



Academic Advice and Issuance of Certification Procedure

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1. Associated Policy

These Academic Advice and Issuance of Certification Procedures have been developed in conjunction with the Academic Advice and Issuance of Certification Policy.

2. Scope

Where this procedure refers to CIT, it includes CIT Solutions.

This procedure applies to all certification documentation issued by CIT to students and to all staff involved in the issuing processes.

Reference to Australian Apprentices includes apprentices and trainees.

Reference to Australian Apprenticeships includes apprenticeships and traineeships.

The issuing of senior secondary certification is the responsibility of the ACT Board of Senior Secondary Studies and is excluded from this procedure.

3. Procedure

3.1 Unofficial academic advice

Students may use CIT Self-service at any time to view an unofficial transcript.

College administrative staff may provide unofficial transcripts from SMS to students.

Unofficial advice might be sought from Awards and Programs team or college administrative staff.

Where the unofficial academic advice is not fit for the student's purpose, the report provided with official advice must be produced by the CIT Awards and Programs team.

Official academic advice, derived from a SMS report, may be sought at any time through the CIT Awards and Programs team.

Step	Action	Responsibility
1	Request unofficial academic advice via email, phone, via the teaching area.	Student
2	Confirm nature of the advice with the student and obtain permission from the student if advice is to be provided to a third party (in accordance with the ACT Privacy Act 2014)	College administrative Staff Awards and Programs Team
3	Assess status of academic record and extract report from SMS to provide the advice.	College administrative Staff Awards and Programs Team
4	Issue verbal advice to the student and direct student to access documents via Student Self Service	College administrative Staff



Step	Action	Responsibility
		Awards and Programs Team

3.2 Official Academic Advice: testamurs/qualifications, awards, records of results and statements of attainment

Certificates from SMS can only be produced by approved staff members in the CIT Awards and Programs team. All certification documents are issued as digital document via the My eEquals portal.

Hard copy CIT certificates are produced on pre-printed corporate paper including:

- a distinct pattern and a foil hologram to ensure security
- the digital signature of the Chief Executive Officer
- a unique serial number, which is generated by SMS at the time of production and recorded in SMS for subsequent verification.

No certification documentation will be issued without the student's Unique Student Identifier (USI) recorded in the CIT SMS, unless a USI exemption is in place.

Certification documentation for Higher Education qualifications will be issued digitally through the secure platform My eEquals and in hard copy.

Certification documentation for AQF and nationally accredited qualifications on CIT's scope of registration will be issued electronically through the secure platform, My eEquals. Hard copies will be issued in the first instance, on request, at no cost. Subsequent hard copies of certification documentation may attract fees.

For Australian Apprentices only, once eligibility has been confirmed in SMS, CIT Apprenticeships and Traineeships will:

- advise the employer of off-the-job completion
- submit a completed signed training plan
- notify relevant State/Territory Training Authority that off the job training is completed and change the status to complete, entering the actual completion date notified by the employer.

For Australian Apprentices only, once eligibility has been confirmed in, SMS the Awards and Programs Team will produce certification documents only after the date deemed competent has been entered in SMS.

Refer: ***Australian Apprentices Procedure***

Step	Action	Responsibility
1	Confirm completion of course requirements for issuance of official academic advice	Awards and Programs Manager or delegate



Step	Action	Responsibility
2	<p>Where there is a hold preventing the issue of academic documents, notify the student and provide the contact details to resolve the record hold.</p> <p><i>Note: SMS places an automatic hold on student records for outstanding fees when the fees are four days overdue. Other areas are responsible for placing various holds that prevent the issuance of academic documents.</i></p> <p><i>All record holds must already be in the system when completion is assessed, otherwise documentation will be issued.</i></p> <p><i>The course compliance reports from SMS provide information to assist Awards and Program staff to assess and confirm completion and to verify that a USI is recorded or exempt.</i></p>	Awards and Programs Manager or delegate
3	<p>Produce certification documentation ensuring the signatory to the documentation is the delegated officer at the time of issuance.</p> <p><i>Note: Signatures comply with delegations. Delegations must be in place to ensure authorisation of awards when the principal signatory is not available.</i></p>	Awards and Programs Manager or delegate
5	<p>Issue certification documentation through My eEquals.</p> <p>Advise the student within 30 calendar days of eligibility being confirmed.</p>	Awards and Programs Manager or delegate
6	<p>Retain a digital copy of each qualification on My eEquals and a record of the document in a Banner audit table.</p>	Awards and Programs Manager or delegate

