy**.
- d) academic records may also be required to be provided under specific legislation including the Higher Education Support Act 2003 and the Education Services for Overseas Students Act 2000, and to police services or other law enforcement



agencies under subpoena, police search warrant or other similar written official request. **WSUIC's Privacy Policy** directs the response in such situations.

- e) in accordance with the **WSUIC Enrolment Policy**, academic records will not be supplied to students who are financially indebted to WSUIC until the debt has been resolved.
- f) WSUIC will maintain in its student management system:
 - i. a register of all AQF awards it is authorised to issue; and
 - ii. a register of all AQF qualifications issued to graduates.
- g) these registers will contain sufficient information to correctly identify the:
 - iii. holder of the qualification;
 - iv. AQF qualification by its full title; and
 - v. date of issue/award/conferral.

5.2 **WSUIC Content and Format of Academic Records**

- a) The Australian Qualifications Framework Qualifications Issuance Policy, endorsed by the Commonwealth, State and Territory Governments, governs the format and content of documents issued by accrediting authorities to ensure authenticity and consistency.
- b) it is expected that updates to the Australian Qualifications Framework and Department of Education guidelines will occur over time and may require changes to academic records issued by WSUIC.
- c) academic records will be issued only in the student's legal name as recorded in the student management system at the time of printing.
- d) academic records will be printed on official WSUIC stationery, appropriate to the document type.
- e) registers of formats and stationery used for academic records, including copies of the actual paper used, will be maintained by Student Services for each official document.
- f) copies of academic records should not be accepted as official WSUIC documents.
- g) academic records are to be printed using the English character set with English punctuation marks.

5.2.1 **Testamur**

- a) a testamur is provided to a student upon conferral of each award for which they have qualified. It is presented at a graduation ceremony or supplied to graduates who choose to graduate in absentia.
- b) a testamur:
 - i. is issued under the WSUIC Seal;
 - ii. is issued when an award is conferred by WSUIC's Board of Directors and signed by the Chair of Academic Board and the College Director and Principal;



- iii. includes a unique registration number; and
 - iv. includes the graduate's full name, as recorded in the student management system, the name of the award and the date of conferral.
 - v. The testamur or graduation statement for all AQF qualifications issued will identify the qualification as an AQF qualification either by the words 'The qualification is recognised within the Australian Qualifications Framework' or the use of any AQF logo authorised by the AQF Council. The AQF logo or these words must not be used on certification documentation for non-AQF qualifications (Foundation programs).
- c) the following information is not to be included on the testamur:
- i. date of birth; and
 - ii. title (Mr, Ms, Dr etc.).

5.2.2 Academic Transcript

- a) two types of academic transcripts are provided to students:
- i. A transcript is provided at the conferral of an award and
 - ii. a full academic transcript, as described in sub-section 5.2.2 (e), is provided at other times at the request of individual students, and/or graduates, on a fee for service basis.
- b) the transcript includes records for all units attempted at WSUIC.
- c) academic transcripts provided to graduates will contain the following information:
- i. personal identification which is limited to the student name as recorded in the student management system;
 - ii. WSUIC student identification number;
 - iii. Name of the academic award conferred;
 - iv. a record of all enrolled units completed at WSUIC as part of the award conferred, including any failed units, and all instances of repeated units undertaken, including marks (where available and applicable) and grades;
 - v. a record of any advanced standing for previous formal study or recognised prior learning granted as part of the award conferred.
- d) the following information is not to be included on award-specific transcripts:
- i. date of birth; and
 - ii. title (Mr, Ms, Dr etc.).
- e) full academic transcripts provided to students other than at completion of the course, will contain the following information:
- i. personal identification which is limited to the student name and address as recorded in the student management system;
 - ii. WSUIC student identification number;



- iii. academic awards conferred or yet to be conferred;
 - iv. a record of all enrolled units at WSUIC, including any failed units, and all instances of repeated units undertaken, including marks (where available) and grades;
 - v. all incomplete awards in which the student has been, or is currently, enrolled;
 - vi. a full record of any advanced standing granted for previous formal study or recognised prior learning;
- f) the following information is not to be included on full academic transcripts:
- vii. date of birth; and
 - viii. title (Mr, Ms, Dr etc.).

