

Certificate Issuance Procedures:

This procedure supports the Certificate Issuance Policy

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1. DEFINITIONS:

TERM	DEFINITION
Accredited Course	A qualification approved for delivery by TEQSA
AQF	Australian Qualifications Framework as described at: http://www.aqf.edu.au/
Award	Refers to a Diploma, Advanced Diploma or other accredited Qualification
Certification	Refers to the combination of documents that a student receives when graduating from their study program. It may include documents for Accredited Courses (Testamur and/or Transcript) and non-Accredited Courses (Statement of Accomplishment).
Confer / Conferral	The granting of an Award in recognition of academic achievement
Course	Refers to a collection of Units that count towards the completion of a study program
Graduate	A student who has successfully completed all the requirements for an Award
Partner Provider	An institution that provides an accredited course which is registered as being offered by ECC, who, for the purposes of this document oversees all matters relating to the delivery of those courses
Partnership	A formal agreement where an institution (Partner Provider) has been approved as an ECC transnational education delivery site. ECC provides the intellectual property, quality assurance processes and (in agreed cases) will award Qualification documents
Qualification	A course accredited by TEQSA and recognised under the AQF
RPL	Recognition of Prior Learning; a process which assesses the knowledge/skills gained from previous studies (formal and informal) through previous studies, work experience and/or life experience to the extent that it meets established academic standards for the enrolled Course of study.
TEQSA	Tertiary Education Quality Standards Agency
Transcript	The official record of a student's results listing all the Units and Courses completed and attempted. It may also be called an <i>Academic Transcript</i> , <i>Statement of Results</i> , <i>Record of Results</i> or <i>Academic Record</i>
Testamur	The official document that is issued when a qualification is awarded. It may also be called an Award, parchment, laureate or certificate.
Unit	A single component (subject or module) within a Course

2. PURPOSE AND SCOPE:

- 2.1. The objective of this procedure is to ensure ECC complies with the Australian Qualifications Framework (AQF) and the conditions under which Qualifications can be correctly awarded.
- 2.2. This procedure outlines the processes for managing the security, issuance and replacement of Testamurs and Transcripts in order to mitigate against loss, theft and fraudulent representation of qualifications.
- 2.3. This procedure applies to all Certification issued by ECC to ECC students or to Partnership students whereby an Accredited Course is delivered by the Partner Provider.

3. PROCEDURES:

- 3.1. Students who complete part or all of their Course of study are entitled to receive documentation recognizing and confirming their achievement.
 - Partial completion of a Course entitles the student to a Transcript on leaving ECC.
 - Full completion of a Course entitles the student to a Testamur and Transcript ECC maintains strict security with respect to the printing, storage and issuance of Certification.
- 3.2. All students who meet the requirements for course completion as set out below will be entitled to an Award.
- 3.3. There is no charge for the issue of an Award or final Transcript although a charge will apply if students request a replacement copy of their award and or an additional copy of their final Transcript.
- 3.4. **Conferral of Awards**
 - 3.4.1. Students will qualify for an Award upon successful completion of the required number of Units in the Award.
 - 3.4.2. Where RPL is applicable, students must complete a minimum number of Units at ECC in order to qualify for an Award.
 - 3.4.3. The ECC Academic Director (or nominee) and Board of Examiners have delegated authority from the ECC Academic Council to approve students who are eligible to graduate and to confer their Qualification.
- 3.5. **Issuing Certification Documents**
 - 3.5.1. Testamurs and Transcripts will be available for collection 30 working days after the Board of Examiners has approved their issuance.
 - 3.5.2. Certification documents will be issued only in the student's legal name as recorded in the student management system at the time of printing.
 - 3.5.3. Certification documents will be issued at either a standard graduation ceremony or mailed out to students at their request. Additional fees apply to documents posted to an overseas address.
 - 3.5.4. An unofficial record of results can be downloaded from the student portal during the student's enrolment with ECC.
 - 3.5.5. Any student who has been enrolled in a Course, but formally withdraws prior to completion of that Course, is eligible to apply for a Transcript listing their Units of study.

3.5.6. Higher Education Courses

- Students who complete a Higher Education Qualification will receive a Testamur and a Transcript
- Students who complete Diploma (Year 1) but do not continue to Diploma (Year 2) or do not complete Diploma (Year 2) will receive a Transcript only.

3.5.7. Postgraduate Qualifying Program (PQP)

- Students enrolled in PQP are deemed to be enrolled in a non-Award Course
- Students who successfully complete the PQP course will receive a Testamur and Transcript

3.5.8. English Courses

- Students who complete an English (ELICOS) Course are deemed to be enrolled in a non-Award Course and will receive a Certificate of Accomplishment

3.5.9. Replacement Certification

- Students may request replacement Certification documents by completing the *Application for Documents* form and paying a fee (unless the Certification was issued in error by ECC with incorrect details).
- The replacement will be on the current template stating the original graduation Study Period and will include a statement that it has been 'reissued'.

3.6. Qualification Titles

Titles of Qualifications in the Testamur and other Certification documents align with the AQF Qualifications Framework (<https://www.aqf.edu.au/>)

3.7. Authentication and Verification of Certification

3.7.1. Certification documents will comply with the requirements set in the AQF *Qualifications Issuance Policy* (<https://www.aqf.edu.au/aqf-policies>)

3.7.2. ECC has firm protocols for the ordering, printing, access and secure storage of Certification documents.

3.7.3. ECC Certification includes several 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

3.8. Record Keeping

3.8.1. In line with the AQF and/or regulatory requirements, records of all Certification issued under this policy shall be maintained on a Graduation Register for at least 30 years.

3.8.2. In the event that ECC ceases to exist, these records will be provided to the regulatory authorities in digital format

4. CONTACT INFORMATION:

For queries relating to this document please contact:

Certificate Issuance Procedures

POLICY OWNER	Academic Director
ALL ENQUIRIES CONTACT:	Alain Ludva Manager Student and Academic Services
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For further information on the ECC Procedures Framework contact:

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