

# PROCEDURE

## Procedure Title

Issuance Procedure

## Parent Policy

Issuance Policy

## Definitions

<b>Australian Qualifications Framework (AQF) Award</b>	The Australian Government's policy for regulated qualifications in the Australian education and training system.
<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 2015</b>	A legislative instrument that sets out the minimum acceptable standards that Monash must continue to meet to maintain registration as an Australian university under the Tertiary Education Quality and Standards Agency 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 a qualification has been awarded 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

The Issuance Procedure outlines the process of issuing, re-issuing and rescinding or revoking qualifications at Monash College for Higher Education Diplomas, Foundation Year program

and English language courses. The Procedure sets out the steps as required under the Higher Education Standards Framework (Threshold Standards) and the Australian Qualification Framework (AQF) Qualifications Issuance Policy.

## Procedure

Ref	Steps	Responsibility
1.	<p><b>Eligibility 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 relevant Board of Examiners Endorses the list of students that are eligible to complete for referral to the Academic Board for Approval.</p>	Board of Examiners
2.	<b>Issuance</b>	
2.1	The Monash College Academic Board approves the awarding of the testamur to the students on the list endorsed by the Board of Examiners.	Monash College Academic Board
2.2	<p>Upon confirmation of students eligible to receive a testamur, student administration will issue the documentation.</p> <p>Information included on Testamur:</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>• Date of conferral</li> <li>• Signature and name of the Chair of the Academic Board</li> <li>• Monash watermark</li> <li>• Monash College 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 title</li> <li>• 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> </ul> </li> </ul>	Student Administration

Ref	Steps	Responsibility
	<ul style="list-style-type: none"> <li>- Academic Progress</li> <li>- Academic Integrity</li> <li>- Attendance</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>	
2.3	<p>The physical testamur is provided to students by post to the address as listed in the Student Management System. Where digital 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 certificate to the provider head office for distribution by the provider management.</p>	<p>Student Administration</p> <p>Offshore partner provider</p>
3.	<p><b>Re-issue</b></p> <p>A student can apply to student administration for a replacement testamur 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 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>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> </ul>	<p>Academic Board</p> <p>Governance</p>

Ref	Steps	Responsibility
	<ul style="list-style-type: none"> <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>	
<b>5.</b>	<p><b>Revocation or Rescission Investigations</b></p> <p>On receipt of a report of potential case for revocation or rescission, the Academic Governance Manager must review the matter and determine whether:</p> <ol style="list-style-type: none"> <li>There is sufficient evidence to warrant the conduct of an investigation; or</li> <li>No further action should be taken.</li> </ol> <p>If there is sufficient evidence to warrant an investigation, the Academic Governance Manager will lead the investigation.</p>	Academic Governance Manager
<b>5.1</b>	<p>During the course of the investigation the Academic Governance Manager 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>	Academic Governance Manager
<b>5.2</b>	<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 Academic Governance Manager leading the investigation. If the holder is legally represented at a meeting or hearing, the Academic Governance Manager may be assisted by a legally qualified person at the meeting or hearing.</p>	Academic Governance Manager
<b>5.3</b>	<p>The Academic Governance Manager 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> </ul>	Academic Governance Manager

Ref	Steps	Responsibility
	<ul style="list-style-type: none"> <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 Academic Governance Manager determines to include in the report.</li> </ul>	
6.	<p><b>Academic Board to Consider the Matter</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>	Academic Board
6.1	<p><b>Notice of outcome</b></p> <p>A notice from the Academic Board to revoke a testamur 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,</li> <li>• Details that the holder must return the original testamur, 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>	Academic Governance Manager
6.2	<p>Where applicable, 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 was issued in error by Monash 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,</li> <li>• No further action.</li> </ul>	Academic Governance Manager
7.	<p><b>Appealing the revocation decision</b></p>	Students

Ref	Steps	Responsibility
	<p>Where the Academic Board decides to revoke a testamur, 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>	
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 Director, Governance.</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, require more than 10 days to finalise the appeal, the Board of Directors, via Director Governance, 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 Director Governance.</p> <p>If the appeal outcome is in favour of the appellant, the Director Governance is responsible for ensuring that the decision is implemented as soon as practicable and the Academic Board is notified of the outcome.</p>	<p>Monash College Board of Directors</p> <p>Director, Governance</p>
9.	<p><b>Document Retention</b></p> <p>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.</p>	<p>Student Administration</p>

<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>
<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 students (Diplomas, Foundation Year and English) Operations 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>	Director, Governance
<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
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## Change History

<b>Version number</b>	<b>Approval date</b>	<b>Approved by</b>	<b>Brief outline of changes</b>
1.0	28/04/2022	Monash College Board of Directors	New Procedure

## Implementation plan

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