

# AWARDS POLICY AND PROCEDURE

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## 1 PURPOSE

- 1.1 This policy and procedure outlines the conditions and processes for issuing and revoking awards, certification documentation, and statements of attainment to recognise student achievement at CQUniversity.

## 2 SCOPE

- 2.1 This policy and procedure applies to:
- graduates of CQUniversity’s higher education courses and vocational education and training (VET) courses
  - current and former students who have completed an accredited unit, short course or micro-credential, and
  - graduates of CQUniversity’s predecessor institutions – Queensland Institute of Technology (QIT) (Capricornia), the Capricornia Institute of Advanced Education (CIAE), the University College of Central Queensland (UCCQ), and the University of Central Queensland (UCQ).
- 2.2 This policy and procedure does not apply to graduates or former students of the Central Queensland Institute of TAFE (CQ TAFE/CQIT) before that institution’s 1 July 2014 merger with CQUniversity.

### 3 POLICY STATEMENT

- 3.1 Under the [Central Queensland University Act 1998](#) (Qld) one of the University's functions is to confer awards. As a self-accrediting higher education provider and registered training organisation, the University issues:
- a) awards through verified, authentic certification documentation in the form of testamurs and academic transcripts to represent student achievement and certify award courses resulting in the issuance of qualifications
  - b) statements of attainment to accurately represent and certify student achievement in the completion of units, and
  - c) digital badges to accurately represent and certify student achievement in the completion of a course, unit, or micro-credential.
- 3.2 In accordance with Part 2, Division 1, section 5(e) of the *Central Queensland University Act*, a University testamur will be digitally issued to any graduate who has satisfied the requirements of an accredited award and for whom a completion is applied in the University's Student Management System (StudentOne).
- 3.3 Digital testamurs and transcripts will be issued to higher education students within five days of a student's conferral.
- 3.4 Digital testamurs and transcripts for VET students will be issued within 30 days of conferral in accordance with the [Standards for Registered Training Organisations \(RTOs\) 2015](#) (Cwth) (RTO Standards).
- 3.5 Testamurs, academic transcripts and statements of attainment for VET students will not be issued without a verified, registered Unique Student Identifier being recorded in StudentOne, in accordance with the RTO Standards, unless an exemption applies under the [Student Identifiers Act 2014](#) (Cwth).
- 3.6 Students can order a hard copy of their transcript and testamur [online](#). Alternatively, a student can receive a hard copy testamur at a graduation ceremony.

### 4 PROCEDURE

#### Conferral of awards

- 4.1 Students' eligibility to be conferred an award will be assessed to determine if they have met all the requirements of their course or qualification.
- 4.2 Only students whose eligibility has been assessed as meeting the relevant academic requirements will be conferred with their award.

#### Degrees with distinction

- 4.3 The University may award degrees with distinction in Bachelor Degrees, where the qualification type is not a Bachelor Honours Degree, and in postgraduate coursework courses with a minimum of 24 credit points.
- 4.4 A qualification is awarded "with distinction" where a student achieves a minimum grade point average (GPA) of 6.0 for their course (GPA calculation is explained in the [Grades and Results Policy](#)). Additional criteria for the award of the degree with distinction may be included, or a degree excluded from being awarded with distinction, with the approval of Curriculum Committee.
- 4.5 Graduates of combined degrees for which two testamurs are issued may be awarded one or both degrees with distinction.
- 4.6 Students with a GPA of 6.0 or higher, who believe they meet the criteria set out above, may seek a review of their eligibility to be awarded their degree "with distinction" with the Course Advice Team. Requests must be received within 20 working days of the award conferral date. A review of grade is a separate process as set out in the [Review of Grade Procedure](#).

## Testamurs

- 4.7 Testamurs will meet the requirements of the [Australian Qualification Framework's \(AQF\) Qualifications Issuance Policy](#) and the RTO Standards through the following features:
- Testamurs will contain the statement "*This qualification is recognised within the Australian Qualifications Framework.*"
  - Testamurs will contain sufficient information to identify correctly the issuing organisation, graduate who is entitled to receive the AQF qualification, awarded AQF qualification by its full title, date of issue/conferral, person/s in the organisation authorised to issue the documentation, and authenticity of the document in a form to reduce fraud.
  - Testamurs issued for VET qualifications will also include the Nationally Recognised Training logo and the University's National RTO Code.
- 4.8 Testamurs will be issued on the approved University proforma with the current appropriate signatories. The University seal will be affixed.
- 4.9 Testamurs will contain the relevant student number; course code; graduate name as registered in StudentOne; full course title including any integrated honours, accredited majors, or the occupational or functional stream; award number; and date the award was conferred.
- 4.10 Testamurs will contain the wording: "*having fulfilled the conditions prescribed by the University has this day been conferred with*", unless the testamur is for an apprenticeship or traineeship course, then the testamur will contain the wording: "*having fulfilled the conditions prescribed by the University, through apprenticeship or traineeship arrangements, has this day been conferred with*".
- 4.11 Where the conferred course or part of that course was delivered and assessed in a language other than English, the testamur will contain the wording: "*This qualification was delivered and assessed in [language/s]*" and specify the language/s used for delivery and assessment, including English.
- 4.12 A testamur for a completed higher education course will not be released until the official conferral date.
- 4.13 As specified in the *Student Identifiers Act*, a testamur for a VET course must not include a student's unique student identifier.
- 4.14 Hard copy testamurs must be ordered by students [online](#), alternatively, a student can receive their hard copy testamur by attending a graduation ceremony.
- 4.15 Only one hard copy testamur will be issued per student per completed course. If a student requires a new testamur, they must request a replacement testamur.

