

# PROCEDURE

## Procedure Title

Issuance Procedure

## Parent Policy

Issuance Policy

## Definitions

<b>Australian Qualifications Framework (AQF)</b>	The Australian Government's policy for regulated qualifications in the Australian education and training system.
<b>Award</b>	A degree, diploma, certificate or other qualification awarded upon successful completion of an accredited course.
<b>Board of Directors</b>	The governing body of Monash College.
<b>Completed</b>	The unit status that indicates a student has attempted and received a grade for a unit.
<b>Course (of study)</b>	A number of subjects or units of study extending over a period of time leading to an award, qualification or completion of a recognized program.
<b>Higher Education Standards Framework 2021</b>	A legislative instrument that sets out the minimum acceptable standards that Monash College must continue to meet to maintain registration as an Australian university under the Tertiary Education Quality and Standards Agency Act 2011.
<b>Standards for Registered Training Organisations (RTOs) 2015</b>	A legislative instrument that sets out the minimum acceptable standards that Monash College must continue to meet to maintain registration as an Australian Registered Training Organisations under the National Vocational Education and Training Regulator Act 2011.
<b>Revocation/revoke</b>	For the purpose of this procedure, the act of Monash College Academic Board to officially cancel an award previously conferred.

<b>Testamur</b>	An official certificate issued by Monash College Board of Directors certifying that an AQF qualification has been awarded to an individual.
<b>Certificate</b>	An official certificate issued by the Board of Examiners certifying that non-AQF qualification has been issued to an individual.
<b>Transcript of academic record</b>	An official certificate of a student's academic record at Monash College.
<b>Unit</b>	A component of a course represented by a unit code that is taught as a discrete entity.

## Preamble

This Procedure sets out the steps as required under the Higher Education Standards Framework (Threshold Standards) and the Australian Qualification Framework (AQF) Qualifications Issuance Policy for Higher Education Diplomas and VET Diplomas and Certificates.

The Issuance Procedure also outlines the process of issuing, re-issuing and rescinding or revoking of non-AQF qualifications at Monash College for Professional Year, Foundation Year program and English language courses.

## Procedure

Ref	Steps	Responsibility
1.	<p><b>Eligibility of Higher Education Diplomas and Undergraduate Certificates students for a testamur</b></p> <p>Students are eligible to receive a testamur if they have:</p> <ul style="list-style-type: none"> <li>Completed all program requirements and are deemed eligible to complete.</li> <li>No encumbrances or debts to Monash College.</li> </ul> <p>The Board of Examiners endorses the list of Diploma students that are eligible to complete for referral to the Academic Board for approval.</p> <p>The Professional Courses Management Committee endorses the list of VET students that are eligible to complete for referral to the Academic Board for approval.</p> <p><b>Eligibility of non-AQF qualifications for a certificate</b></p> <p>Students are eligible to receive a certificate if they have:</p> <ul style="list-style-type: none"> <li>Completed all program requirements and are deemed eligible to complete.</li> <li>No encumbrances or debts to Monash College.</li> </ul>	<p>Board of Examiners</p> <p>Academic Board</p> <p>Board of Examiners</p>

Ref	Steps	Responsibility
	The relevant Board of Examiners approves the list of students of non-AQF qualifications that are eligible to complete and issue with the certificates.	
<b>2.</b>	<b>Issuance</b>	
<b>2.1</b>	<p>Upon confirmation of students eligible to receive a testamur or certificate, student administration will issue the documentation.</p> <p>Information included on Testamur or certificate:</p> <ul style="list-style-type: none"> <li>• Student's full name as recorded in the student management system</li> <li>• Course/ award title</li> <li>• Course code and Nationally Recognised Training logo (for RTO only)</li> <li>• Date of issue/award/conferral</li> <li>• Signature and name of the Chair of the Academic Board (for AQF qualifications only)</li> <li>• Monash watermark</li> <li>• Monash College is identified as the issuing organization.</li> </ul> <p>Information included on Transcript of Academic Record:</p> <ul style="list-style-type: none"> <li>• Student's full name as recorded in the student management system</li> <li>• Course / award title</li> <li>• Grades and numerical marks, as per grading scale</li> <li>• Discontinued and withdrawn late units</li> <li>• Course transfer information</li> <li>• Credit information.</li> </ul> <p>Information not included on the transcript:</p> <ul style="list-style-type: none"> <li>• Outcomes resulting from decisions under: <ul style="list-style-type: none"> <li>- Non-Academic Misconduct Policy and Procedure</li> <li>- Academic Progress</li> <li>- Academic Integrity</li> <li>- Attendance</li> </ul> </li> <li>• Bursaries</li> <li>• Scholarships</li> <li>• Non-Academic achievements</li> <li>• Dates of intermission</li> <li>• Administrative encumbrances</li> <li>• Reasons for course discontinuation.</li> </ul>	Student Administration
<b>2.2</b>	The physical testamur or certificate is provided to students by post to the address as listed in the Student Management System. Where digital	Student Administration

