

Certification Documentation Issuance Policy

Document

Document Name	Certification Documentation Issuance Policy
Brief Description	The Certification Documentation Issuance Policy outlines guidelines and procedures for the consistent and secure issuance of certifications, ensuring accuracy, confidentiality, and compliance with relevant standards and regulations.
Responsibility	Academic Board
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Version Control

Date/Approval	Version No.	Summary of Changes	Reviewer Name and Department/Office
7/04/21	1	Creation of new policy to consolidate SIBT's current policies: Awards Policy, Graduation Policy and Posthumous Awards and Aegrotat Policy.	Quality and Compliance Manager
14/9/23	2	Name changed to include foundation program, definitions updated, AHEGS removed as it is not issued by SIBT, adjusted the nomenclature of the documents to what is issued by SIBT, Appendix A added. HESF Standards year updated. New security feature (hologram) on testamurs.	Academic Board
12/12/23	3	Alignment with the amended AB ToRs. Conferral of the awards is endorsed by AB and approved by the Board of Directors.	Academic Board

Related Documents

Name	Location
Student Complaints and Appeals Policy	SIBT Website
Recognition of Prior Learning Policy	SIBT Website
Student Code of Conduct	SIBT Website
Program Progress Policy	SIBT Website

Name	Location
Document Request From	SIBT Website
Higher Education Support Act 2003	https://www.legislation.gov.au/
Higher Education Standards Framework (Threshold Standards) 2021	https://www.legislation.gov.au/
Education Services for Overseas Students Act 2000	https://www.legislation.gov.au/
National Code of Practice for Providers of Education and Training to Overseas Students 2018	https://www.legislation.gov.au/
Tertiary Education Quality and Standards (TEQSA) Act 2011	https://www.legislation.gov.au/
Education Services for Overseas Students Regulations 2019	https://www.legislation.gov.au/
Migration Act 1958	https://www.legislation.gov.au/

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1. Purpose

- a) The Sydney Institute of Business and Technology (SIBT) is committed to ensuring the accuracy and authenticity of all issued documents recording details of students' academic information and qualification attainments in the interest of students and graduates.
- b) The Certification Documentation Issuance Policy describes the standards, rules, and procedures for ensuring the accuracy and authenticity of all SIBT-issued documents recording details of students' academic information and qualification attainments.

2. Definitions

Term	Meaning
Academic staff / teaching staff	Anyone employed or engaged by SIBT to carry out academic duties.
AQF	The Australian Qualifications Framework (www.aqf.edu.au).
AQF certification documentation	The set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual, as applicable for the type of AQF qualification.
AQF recognised higher education qualification	A qualification located at levels 5, 6, 7, 8, 9 or 10 in the Australian Qualifications Framework.
International student/ Overseas student	A student required to hold a student visa for study in Australia.
Statement of Academic Record	A record of all units attempted by an individual during their studies leading to a qualification, prior to its completion. A Statement of Academic Record may be issued at any time during progress towards the qualification.
Academic Transcript	A formal and certified record of all units attempted by an individual during their studies leading to a qualification upon its completion. Academic Transcript is issued to a student whose eligibility to graduate has been approved by the Academic Board.
Testamur	The official, legal, certification document that can only be released once a qualification has been conferred (awarded) to the individual.
Completion Letter	A document stating that the student is entitled to be awarded a specified qualification.
Unit	A unit of study in a higher education program or a unit of study, subject, and/or unit of competency in a vocational education and training program.

3. Application

The Certification Documentation Issuance Policy applies to all students, staff, and all SIBT-issued documents recording details of students' academic information and qualification attainments.

