

## Certificate Issuance Policy

### Scope

This policy applies to all enrolled students (“students”) and staff of each of the following Kaplan International Languages National Provider schools (each a “School” and collectively the “Schools”):

- Kaplan International English (Australia) Pty Ltd (ABN 31 003 631 043) is trading as *Kaplan International Languages*.
  - Melbourne – Docklands Dr
  - Sydney - Goulburn St
  - Adelaide – Grenfell St
  - Perth - Hay St
  - Brisbane – Ann St

### Purpose

The purpose of this policy is to ensure that:

- it provides information regarding issuing certification documentation
- graduates receive the certification documentation to which they are entitled
- certificates are protected against fraudulent issuance.

### Policy Principle

Students who are successful in completing part, or all, of their program of study are entitled to receive documentation recognising and confirming their achievement.

### Policy

#### Issuance of Certification Documentation

The certification of completion or partial completion issued will set out the CRICOS course name, levels of achievement or proficiency, course duration, date of completion, name and contact details of the School as an ELICOS registered provider and name and title of the signatory.

The School will also issue a report for the level studied with comments provided by the student's teacher.

Students who exit a program of study prior to completing any assessment can request a letter confirming the period of their enrolment.

Certification documentation will be issued within four weeks from completion of all course requirements.

Students may request a replacement of certification documentation by completing the "*Application for Documents*" form. There is a cost for this service.

To protect the School against the creation of fraudulent certificates, following measures have been implemented:

- certificate includes the student number
- two signatures required from Kaplan International Languages

## Record Keeping

Kaplan International School maintains a register of all certificates (Testamurs) reports which are issued. The register is maintained in the School's Student Management System (CLASS) where a copy of the original certificate data is retained.

A signed copy of the certificate issued is kept on the student's file.

## Relevant Legislation

- The Education Services for Overseas Students Act (ESOS Act)
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Regulations 2019
- ELICOS Standards 2018

## Related Policies and Documents

This policy should be read in conjunction with the following:

- Assessment Policy
- Grievances, Complaints and Appeals Policy
- Student Record Management Policy

## Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officers to ensure compliance with this policy.

<b>Policy Category</b>	Academic			
<b>Responsible Officers</b>	Regional Director of Academic			
<b>Implementation Officer</b>	Director(s) of Studies			
<b>Review Date</b>	January 2023			
<b>Approved by:</b>				
Policy Committee				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>
2.0	Kaplan Australia Quality, Regulations and Standards Team.	Revised policy.	23.01.2020	30.01.2020
2.1	Quality, Regulations and Standards Team	Immaterial changes to locations under one provider	14.06.2022	14.06.2022
2.2	Quality, Regulations and Standards Team	Immaterial changes to one provider	21.10.2022	28.10.2022