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	<p>qualifications are available these will be sent to the nominated email address.</p> <p>For students studying at an offshore provider, Student Administration will post the physical testamur or certificate to the provider head office for distribution by the provider management.</p>	Offshore partner provider
3.	<p><b>Re-issue</b></p> <p>A student can apply to student administration for a replacement testamur/certificate or academic transcript in the following circumstances:</p> <ul style="list-style-type: none"> <li>• In case of error – a new version will be issued without charge,</li> <li>• If the original has been lost, stolen or damaged,</li> <li>• After registering a name change with Monash College.</li> </ul> <p>The replacement documentation will be in the form approved at the time of replacement.</p>	<p>Student</p> <p>Student Administration</p>
4.	<p><b>Revocation or Rescission of a Qualification</b></p> <p>The Monash College Academic Board may rescind or revoke an awarded AQF qualification if it is determined:</p> <ul style="list-style-type: none"> <li>• It was obtained through fraudulent, dishonest or misleading conduct,</li> <li>• It was awarded in error and the student is not eligible for the qualification.</li> </ul> <p>The relevant Board of Examiners may rescind or revoke a non-AQF qualification.</p> <p>Monash College Governance unit will launch an investigation where it receives information that reasonable grounds exist to revoke an awarded qualification.</p> <p>Reasonable grounds include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Resulting or systems errors,</li> <li>• Evidence of fraudulent, dishonest or misleading conduct,</li> <li>• Was not qualified for it at the time it was granted,</li> <li>• Engaged in academic misconduct in relation to the qualification.</li> </ul> <p>Any suspected cases must be reported to the Monash College Governance unit at: <a href="mailto:mc.governance@monashcollege.edu.au">mc.governance@monashcollege.edu.au</a></p>	<p>Academic Board</p> <p>Governance</p>
5.	<p><b>Revocation or Rescission Investigations</b></p> <p>On receipt of a report of potential case for revocation or rescission, the Associate Director, Academic Governance and Quality must review the matter and determine whether:</p>	Associate Director, Academic

Ref	Steps	Responsibility
	<p>a) There is sufficient evidence to warrant the conduct of an investigation; or b) No further action should be taken.</p> <p>If there is sufficient evidence to warrant an investigation, the Associate Director, Academic Governance and Quality will lead the investigation.</p>	Governance and Quality
5.1	<p>During the course of the investigation the Associate Director, Academic Governance and Quality may undertake the following:</p> <ul style="list-style-type: none"> <li>• Conduct an interview or hearing or receive a written submission from any person or body linked to the claim,</li> <li>• Obtain information relevant to the claim,</li> <li>• Collect evidence from Monash College systems, staff, and students about the claim,</li> </ul> <p>The investigation is bound by the rules of natural justice.</p>	Associate Director, Academic Governance and Quality
5.2	<p>The Governance unit may provide the qualification holder under investigation:</p> <ul style="list-style-type: none"> <li>• Notice of alleged ground for revocation; and</li> <li>• Reasonable notice of any meeting or hearing at which their attendance is required; and</li> <li>• A reasonable opportunity to respond to the claim.</li> </ul> <p>The qualification holder may be accompanied and assisted but not legally represented, except with the permission of the Associate Director, Academic Governance and Quality leading the investigation. If the holder is legally represented at a meeting or hearing, the Associate Director, Academic Governance and Quality may be assisted by a legally qualified person at the meeting or hearing.</p>	Associate Director, Academic Governance and Quality
5.3	<p>The Associate Director, Academic Governance and Quality must, at the conclusion of the investigation, give a written report to the Academic Board.</p> <p>The report must include:</p> <ul style="list-style-type: none"> <li>• A statement of the alleged ground for revocation; and</li> <li>• A description of the process followed during the investigation; and</li> <li>• A list of persons interviewed and documents examined; and</li> <li>• A summary of the evidence; and</li> <li>• A statement of investigation findings and reasons; and</li> <li>• A recommendation as to whether the qualification should or should not be revoked and the reasons for making the recommendation; and</li> <li>• Timeframe since issuance; and</li> <li>• Any other matter the Associate Director, Academic Governance and Quality</li> </ul>	Associate Director, Academic Governance and Quality