## Replacement testamurs

- 4.16 On request from a graduate to replace their testamur, the University will replace the testamur in accordance with the following provisions:
- A replacement testamur will be produced using the proforma current at the time of issuing the replacement, and incorporate the current relevant signatories and seal.
  - Where an original hardcopy testamur was lost during delivery; or was defective or damaged as issued and is returned to the University within eight weeks from the distribution date, and a replacement is requested, the original testamur will be re-issued, subject to the University's investigation. In all other cases, a replacement testamur will be issued.
  - A replacement testamur will contain the wording: "*This testamur is a replacement for a testamur issued on [day month year appearing on original testamur] by [institution name]*".
  - Where the course or part of that course was delivered and assessed in a language other than English, the replacement testamur will contain the wording, "*This qualification was delivered and assessed in [language/s]*", and specify the language/s used for delivery and assessment, including English.
  - The print date on a replacement testamur will be the date the replacement testamur is printed.

- 4.17 A replacement testamur must be ordered [online](#). Within five business days of an order being placed, Student Operations will contact the student to request the return of the damaged document, or a statutory declaration.
- 4.18 A replacement testamur will be issued subject to the following conditions:
- where the original testamur has been damaged and is returned to the University
  - where the original testamur has been damaged or lost and a statutory declaration is submitted to the University, or
  - where a change of name has occurred. The original testamur (or a statutory declaration), together with certified copies of proof of name change documents, must be provided to the University. Accepted forms of proof of name change include certified copies of birth certificate, marriage certificate, certificate of divorce, endorsed passport showing previous and current names, or change of name certificate.

### Statutory declarations

- 4.19 The statutory declaration must affirm and detail the damage to, or loss of, the testamur. Graduates who live in countries that do not have statutory declarations in their legal system must prepare a statement affirming and detailing the damage or loss to the original testamur and have this statement witnessed and stamped by a notary public, police officer, magistrate, solicitor or Australian Consulate official. Information about statutory declarations and forms are accessible via the [Contact and Forms website](#).

### Statements of attainment

- 4.20 Statements of attainment recognise that students do not always study a whole AQF qualification. Students may choose to complete only a unit or units of competence from an accredited qualification or complete an accredited short course. A statement of attainment reflects the study completed by a student.
- 4.21 Statements of attainment apply to VET courses and units only.
- 4.22 Schedule 5 of the RTO Standards requires the inclusion of the following information on a statement of attainment in addition to the requirements of the AQF Qualifications Issuance Policy:
- the University's name, National RTO Code, and University logo
  - a list of units of competency (or modules where no units of competency exist) showing their full title and the national code for each unit of competency
  - the authorised signatory
  - the Nationally Recognised Training logo
  - the University's seal, corporate identifier or unique watermark
  - the words "A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units", and
  - the words "These competencies form part of [code and title of qualification(s)/course(s)]" (if applicable), or
  - the words, "These competencies were attained in completion of [code] Course in [full title]" (if applicable; this is only for accredited short courses titled "Course in ...").
- 4.23 Where any of the units listed on a statement of attainment were delivered and assessed in a language other than English, the statement of attainment will contain the wording "*these units/modules have been delivered and assessed in [language/s]*", and specify the language/s used for delivery and assessment, including English.
- 4.24 Students who complete a short course, or apprentice/trainee students who changes RTOs before completion will receive one hard copy statement of attainment free of charge. The statement of attainment will be posted to the student's mailing address (as listed in the University's Student Portal, [MyCQU](#)) within 30 days of completion/withdrawal.
- 4.25 Students withdrawing from their studies before completing the full qualification or short course may request a statement of attainment via the [Academic Awards website](#).

- 4.26 Students who have previously received a statement of attainment and require a new or additional copy can request a replacement statement of attainment via the [Academic Awards website](#).