4. Policy Statement

4.1 Statement of Commitment

- a) SIBT's commitment set out above is reinforced by legislation and government agencies that register, accredit, authorise, review, and monitor organisations delivering Australian education, issuing approved qualifications in the Australian Qualifications Framework (AQF) and protecting the reputation of Australian qualifications. This commitment also recognises the importance for graduates and others to be confident in knowing whether the qualifications they have been awarded is part of Australia's Qualifications Framework.
- b) SIBT undertakes to ensure:
 - i. SIBT-issued certification documentation recording details of students' academic information and qualification attainments is consistent with applicable Australian laws, regulations and standards, as amended from time to time;
 - ii. SIBT qualification recipients receive only the qualification certification documentation to which they are entitled;
 - iii. SIBT-issued certification documentation associated with SIBT's accredited AQF-recognised qualifications will:
 - Be clearly distinguishable from other SIBT-issued certification documentation that does not lead to an AQF-recognised qualification;
 - Identify that the award is recognised within the AQF in a manner consistent with the applicable laws, regulations, and guidelines;
 - Display the nomenclature of the title of the AQF qualification being awarded consistent with the accredited AQF recognised award title;
 - iv. SIBT-issued certification documentation that does not lead to an AQF-recognised qualification will not use any award title nomenclature already in use for an award leading to an AQF qualification and will contain sufficient information that makes clear the authority under which the certification documentation is issued;
 - v. SIBT written, oral, or electronic information in relation to SIBT awards does not reference any non-AQF recognised qualification as a qualification recognised under the AQF; and
 - vi. All issued SIBT certification documentation is designed to prevent unauthorised reproduction and protect against fraud.

4.2 Types of Certification Documentation Issued

Higher Education Awards

- a) Students who satisfactorily completed the requirements for a higher education award issued by SIBT are entitled to receive:
 - i. A Testamur; and

- ii. An Academic Transcript.
- b) SIBT will issue a Statement of Academic Record for all attempted units to students whose enrollment in higher education program has been withdrawn or cancelled. The Statement of Academic Record may also be issued to a student, upon their request, at any time before the completion of the qualification.

Foundation Program Awards, and Training and Other Activities

- a) Students who satisfactorily completed the requirements of any of the SIBT Foundation Programs are entitled to receive:
 - i. A Testamur; and
 - ii. An Academic Transcript.
- b) SIBT will issue a Statement of Academic Record to students whose enrollment in Foundation Program has been withdrawn or canceled for all attempted units. The Statement of Academic Record may also be issued to a student, upon their request, at any time before the completion of the qualification.
- c) SIBT may issue other certification documentation for training or other activities conducted by the organisation consistent with the Statement of Commitment set out at section 4.1 above.

4.3 Authority to Confer SIBT Accredited Academic Awards

- a) The SIBT Board of Directors authorises the award of higher education qualifications on the recommendation of the Academic Board.

4.4 Eligibility to Graduate of Higher Education Coursework

- a) To be eligible to graduate higher education coursework students must have:
 - i. Been enrolled in the program that leads to the award;
 - ii. Been assessed by the responsible academic officer as having completed the educational and other approved requirements of the program as set out in official program guide publications of SIBT in the year in which the student commenced study in that program unless other requirements have been approved by the Academic Director (or designated responsible academic officer) in accordance with SIBT's credit arrangements policy or program transfer rules;
 - iii. Satisfied the requirements of SIBT's Recognition of Prior Learning Policy in relation to the limit of approved credit where credit has been recognised;
 - iv. No financial debt owed to SIBT;
 - v. No current exclusion penalty on their record;
 - vi. Provided their Unique Student Identifier (USI); and
 - vii. Not already graduated from that award.
- b) The relevant Program Convenor shall for each program, confirm those students who have satisfied the higher education coursework eligibility to graduate requirements listed above and recommend that those students are eligible to graduate in the program qualification, as listed.
- c) Students will be eligible to receive a Testamur and an Academic Transcript for the qualification upon the conferral of their awards.

4.5 Eligibility to Graduate in Aegrotat

- a) Whereas a result of death or permanent incapacity a student fails to complete program requirements, but has completed a substantial proportion of them, the relevant Program Convenor may recommend to the Academic Director that the student be deemed to have completed requirements of a program in aegrotat.
- b) Such a recommendation would normally be made within two (2) years of the student's last enrolled study period.
- c) Students, close family members, or friends may apply for an aegrotat assessment to the Academic Director.
- d) All requests for the aegrotat assessments must be supported by relevant documentary evidence.
- e) Such evidence may include the academic results of studies attempted and completed, completion of research work, papers and publications, literature reviews, or other tangible programs and/or research related activities.
- f) The Academic Director may seek advice from other parties and/or the Academic Board when considering such requests. The Testamur of an award conferred in aegrotat shall make clear that the award has been granted in aegrotat.

4.6 Conferral of Awards

- a) Students who have satisfactorily completed the requirements of a qualification in accordance with sections 4.4 or 4.5 will be considered eligible to be conferred into the entitled award.

