



DEGREE ISSUANCE AND REPLACEMENT POLICY AND PROCEDURES

Purpose

All students who graduate from a higher education course at Lincoln Education Australia (LEA**) are entitled to receive authorised qualification certification documentation, including a testamur and academic transcript. LEA is committed to providing this documentation in a timely manner and in a manner that protects the integrity and quality of the degree.

This *Degree Issuance and Replacement Policy and Procedures* establishes the principles and framework for degree issuance and replacement at LEA. It also outlines the processes by which testamurs and academic transcripts shall be issued, protected against fraudulent behaviour, and replaced as necessary.

**The trading name for the Lincoln Institute of Higher Education (LIHE) is Lincoln Education Australia (LEA).

POLICY

Scope

This policy applies to the positions and bodies in charge of issuing and replacing testamurs and academic transcripts to students at LEA.

Principles

The procedures outlined in this policy comply with the *Higher Education Standards Framework* (Threshold Standards) 2015 and the requirements of the *Australian Qualifications Framework* (AQF).

All graduates from a course at LEA are entitled to receive a testamur and academic transcript.

All students that successfully complete one or more subjects within a course at LEA are entitled to receive an academic transcript.

All of those who receive an academic transcript or testamur from LEA are entitled to receive replacements in the event that the original is lost, stolen, damaged, or destroyed, or if the student's name has changed since the original issuance.



All qualification certification documentation issued and replaced by LEA shall uphold the quality and integrity of LEA degrees.

PROCEDURES

Framework for Degree Issuance and Replacement

LEA shall maintain the quality and integrity of its awards by:

- Ensuring the authenticity of all qualification certification documentation issued by LEA
- Ensuring that all information included in documentation is clear
- Building safeguards into qualification certification documentation to prevent unauthorised reproduction and fraud
- Ensuring that all qualification certification documentation is traceable and authenticable
- Implementing a rigorous document replacement process that enables LEA to verify the reasons for replacement and oversee version control
- Establishing procedures to handle instances of falsification of documentation.

Issuance of Documentation

The process for the issuance of documentation is as follows:

- The Assessment and Awards Committee provides a list of students who are entitled to receive documentation to the Academic Board.
- The Academic Board provides advice to the Corporate Governance Board.
- The Corporate Governance Board shall review and approve all qualification certification documentation awarded.

Testamurs

Students who successfully complete a course at LEA are entitled to receive a testamur.

Testamurs shall be presented to students at graduation ceremonies. Other arrangements shall be made if necessary.

The original testamurs that students receive shall be issued free of charge. Replacement copies will incur a nominal administrative fee.

Students with any outstanding debt to LEA will not receive a testamur unless the student has either paid the debt or come to an agreement with LEA regarding payment of the debt.

All testamurs shall clearly present:

- LEA's logo and full name
- The graduate's full name

- The full name of the qualification being awarded including the field or discipline
- Any awards of distinction
- The date of issue
- The name, position and signature of the individual authorised by CEO to issue the testamur
- The AQF logo or the words “this qualification is recognised within the Australian Qualifications Framework”
- A testamur identification and authentication number.

Interim Academic Transcripts

Students that successfully complete one or more subjects within a course are entitled to receive, upon request, an interim academic transcript.

The original transcript that students receive shall be issued free of charge. Replacement copies shall incur a fee.

Students with any outstanding debt to LEA shall not receive an academic transcript unless the student has either paid the debt or come to an agreement with LEA regarding payment of the debt.

Interim transcripts shall clearly present:

- The full name of the relevant LEA course of study
- The AQF level of the award
- A record of the full name of all subjects in which the student was enrolled
- A record of the year in which the student was enrolled in each subject
- The credit point weighting for the subject
- A record of all marks and grades achieved in each subject
- A record of any withdrawals from a subject, after the census date
- A record of any advanced standing from previous formal, informal or non-formal learning that was credited towards the course
- An explanation of the grading system used

Australian Higher Education Graduation Statement

Students that successfully complete a course at LGA shall receive an Australian Higher Education Graduation Statement (Graduation Statement).

The Graduation Statement provides a description of the nature, level, context and status of the studies that were pursued by the student. Its purpose is to assist in both national and international recognition of Australian qualifications and to promote international mobility and professional recognition of graduates.