### **Academic transcripts**

- 4.27 An academic transcript is an official record of a student's enrolment and results in all courses and units studied at CQUniversity and its predecessor institutions and awards conferred. It may also be known as a transcript of results, record of achievement, statement of results, or academic record.
- 4.28 Students can request an academic transcript at any time during or after completing their studies via the [Academic Awards website](#). Digital transcripts are provided free of charge and hard copy transcripts can be ordered for a fee. All transcripts are a point-in-time document.
- 4.29 Students can generate an unofficial transcript at any time through [MyCQU](#).

### **Graduation statements**

- 4.30 Australian Higher Education Graduation Statements (graduation statements) will be printed on secure stationery to negate the risk of fraud. One hard copy of the graduation statement will be provided free of charge on request. Double degree recipients will receive two graduation statements free of charge. Additional copies will incur a charge.

### **Digital awards**

- 4.31 Testamurs, and an academic transcript, for courses conferred after 1 January 2017 will be issued digitally through the My eEquals platform within 30 days of the conferral date.
- 4.32 Testamurs and an academic transcript, for courses conferred before 1 January 2017 will be uploaded to My eEquals upon request. Students can submit requests for their digital awards [online](#).
- 4.33 Graduates subsequently attending a graduation ceremony will be presented with a hard copy of their testamur if they have not previously received their original hard copy testamur. Students will not receive a hard copy transcript if they attend a graduation ceremony.
- 4.34 All testamurs issued digitally following conferral after 1 January 2017 will be accompanied by a digital official academic transcript.

### **Digital badges**

- 4.35 Digital badges will be issued to students who have academically completed a course, unit, or micro-credential, only after being assessed as meeting the evidence/assessment criteria.
- 4.36 Academic Board will approve the design methodology for the look and feel of University digital badges.
- 4.37 Digital badges will include a clickable graphic that contains an online record of:
- an achievement
  - the work required for the achievement
  - evidence of such work, and
  - information about the organisation, individual or entity that issued the badge (Lemoine and Richardson, 2015)<sup>1</sup>.
- 4.38 The Learning Design and Innovation Directorate will create a digital badge image, using the approved methodology and the digital badge issuing software.
- 4.39 Digital badges may be issued either manually or automatically:

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<sup>1</sup> International Journal of Technology and Educational Technology - Micro-credentials, Nano Degrees and Digital Badges: New Credentials for Global Higher Education

- a) Micro-credentials delivered using the approved University's Learning Management System (Moodle) platform will automatically issue the digital badge for the student.
- b) Approved courses and units digital badges will be issued via the digital badge issuing software.
- c) For micro-credentials delivered using alternative avenues (face-to-face, workshops, non-approved Moodle etc), the educator will submit a list of students to the Learning Design and Innovation Directorate to issue the digital badges.

## **Fees**

- 4.40 No fees are charged for the original issue of a digital testamur, digital transcript, statement of attainment, Australian Higher Education Graduation Statement or a digital badge.
- 4.41 A replacement hard copy testamur or statement of attainment will be issued free of charge where the original was damaged or defective as issued and is returned to the University within eight weeks from the distribution date and subject to the University's investigation.
- 4.42 A replacement hardcopy testamur or statement of attainment will be issued free of charge where the original was lost during delivery and a signed statutory declaration is provided.
- 4.43 A fee will be charged for a hard copy testamur, hard copy transcript, replacement hard copy testamur and a replacement Statement of Attainment.
- 4.44 The full list of fees and charges can be found on the [Academic Awards website](#).

## **Replicas**

- 4.45 The University will not provide replicas of testamurs issued by it or by one of its predecessor institutions.

## **Revocation of awards**

- 4.46 The University is responsible for ensuring graduates and students receive awards, certification documentation and statements of attainment for their achievement to which they are entitled.
- 4.47 Graduates and students are entitled to retain their award, certification documentation and statements of attainment unless the University determines that they have not met or no longer meet the award and/or documentation requirements and are revoked.

## **Conditions for revocation**

- 4.48 The University may revoke an award, certification documentation and/or statement of attainment if it reasonably determines:
  - a) that the award and/or documents were obtained as a result of a substantiated administrative error, or
  - b) the graduate no longer meets the requirements for the award, certification documentation and/or statement of attainment.
- 4.49 A graduate may no longer meet the requirements for their award, certification documentation or statement of attainment if an allegation of general misconduct (fraud), academic misconduct or research misconduct has been substantiated.
- 4.50 The allegation, investigation and appeal processes for general, academic and research misconduct are set out in the relevant policy documents dealing with those matters, and will be followed prior to any recommendation being made that an award, certification document or statement of attainment should be revoked.
- 4.51 The University will not revoke an award, certification documents and/or statement of attainment unless and until it has:
  - a) considered the circumstances relevant to their issuance



- b) informed the graduate or student of an intention to revoke their award and/or documents and given an opportunity to respond to the intended revocation, and
  - c) informed the graduate or student of the University's decision, reasons for the decision, and any action to be taken.
- 4.52 The University will make all reasonable efforts to contact graduates and students to inform them of the intended revocation, the opportunity to respond, and any subsequent decisions taken or actions to be taken.
- 4.53 Graduates and students will be informed in writing about the procedure and any entitlement they may have to request a review or appeal of a subsequent decision and will be given 20 working days to respond.