4.7 Conferral of an Award Posthumously

- a) When a student who has been deemed as eligible to graduate or graduate in aegrotat becomes deceased before the conferral of the award for which they are eligible, the Board of Directors may authorise the award to be conferred posthumously upon recommendation of the Academic Board.
- b) The Testamur will have the name of the award as well as the word 'posthumous'.

4.8 Withholding of Graduation Entitlement

- a) Notwithstanding sections 4.4 to 4.7 above, the College Director and Principal (or designate) may determine to withhold a student's entitlement to graduate, and/or be issued their certification documentation' and/or Completion Letter in particular circumstances including, but not limited to where:
 - i. Proceedings relevant to the student are pending or have commenced in accordance with the provisions of SIBT's Academic Integrity Policy and/or the Student Code of Conduct;
 - ii. The student has not discharged all of their financial obligations to SIBT; or
 - iii. The student has not returned all borrowed library books, SIBT equipment and materials.

5. Procedure

5.1 Award Document Specifications

- a) All Testamurs, Academic Transcripts, Statements of Academic Records and other certification documentation issued by SIBT must be prepared consistent with the specifications approved by the College Director and Principal, having regard to the commitments communicated at section 4.1 above.
- b) In carrying out these commitments SIBT shall ensure:
 - i. SIBT-issued certification documentation for higher education qualifications will be consistent with the Higher Education Standards Framework established under the Tertiary Education Quality Standards Act (2011), including the legislated Qualification Standards for higher education providers, AQF guidelines, and the ESOS Act (2000), as updated from time to time;
 - ii. SIBT-issued Academic Transcript will include information that correctly identifies at a minimum all accredited units attempted by the student towards the qualification award (including any failed units, and all instances of repeated units undertaken) by their unit code, full title, the period of study the unit was attempted/undertaken, the credit points assigned to the unit, the final mark achieved for the unit (where available), and the final grade awarded for the unit;
 - iii. SIBT-issued Academic Transcript may also include information about other program requirements leading to the attainment of the award, for example completion of practicum or clinical requirements; statements regarding professional accreditation/s associated with the award; a record of any credit granted for prior completed studies (credit transfer), in recognition of prior learning (RPL) that contributed to the issuance of the award;
 - iv. SIBT-issued Academic Transcript for non-award programs and other programs that do not lead to an AQF recognised qualification will:
 - Not use any award title nomenclature already in use for an award leading to an AQF qualification;
 - Contain sufficient information that makes clear the authority under which the certification documentation is issued;
 - Not to include the use of the words Australian Qualifications Framework (AQF) or the AQF logo.
 - v. No SIBT-issued Testamur will include the Unique Student Identifier.
- c) It is expected that revisions to the Australian laws, regulations, standards, and guidelines described above will occur over time and may require changes to the document specifications of certification documentation issued by SIBT.

5.2 Signatories on SIBT Certification Documentation

- a) All Testamurs and Academic Transcripts issued by SIBT will bear the signature of the College Director and Principal.
- b) All other certification documentation issued by SIBT will bear the signature of the officer authorised by the College Director and Principal.

5.3 Protection of SIBT Certification Documentation against Fraud

- a) All SIBT-issued certification documentation in connection with accredited awards is protected against fraudulent issuance through a range of measures. These include:

- i. Printing Academic Transcripts and Statements of Academic Record on paper with security features, such as watermarks and chemically reactive ink difficult to replicate and which enable the originality of the document to be authenticated;
 - ii. Printing Testamurs on paper stock including an SIBT Embossed seal and hologram with SIBT logo difficult to replicate;
 - iii. Assigning a unique document number to each Testamur, Academic Transcript and Statement of Academic Record issued; and
 - iv. Ensuring issued certification documentation displays the signature(s) and the name(s) and office(s) of the signatory(ies) authorised to issue the documentation.
- b) Falsification of the Testamur, Academic Transcripts and/or Statements of Academic Record, or any other SIBT document recording details of a students' academic information and qualification attainment damages the reputation of the organisation, its students and graduates at national and international levels. Students who falsify documents covered by this Policy will be dealt with under SIBT's Student Code of Conduct and persons who falsify documents covered by this Policy may be prosecuted under the applicable Australian Commonwealth, State or Territory Crimes Act.