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	<ul style="list-style-type: none"> <li>determines to include in the report.</li> </ul>	
6.	<p><b>Academic Board to Consider the Matter for AQF qualifications</b></p> <p>The Academic Board, on receipt of a report and recommendation for revocation, the Academic Board must determine whether the testamur is to be revoked.</p> <p>A revocation decision takes effect from the date determined by the Academic Board which must be after the date the holder is notified.</p> <p><b>Board of Examiners to Consider the Matter for non-AQF qualifications</b></p> <p>The Board of Examiners, on receipt of a report and recommendation for revocation, the Board of Examiners must determine whether the certificate is to be revoked.</p> <p>A revocation decision takes effect from the date determined by the Board of Examiners which must be after the date the holder is notified.</p>	<p>Academic Board</p> <p>Board of Examiners</p>
6.1	<p><b>Notice of outcome</b></p> <p>A notice from the Academic Board to revoke a testamur for AQF qualification or Board of Examiners to revoke a certificate for non-AQF qualification must be made within 14 days of the decision. Notice must be sent by Governance via email.</p> <p>The notice of outcome must contain:</p> <ul style="list-style-type: none"> <li>The decision outcome,</li> <li>The date the revocation takes effect,</li> <li>Give the reasons for the decision to revoke the testamur or certificate,</li> <li>Details that the holder must return the original testamur or certificate, together with any academic transcripts and re-issues, to Monash College within the period specified in the notice.</li> </ul> <p>The notice of outcome will be stored on the student management system.</p> <p>Governance will notify Student Administration to update the records/systems to change status.</p>	Associate Director, Academic Governance and Quality
6.2	<p>Where applicable, Academic Governance will notify Monash University (admissions and Faculty) that the holder has not met the requirements for their destination degree.</p> <p>In cases where the testamur or certificate was issued in error by Monash</p>	Associate Director, Academic Governance and Quality

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	<p>College and the student was not eligible to complete the following options would be considered:</p> <ul style="list-style-type: none"> <li>• Notification to Monash University and the receiving faculty,</li> <li>• Seek advice from Faculty on preferred option for student,</li> <li>• Offer to student to complete the remaining units,</li> <li>• Assess if credit can be awarded to complete the student for activities completed after the issuance of the testamur or certificate,</li> <li>• No further action.</li> </ul>	
7.	<p><b>Appealing the revocation decision</b></p> <p>Where the Academic Board or Board of Examiners decides to revoke a testamur/certificate, the holder may appeal the decision to the Monash College Board of Directors by lodging an appeal in writing to <a href="mailto:studentappeals@monashcollege.edu.au">studentappeals@monashcollege.edu.au</a></p> <p>Any appeal is limited to one or both of the following grounds:</p> <ul style="list-style-type: none"> <li>• New evidence, being evidence not reasonably available to the student at the time of the initial investigation.</li> <li>• Procedural irregularity.</li> </ul> <p>Appeals must be received within 20 working days of the date of the notice. Appeal submissions must include the student's full name, Monash ID number, an outline of the grounds of appeal and all available supporting evidence.</p>	Students
8.	<p><b>Appeal Outcome</b></p> <p>The Board of Directors will review the documentation and/or evidence provided and determine the outcome of the appeal, on receipt of the appeal information compiled by the. Chief Financial Officer.</p> <p>The Board of Directors will make reasonable endeavors to reach a decision within 10 working days from receipt of the appeal.</p> <p>Where the Board of Directors requires more than 10 days to finalise the appeal, the Board of Directors, via Chief Financial Officer, must inform the student in writing and explain why more than 10 working days are required to finalise the appeal.</p> <p>The Board of Directors will communicate the outcome of the appeal, via the Chief Financial Officer.</p> <p>If the appeal outcome is in favour of the appellant, the Chief Financial Officer is responsible for ensuring that the decision is</p>	<p>Monash College Board of Directors</p> <p>Chief Financial Officer</p>

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	implemented as soon as practicable and the Academic Board or Board of Examiners is notified of the outcome.	
9.	<b>Document Retention</b>  Copies of notices sent to students; the outcome of the investigation; and the outcome of appeals against exclusion will be stored in TRIM for a minimum of two years. The student can request to access this information at any time within this timeframe by submitting a written request to Student Administration.	Student Administration



<b>Legislation and Standards</b>	<i>Higher Education Support Act (2003)</i> <i>Higher Education Standards Framework (Threshold Standards) 2021</i> <i>Privacy Act 1988</i> <i>Australian Qualification Framework (AQF) Qualifications Issuance Policy</i> <i>Foundation Year Standards 2021</i> <i>Standards for Registered Training Organisations (RTOs) 2015</i>
<b>Reference Policies and Supporting Documentation</b>	Issuance Policy
<b>Responsibility for Implementation</b>	Student Administration Team Governance Team Academic Operations
<b>Status</b>	New
<b>Key Stakeholders</b>	Monash College Board of Directors Monash College Academic Board Monash College Board of Examiners Monash College students Operations Support Monash College Student Administration
<b>Approval Body</b>	Monash College Board of Directors
<b>Date Effective</b>	28/04/2022
<b>Next Review Date</b>	27/04/2025
<b>Owner Job Title</b>	Associate Director, Academic Governance and Quality
<b>Procedure Author</b>	Senior Governance Officer

<b>Contact</b>	<a href="mailto:MC.Governance@monashcollege.edu.au">MC.Governance@monashcollege.edu.au</a>
<b>Other Location</b>	Monash College website. The Source

## Change History

Version number	Approval date	Approved by	Brief outline of changes
1.0	28/04/2022	Monash College Board of Directors	New Procedure
2.0	5/8/2022	Academic Board	Amended to include RTO

## Implementation plan

<b>Step #1</b>	Final version to be approved by Monash College Academic Board then circulated to staff
<b>Step #2</b>	Policy uploaded to the intranet, policy bank and website
<b>Step #3</b>	Key Stakeholders to be briefed.