
PROCEDURE S9. 5-P9.5

GRADUATION AND AWARD CERTIFICATION

1.0 INTRODUCTION

1.1 Related Policy

Graduation and Award Certification Policy

1.2 Purpose

This procedure outlines the processes and responsibilities at ACHW and Third-Party Partners (TPP) for the conferral and issuance of Testamurs and Academic Transcripts.

1.3 Scope

This procedure applies to all Awards of ACHW and TPP and to all their students, staff, graduands, and graduates.

1.4 Scope Exceptions

None.

2.0 RESPONSIBILITIES

1. The Registrar has overall responsibility for ensuring that qualifications and statements are conferred and issued in accordance with relevant legislation, standards, policies, and procedures.
2. The Registrar, or delegate, is responsible for maintaining the Qualifications Register and the Statements Register.
3. Where a TPP does not access ACHW's Learning Management System, the TPP representative is responsible for providing the Registrar and Head of School, ACHW with a report containing all assessment and final unit results and the Registrar is responsible to enter these into the Student Management System.
4. The Registrar is responsible for providing a report on the assessment results to the Assessment Review Committee (ARC).
5. The ARC is responsible for reviewing and confirming the assessment results and authorises the Registrar to finalise and release the unit grades.
6. The Registrar is responsible for checking which students have met the requirements for course completion.

7. The Registrar, or delegate, is responsible for providing a report containing student completion details, including unit grades and Award titles, to the Head of School, ACHW, and TPP representative (where applicable) for verification.
8. The Head of School, ACHW and TPP representative (where applicable), are responsible for verifying to the Registrar that the graduands on the report have met the academic requirements to graduate.
9. The Registrar is responsible for referring the verified report to the ACHW Academic Board.
10. The ACHW Academic Board is responsible for confirming the verification and referring the list of graduands to the ACHW Corporate Board for approval of Award Certification conferral.
11. The Registrar is responsible for re-issuing Award Certification on request from a graduate, provided all required request documentation has been provided and the re-issue fee paid.
12. The Registrar is responsible for initiating re-issue of Award Certification, free-of-charge, if there was an error made on the original certification.
13. The Registrar is responsible for revoking and requesting the return of Award Certification in circumstances outlined in this procedure.

3.0 PROCEDURE

3.1 Student Completion to Graduation

1. ACHW Facilitators enter assessment results into ACHW's Learning Management System (LMS). The finalised grades from the LMS for each unit are automatically recorded on ACHW's Student Management System(SMS). TPPs who do not utilise the ACHW LMS must provide a report of the final grades for each assessment and the final result for each unit to the Head of School, ACHW and the Registrar. The Registrar or delegate will then enter the results in the SMS.
2. Assessment results are presented by the Registrar, to the Assessment Review Committee (ARC) for review. The ARC confirms assessment results and authorises the Registrar to finalise and release the unit grades.

The Registrar, or delegate, uses Student Management System to develop a report on students who have met the academic requirements to graduate.

3. The report is presented by the Registrar to the ACHW Head of School , and TPP representative (where applicable), who verify that the academic requirements to complete have been met by the students on the report after every Assessment Review Committee (ARC) meeting
4. The Registrar forwards the complete list of graduands to the ACHW Academic Board.

5. Having agreed the listing is correct and complete, the ACHW Academic Board forwards the listing of graduand names to the ACHW Corporate Board, which is authorised to confer Award Certification.
6. The ACHW Corporate Board approves the conferral of the Award Certification. The Registrar will address any questions raised by the Corporate Board.
7. The Secretary of the ACHW Corporate Board notifies the Registrar that the Corporate Board has approved the conferral of qualification to eligible graduands as recommended by the Academic Board.
8. The Registrar (or delegate) and TPP representative contact graduands by email to confirm their name and address.
9. The name of the graduand on the Award Certification will be the same as that shown on the Student Management System, unless:
 - an administrative error has occurred in recording the person's name; or
 - prior to graduating, the person has changed their name as a result of marriage or divorce. This must be evidenced by a marriage certificate issued by a Registrar of Births, Deaths and Marriages, or a decree of nullity or dissolution of a marriage issued by a court indicating the current name and/or the previous name of that person; or
 - prior to graduating, the person has changed their name as evidenced by a change of name certificate or deed poll declaration.
10. Graduands who have an outstanding debt to ACHW or TPP are notified by the Registrar (or delegate) or TPP representative that they shall not be permitted to graduate and receive their Award Certification until such debts have been paid.
11. Graduands must respond in a timely manner to communication from the Registrar.
12. The Registrar (or delegate) generates the relevant Award Certification on receipt of the ACHW Corporate Board notification of approval and holds these securely in readiness for issuing.
13. A record of the Award Certifications, with conferral date, is made by the Registrar on the Qualifications Register, the Statements Register and in the SMS, and the Registrar places a copy of the Award Certification on the student's file.

3.2 Issuing Award Certification

1. Award Certification is issued by mail, or, if requested by the graduand:
 - in person, with student ID; or
 - by personal proxy with written permission from the graduand and the proxy's ID displayed upon collection.

3.3 Revocation of Award Certification

1. ACHW may revoke or require Award Certification to be returned in the following circumstances:
 - fraud or dishonesty (i.e., where it becomes evident that the Award Certification was inappropriately obtained); or
 - the Award Certification has been issued with error; or
 - the Award Certification has been presented for a nested qualification prior to the granting of the higher Award. For example, ACHW will request the return of an Associate Degree Award if that course is a nested part of a Bachelor Award and the student has completed the Bachelor.