3.3 Replacement certification documentation

Step	Action	Responsibility
1	<p>Where a request is made for replacement certification (qualifications, statements of attainment, and records of results or certificates of participation) make every effort to validate the authenticity of the request.</p> <p>Where authenticated, issue replacement certification within 10 working days subject to payment of the prescribed fee.</p>	Awards and Programs Manager or delegate
2	<p>Where a student has legally changed their name</p> <p>Provide certified copies of documentation (deed pole, marriage certificate) to support the request.</p>	Student
	<p>Revoke digital documents on My eEquals and replaced with the document displaying the student's new name.</p>	Awards and Programs Manager or delegate



3.4 Posthumous awards and official academic advice

Step	Action	Responsibility
1	Validate advice that a student is deceased.	Academic Registrar
2	View Death Certificate or other evidence and enter date of death on SMS.	Awards and Programs Manager
3	Consult with Executor of the estate of the deceased student or, if intestate, two family members to determine the wishes of the deceased student.	Academic Registrar
4	<p>Where all course requirements have been met</p> <p>Issue official academic documents at the time of the request or, at the discretion of the Executor/immediate family to:</p> <ul style="list-style-type: none"> the Executor family members notified in writing by the Executor family members (intestate student) or nominees. <p>Advise the Awards and Programs Manager of agreed arrangements for issuing documents, where all program requirements are met.</p> <p>Where all program requirements have not been met</p> <p>Issue an Academic Transcript at the time of the request to:</p> <ul style="list-style-type: none"> the Executor family members notified in writing by the Executor family members (intestate student) or nominees. <p>Advise the Awards and Programs Manager of the details regarding the person to receive the documents.</p>	Academic Registrar Heads of Department (certificates of participation only)
4	Issue official academic advice.	Awards and Programs Manager

3.5 Revocation of qualifications

Step	Action	Responsibility
1	Where due diligence identifies that an AQF qualification has been incorrectly issued by CIT or fraudulently achieved by the student, revoke the AQF qualification.	Awards and Programs Manager
2	Record revocation on the student management system and advise the student.	Academic Registrar



3.6 Reporting

Step	Action	Responsibility
1	Provide the Board of CIT annually, an overview of awards conferred, statements of attainments and certifications issued during the previous period.	Executive Director, Education Futures and Students

4. Documentation

4.1 Legislation/Regulation

- *Australian Qualifications Framework*
- *Tertiary Education Quality and Standards Agency (TEQSA)*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Higher Education Standards Framework (Threshold Standards) 2015*

4.2 Policy and Procedures

- *Australian Apprentices Policy*
- *Credit Transfer policy*
- *Records Management Policy*

4.3 Documents

Nil.

5. Definitions

All terminology used in this procedure is consistent with definitions in the CIT Definition of Terms. The following definitions are provided in the context of this procedure.

Certification documentation	<p>Certification documentation is the set of official documents that confirms that a qualification has been completed and awarded to an individual.</p> <p>AQF Qualification:</p> <p>The AQF describes certification documentation as:</p>
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	<ul style="list-style-type: none"> • testamurs (issued by a registered training organisation [RTO] to students who have met the requirements of a vocational education and training [VET] qualification) • records of results (issued by an RTO to accompany the testamur), and • statements of attainment (issued by an RTO to certify the completion of one or more units or modules from a VET qualification, or the completion of an accredited short course) <p>Non-AQF Certification: certification documentation for non-AQF qualifications including but not limited to certification of participation, competency cards, specialisation statements, trade competency statements and other advice for licensing purposes.</p>
Qualification	Formal certification issued by a relevant approved body, to recognise that a person has achieved learning outcomes or competency relevant to identified individual, professional, industry or community needs (ASQA definitions)
SMS	Student Management System, CIT Banner and Self-Service
Testamur	An official certification document that confirms that a qualification has been awarded to an individual.