The Graduation Statement will be issued in hard copy and, when feasible, also in electronic format in order to maximise the utility to graduates.



The Graduation Statement does not replace the testamur nor interim academic transcripts that may continue to be made available at different stages during a student's course.

The original Graduation Statement that students receive shall be issued free of charge. Replacement copies shall incur a fee.

Students with any outstanding debt to LEA shall not receive an AHEGS from LEA unless the student has either paid the debt or come to an agreement with LEA regarding payment of the debt.

Anti-Fraud Measures

In order to be legitimate, all qualification certification documentation issued by LEA shall:

- Be printed on LEA-approved stationery
- Have a unique tracking number
- All testamurs are to be printed on anti-fraud, securely held paper

If a student attaches an original document to a request for replacement, LEA shall destroy it before issuing a replacement. Further measures are built into the replacement process outlined below.

Replacement

Those who have received qualification certification documentation in the past and require a replacement shall submit a request to LEA that includes:

- If possible, the original documentation
- Name of student, award title, and year of issuance of the original documentation
- If possible, the tracking number of the original documentation
- An explanation of why the replacement is necessary
- Proof of identity (e.g. original passport, driver's license, birth certificate, proof of age card)
- In the absence of the original documentation, a statutory declaration stating that the documentation was lost, stolen, or destroyed
- In the event that a name change is required, documentation clearly stating what name should be on the replacement
- The specified administrative fee.

To prevent fraudulent activity, all replacement documentation shall:

- Clearly state "Replacement [documentation type] issued [date]"
- Have a new tracking number
- Be recorded in the *LEA Register of Qualifications* and stored as per the *Data and Records Integrity Policy and Procedures*.

LEA is committed to assessing and responding to all requests for replacement documentation within 20 days of receiving the application.

Compliance

All members of staff at LEA whose responsibilities fall within the scope of this policy are required to comply with this policy and its procedures, and with related policies and respective procedures. Non-compliance may result in disciplinary action.

File Number	LEA-GEN-COR-70026-D
Responsible Officer	Chief Executive Officer
Contact Officer	Registrar
Legislative Compliance	<ul style="list-style-type: none"> • <i>Higher Education Standards Framework (Threshold Standards) 2015</i> • <i>Australian Qualifications Framework</i> • <i>Tertiary Education Quality and Standards Agency Act 2011</i>
Supporting Documents	
Related Documents	<ul style="list-style-type: none"> • <i>Anti-Fraud and Corruption Policy and Procedures</i> • <i>Compliance Framework Policy</i> • <i>Risk Management Policy</i>
Superseded Documents	
Effective Date	1 January 2022
Next Review	3 years from the effective date

Definitions

Academic Board: Governing body responsible for academic matters, including learning and teaching, course approval, workforce planning, academic staff appointments, research and professional development, academic policies and procedures, overseeing student grievances and appeals processes.

Academic Transcript: Official statement that provides a certified record of a student’s full enrolment at LEA including all subjects attempted and the results they attained in that subject.

Australian Higher Education Graduation Statement (AHEGS): Provides information on a student's higher education qualification, the institution at which the qualification was obtained and the Australian higher education system in a single document.

Australian Qualifications Framework (AQF): National guidelines that regulate Australian post-compulsory education and training qualifications. The framework identifies learning outcomes for each AQF level and qualification, policy requirements, educational and economic objectives, governing and monitoring arrangements.

Corporate Governance Board: Governing body responsible for oversight of all higher education operations, including the ongoing viability of LEA and the quality of its higher education delivery. The Corporate Governance Board guides the Management and delegates responsibility for academic matters to the Academic Board.



Fraud: A dishonest act in which an individual or individuals obtain material benefit by deceptive means.

Testamur: An official document of qualification certifying a student’s completion of a course of study at LEA.

Review Schedule

This policy shall be reviewed by the Corporate Governance Board every three years.

Version History			
Version number:	Approved by:	Approval Date:	Revision Notes:
1.0	Corporate Governance Board	13/08/2020	New policy
1.1	Corporate Governance Board	22/02/2023	TEQSA and CRICOS requirements incorporated