5.2.3 Completion Letter

- a) a completion letter is a document stating that the student is entitled to be awarded a specified qualification (subject to authorisation by WSUIC Academic Board).
- b) a completion letter is intended only as interim confirmation that a qualification is completed, and so may only be issued to a student during the period after completion of their qualification requirements and before the award is conferred by WSUIC. It is not an official conferral of the award by WSUIC.
- c) under special circumstances a student who has graduated may request a completion letter as further evidence that they have completed and been awarded their degree.
- d) completion letters must be recorded in the student's file.

5.3 Verification of Information on Academic Records Requested by Third Parties

- a) it is in WSUIC's interest and that of its students and graduates that the academic achievements and qualifications claimed by applicants for educational, professional, business and other service roles are genuine.
- b) employers, professional bodies, licensing and regulatory bodies and others may wish to verify that information on academic records is accurate. Awards may be verified upon application to the Academic Director or nominee. The **WSUIC Privacy Policy** directs WSUIC's response in such situations.

5.4 Replacement Academic Records

Where an original testamur, transcript has been lost, damaged or destroyed, or where the recipient's name has changed, a replacement may be issued by WSUIC, upon request, on a fee for service basis.

- a) a new testamur will be identified as a replacement by inclusion of the following: "Replacement issued ... (dated)" and signed by the Chair of the Western Sydney University International College's Academic Board and the College Director and Principal.



- b) a graduate issued with a new document as a result of a change of name will have all key administrative records held by WSUIC amended to reflect the new name.

6. Quality and Compliance

- 6.1 This policy is reviewed periodically (at a minimum every two years) to ensure regulatory compliance, operational currency, the identification of continuous improvement opportunities and risk identification and mitigation. This review is reflected in WSUIC's Quality Management Framework and Risk Management Framework.
- 6.2 This policy will be available on the WSUIC website for students and the WSUIC SharePoint site for staff access.
- 6.3 Emails will be issued to all staff to inform and update them on any changes to the policy and/or procedures and guidelines.
- 6.4 New staff will receive policy information during the induction process where it relates to their position.

7. Policy Source

- 7.1 This policy has been developed and informed by the following source:
- Western Sydney University Academic Records Issuance Policy - Retrieved from WSU DDS Policy Library via the WSU website.
 - Western Sydney University Disclosure and Use of Student Personal Information Guidelines. Retrieved from the WSU DDS Policy Library via WSU website.
 - AQF Qualifications Issuance Policy retrieved from AQF website
- 7.2 This policy has also been benchmarked as part of the policy development and review procedure against the relevant policies of 3 other Higher Education Providers for relevance, currency and best practice comparison

8. Related Forms and Documents

- Testamur
- Transcript
- Completion Letter

9. Related Policies, Procedures and Guidelines

- POL 37 WSUIC Privacy Policy



Approval and Amendment History

Approval Authority:	Western Sydney University International College Academic Board
Policy Owner:	Academic
Approval Date:	2 November 2016
Date for Next Review:	28 April 2020

Amendments		
Revision Date	Version	Summary of changes
2/11/2016	1.0	New Policy Developed and Implemented
27/04/2018	2.0	<p>Replacement of Western Sydney University with WSUIC and Western Sydney University with WSU throughout the document.</p> <p>Addition of Clause 1.2 and 1.3 to identify regulatory compliance</p> <p>Addition of Clauses 3.11 and 3.12 Definitions for above</p> <p>Clause 3.2 –Remove references to WSU and correct that the statement is issued by “the institution”</p> <p>Clause 5. Removal of Heading “Procedures” and re-allocation of numbering for each category covered in the original Clause 5</p> <p>Clause 5(a) – correct to “which has responsibility”</p> <p>Make the definition of “AHEGS” consistent through the document.</p> <p>Amend reference to Joint Venture Board to Board of Directors in clauses 5.2.1 and 5.4. Note: Re numbering of Clause 5 sub-clauses.</p> <p>Addition of clauses 6.2; 6.3 6.4; 7, 7.1 and 7.2 updating of following clause numbers.</p> <p>Change “program/s” for “course/s” throughout document</p> <p>Appendix A Updated to reflect changes required by the implementation of the new HES (Threshold Standard) 2015 and ESOS National Code 2018. Replacement of Third Party Agreement with Services Agreement and deletion of “international” to describe the student.</p> <p>Grammatical changes throughout to improve clarity and flow if the document and updating of formats for consistency with other policy documents.</p>
13/07/2020	3.0	Removal of AHEGS and APPENDIX A
18/06/2021	3.1	Removal of statement of Attainment
04/04/2023	3.2	Removal of WSU or WSUIC Seal