5.4 Printing of Award Documentation

- a) The Student Administration 's Office will arrange for the printing of all certification documentation.

5.5 Security of Certification Documentation Blanks

- a) Blanks of official certification documentation will be held in a secure location under the control of the Director of Student and Academic Services.

5.6 Supply of Certification Documentation

- a) SIBT issues Testamurs and Academic Transcripts free of charge to students upon successful completion of the program on the basis of one copy per qualification. Students are not required to apply for the first issue of Testamurs and Academic Transcripts.
- b) Enrolled students who have not completed their qualification may request a Statement of Academic Record at any time on a fee for service basis by submitting the Document Request Form and fee payment to the Student Administration Office.
- c) Students whose enrollment in their program has been withdrawn/cancelled will be issued one copy of their Statement of Academic Record free of charge within 90 days of program withdrawal/cancellation. The submission of a Document Request Form is not required. Following the initial provision, students may request further copies of the Academic Transcripts and Statements of Academic Record on a fee for service basis. A Document Request Form and payment must be submitted to the Student Administration Office. Refer to section 5.10 for information on obtaining a replacement Testamur.
- d) SIBT may provide copies of an individual's certification documentation to external organisations (for example, to professional accreditation bodies, other educational institutions and for employment purposes), where the student has provided

appropriate written authority for SIBT to do so or where such disclosure falls within the SIBT and Navitas Privacy Policy.

- e) SIBT may also be required to provide copies of an individual's certification documentation under specific legislation including the Higher Education Support Act 2003, and/or 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. The Privacy Policy directs SIBT's response in such situations.
- f) The inclusions of Testamurs, Academic Transcripts and Statements of Academic Record are set out in Appendix A.

5.7 Supply of Completion Letter

- a) A Completion Letter is intended only as interim confirmation that either all academic requirements or all requirements of a qualification have been completed. As such, a Completion Letter may only be issued to a student during the period between the completion approval of all academic program requirements and award conferral. A Completion Letter is not an official conferral of the award by SIBT. The Director of Student and Academic Services (or delegate) issues a Completion Letter free of charge to all students who have been deemed eligible for program completion.
- b) Individual students entitled to be awarded a specified qualification may also request a Completion Letter at any other time before the award is conferred by submitting the Document Request Form to the Student Administration Office.
- c) The Completion Letters are issued on the SIBT headed letters. The inclusions of Completion Letters are set out in Appendix A.

5.8 Return of Testamurs and Academic Transcripts

- a) SIBT may require the return of a Testamur, Academic Transcript, Statement of Academic Record, and/or other certification documentation in the following circumstances:
 - i. Fraud or dishonesty: The SIBT Board of Directors may revoke an award and require the return of the Testamur and Academic Transcript if shown to its satisfaction that the award was improperly obtained. Any prize, scholarship or other benefit awarded by SIBT and to which the recipient was entitled upon award of that diploma, or other qualification shall also be revoked and must be refunded or returned to SIBT. Upon revocation of an award by the SIBT Board of Directors, the person is advised in writing that they are no longer to cite or imply that they are a recipient of that award.
 - ii. Erroneous presentation of award: The SIBT Board of Directors may revoke an award and require the return of the Testamur or Academic Transcript if shown to its satisfaction where the certification documentation was presented erroneously.
 - iii. Document error: The Director of Student and Academic Services may require the return of an issued original Testamur, Academic Transcript or Statement of Academic Record if it is known that the issued document contains incorrect details, prior to the issue of the corrected documents.
 - iv. Replacement of original Testamur: A graduate of SIBT may make an application for a replacement Testamur due to document loss or damage, or

personal legal name change. Replacement Testamurs will be issued on a fee-for-service basis.

5.9 Replacement of a Testamur

- a) The Director of Student and Academic Services may approve the replacement of a Testamur issued to a graduate of SIBT or an antecedent institution upon the receipt of a complete application by the Student Administration Office, which includes:
 - i. A completed Document Request Form;
 - ii. The originally issued Testamur if available;
 - iii. A Statutory Declaration if the original Testamur is not available;
 - iv. Other evidence, including legal documentation, verifying and confirming the reason for the request and linking the new name with the original name where the request is due to a change of name;
 - v. Photographic and signature identification; and
 - vi. Payment of the prescribed fee.
- b) Appeals against a decision not to replace a Testamur may be lodged in accordance with the Student Complaints and Appeals Policy.
- c) Replacement Testamurs (including those which relate to antecedent institutions) will be issued in the approved document format which is in effect at the time of the replacement. Replaced Testamurs will display a statement indicating that the Testamur has been reissued and the date on which it was replaced eg. "This is a replacement Testamur issued on Date".
- d) Details of replacement Testamurs will be added to the institution's register.