3.4 Reissuance of Award Certification

1. Students and Graduates are made aware of their entitlement to reissued Award Certification through the Terms and Conditions on the ACHW website.
2. The graduate's request must be provided to the Registrar on the required form, and must include the reasons why a replacement version of the Award Certification is required. The request must include all relevant details of the original Award Certification (full student name, student identification number, and title of the Award).
3. ACHW will reissue the Award Certification on request in the following circumstance:
 - the request is made on the required form, with a and with all required information; and
 - the replacement fee, as advertised on the ACHW website, is paid; and
 - the original is returned (except where the documentation has been lost or destroyed, but there is a good reason for re-issuance such as a change of legal name).
4. ACHW will not reissue the Award Certification where a student's legal name is altered following issuance of the Award Certification.
5. ACHW will initiate reissuance of Award Certification free-of-charge where there is an error on the certification, for example, a course major was not listed.
6. The Registrar validates the issuance of replacement Award Certification by referring to the Qualifications Register.
7. The Registrar issues the replacement Award Certification.

3.5 Early exit from a nested qualification

1. Students enrolled in a program with nested courses may apply to exit early and graduate with a lower award if they have met the requirements successfully;
2. A student cannot graduate with a lower award through an early exit if they have already completed the requirements of the higher award in their nested enrolled program. For example, a nested Associate Degree within a Bachelor program cannot be awarded if a student has completed the nested Bachelor program subjects. In this case, the lower award that may be issued is the Bachelor program.
3. Students enrolled in a single program with nested courses are not issued with an award for each nested program upon completion unless the student applies for an early exit.

3.6 Provision of a copy of a student's Academic Transcript to a third-party

1. ACHW will release a copy of a graduate's Academic Transcript to a third party only if the graduate initiates and approves this in writing to the Registrar with certified identification. In giving approval for releasing this to a third party the graduate recognises that their personal information will be shared with the third party.
2. A graduate of ACHW and TPPs may request ACHW to provide a copy of their Academic Transcript to another higher education institution free of charge.
3. Tertiary Admissions Centres may request ACHW to provide electronic copies of the Academic Transcript through the Automated Results Transfer System, free of charge.
4. ACHW will follow privacy and confidentiality provisions as outlined in its Privacy of Student Information and Records Policy and Procedure.

3.7 Complaints and Appeals

1. Students may lodge a complaint relating to the application of this procedure or may appeal a decision made as part of this procedure. Refer to the Student Complaints and Appeals Policy and Procedure for further information.

3.8 Record Keeping

1. The Registrar is responsible for ensuring that a register is maintained for all Award Certification issued to students with sufficient detail that permits documentation to be traceable and verifiable.
2. ACHW stores all records in line with its Information Management Policy and Procedure.

4.0 DEFINITIONS

- **Award Certification**- The certification that formalises an Award (qualification) conferred upon a student following the successful completion of an academic course. The student receives the Testamur and the Academic Transcript as Award Certification.
- **Academic Transcript**- a record of the grades the student achieved for the units within a course. Part of the Award Certification.
- **Conferral** - is the date on which an Award Certification is granted. This date appears on the student's official parchment.
- **Early exit**- this is a withdrawal from a program with nested courses. It allows a student to graduate with a lower award course if all requirements are met.
- **Graduand** - a student who has qualified for an Award but who has not yet had the Award Certification conferred.
- **Graduate** - a student who has had Award Certification conferred.
- **Learning Management System (LMS)** is a software application designed specifically to create, distribute and manage the delivery of the academic content.
- **Student Management System (SMS)** is a software designed to manage student records, admissions, gradings, fees, communications and reporting internally and externally. **Testamur** - part of the Award Certification.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- [AQF Qualifications Register Policy](#)
- Australian Qualifications Framework (AQF)
- Graduation and Award Certification Policy
- [Higher Education Standards Framework 2021](#)
- [Higher Education Support Act 2003](#)
- Credit and RPL Policy and Procedure
- Privacy of Student Information and Records Policy and Procedure
- Information Management Policy and Procedure
- Student Complaints and Appeals Policy and Procedure

6.0 POLICY/PROCEDURE OWNERSHIP

Policy Owner	Registrar
Status	Reviewed September 2025
Approval Authority	ACHW Corporate Board
Date of Approval	11/09/2025
Effective Date	15/09/2025
Implementation Owner	Registrar
Maintenance Owner	Senior Compliance Manager Higher Education
Review Due	May 2027

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S9.0-P9.0	10 July 2017	Head of Compliance / Director ACHW	Initial document review after purchase of MHME
S9.1-P9.1	10 March 2020	ACHW Academic Board	General review
S9.2-P9.2	27 July 2021	Registrar	New template. Policy and procedure separated. Title changed. Responsibilities made clearer. Provision of copy of Award Certification to a third party added.
S9.3-P9.3	1 May 2024	ACHW Corporate Board	Updates of responsibilities to align with current org chart. Added reference to complaints and appeals and record keeping. Reference to early exit and issuance of nested courses.
S9.4-P9.4	13 January 2025	Compliance Officer	Updated Head of School title to Executive Director
S9.5-P9.4	11 September 2025	Senior Compliance Manager Higher Education	Minor administrative changes <ul style="list-style-type: none"> Update to staff titles Template slightly revised following benchmarking