5.10 Fees and Charges

- a) The College Director and Principal may authorise and/or set a fee to be charged to cover administrative costs associated with the reissuing, replacement, or resupply of SIBT-issued certification documentation outside of the normal issuance period.

5.11 Verification of Information Requested by Third Parties

- a) It is in the interests of students and graduates of SIBT that the academic achievements and qualifications claimed by applicants for educational, professional, business, and other service roles are genuine. Employers, professional bodies, licensing and regulatory bodies and others may wish to verify that information on academic records is accurate.
- b) Requests for verification of academic records must be made in writing, to the Director of Student and Academic Services.

6. Responsibilities

- a) The Board of Directors and Academic Board are responsible for oversight of this Policy.
- b) The Director of Student and Academic Services is accountable for the ongoing development, approval, implementation, awareness, and effectiveness of this Policy.
- c) The Academic Director, other executive members, Program Convenors and functional managers are responsible for ensuring employees are aware of this Policy and their responsibilities defined herein.

- d) Employees of SIBT are responsible for being aware of and complying with this Policy.
- e) Each of the positions involved in implementing and achieving policy objectives and carrying out procedures are clearly described here.

Responsibility	BoD	CDP	AD	DSAS
Authority to confer HE awards	A	R	I	
Conferral of an award posthumously	A	R	I	
Withholding of graduation entitlement		A		R
Printing of certification documentation		A		R
Security of certification documentation				R
Replacement of a Testamur				R
Supply of a Completion Letter				R
Revoking of an award	A		R	S
Return of an issued award due to error				R
Replacement of a Testamur		I	I	R
Authorisation of fees		A		
R = Responsible, A = Approve, S = Supporting, C = Consulting, I = Informed.				
BoD = Board of Directors, CDP = Campus Director and Principal, AD = Academic Director, DSAS = Director of Student and Academic Services				

Appendix A: Certification Documents' Inclusions and Security Features

Document	Inclusions	Security Features
Testamur AQF Awards	<ul style="list-style-type: none"> SIBT logo AQF logo Student name Qualification name SIBT embossed seal Date CDP name, title, and signature Unique document number Hologram with SIBT logo Footer including SIBT's name, ABN number, CRICOS number 	<ul style="list-style-type: none"> SIBT Embossed seal Hologram with SIBT logo Unique document number
Testamur Non-AQF Awards	<ul style="list-style-type: none"> SIBT logo Student name Qualification name SIBT embossed seal Date CDP name, title, and signature Unique document number Hologram with SIBT logo Footer including SIBT's name, ABN number, CRICOS number 	<ul style="list-style-type: none"> SIBT Embossed seal Hologram with SIBT logo Unique document number
Academic Transcript Statement of Academic Record	<ul style="list-style-type: none"> SIBT logo Student name Student address Student number Qualification name Issue date Unit code/title/mark/grade/study period/credit points GPA score CDP name, title, and signature Unique document number Footer including SIBT's name, ABN number, CRICOS number <u>Overlap:</u> Key to the results inclusive of GPA points scheme 	<ul style="list-style-type: none"> Watermarks Chemically reactive ink Unique document number
Completion Letter	<ul style="list-style-type: none"> SIBT logo Student name Student address Student number Issue date Footer including SIBT's name, ABN number, CRICOS number 	N/A

Document	Inclusions	Security Features
	<ul style="list-style-type: none"> • Signature of the Student and Academic Services Officer • Wording (exemplar): <p><i>This is to certify that the above-mentioned student was enrolled in the Diploma of Business program at Sydney Institute of Business and Technology. Mr John Citizen commenced his studies on 05/03/2021 and completed his studies on 28/01/2022.</i></p> <p><i>Please note that our programs are accredited by TEQSA and listed on CRICOS.</i></p> <p><i>If you have any queries regarding this student's enrolment, please do not hesitate to contact me.</i></p>	