#### **Authority to determine revocation**

- 4.54 Revocation decisions and actions taken will be made under the terms of this and other relevant University policy documents as they relate to deciding whether an administrative error has occurred or the student, through a general misconduct, academic misconduct or research misconduct process, no longer meets the requirements for their award.
- 4.55 The Vice-Chancellor and President (or nominee) is authorised to revoke an award, certification documentation and/or statement of attainment in relation to a substantiated administrative error or a graduate no longer meeting the requirements for their award, certification document or statement of attainment.
- 4.56 The Vice-Chancellor and President (or nominee) may receive advice and recommendations regarding a proposed revocation from the following senior officers:
- a) the Director Student Central in relation to a substantiated administrative error
  - b) the Director Governance in relation to substantiated general misconduct involving fraud
  - c) the Vice-President (Academic) in relation to substantiated academic misconduct on a recommendation by the case decision-maker, and
  - d) the Vice-President (Research) in relation to substantiated research misconduct on recommendation by the Dean School of Graduate Research (or nominated case decision-maker).
- 4.57 The relevant senior officers recommending the revocation of an award, certification documentation and/or statement of attainment due to the graduate no longer meeting the relevant requirements through substantiated academic or research misconduct will inform the President, Academic Board.
- 4.58 The Vice-Chancellor and President (or nominee) may convene an independent panel to consider the case and make a recommendation to revoke an award, certification documentation and/or statement or attainment and impose further penalties as a consequence of substantiated misconduct of any form (stated in section 4.49).
- 4.59 If a revocation decision is made due to substantiated misconduct of any form (stated in section 4.49), the Vice-Chancellor and President may also determine that the graduate or student be prohibited from admission or re-enrolment with the University for a period of time. The graduate or student will be informed of this decision, and the period of time they are prohibited from admission or re-enrolment, at the same time the revocation decision is communicated.
- 4.60 Any action being considered in relation to a current international student studying in Australia on a student visa, which may result in suspension or cancellation, must be undertaken in accordance with standards 9 and 10 the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwltth).

#### **Implementing revocation decisions**

- 4.61 Details of all revoked awards, certification documentation and statements or attainment will be recorded in StudentOne by Student Central.

- 4.62 If the original award certification documentation and/or statement of attainment has been issued, the graduate or student will be requested to return the documents to the University via the Director Student Central (or nominee).
- 4.63 Graduates or students unable to return the original documentation (e.g. due to loss or destruction) will be requested to sign a statutory declaration, describing the reason it cannot be returned, and to submit this to the University via the Director Student Central (or nominee).
- 4.64 If the graduate or student does not return the original documentation, or continues referring to having the award or documentation, the University may publish a publicly accessible notice of revocation on its website.

#### **Revocation due to administrative error**

- 4.65 Where a graduate or student has been issued with an incorrect award and/or documents, Course Advice will submit a revocation of award request in the University's Customer Relationship Management System (SugarCRM) and assign to the Senior Coordinator Course Advice and Student Financials to revoke the award in StudentOne and from the My eEquals platform.
- 4.66 The University and the relevant school will provide reasonable assistance to graduates or students to complete the requirements of their course or units, where their award and/or documents are revoked due to an administrative error.
- 4.67 Students who have their award revoked must return their hard copy documents. The returned documentation will be destroyed, and details recorded in the Destruction Register. Digital documents issued through My eEquals will be revoked by the University.
- 4.68 A new digital award and/or documents will be issued if the graduate or student subsequently meets the requirements for the award. A new hard copy document will only be issued if the original document has been returned.
- 4.69 A change of name does not require an award to be revoked.

#### **Revocation due to no longer meeting the relevant requirements**

- 4.70 Subsequent to their return by the graduate or student, Student Central will ensure permanent revocation and destruction of the original documentation and record details in StudentOne.
- 4.71 The decision-makers will work in conjunction with teams, including Student Central and Governance, to ensure all appropriate actions are taken to implement the revocation decision.

## **5 RESPONSIBILITIES**

### **Compliance, monitoring and review**

- 5.1 The Director Student Central is responsible for implementing, monitoring, reviewing and ensuring compliance with this policy and procedure.

### **Reporting**

- 5.2 An outline of cases in which awards, certification documentation and statements of attainment have been revoked will be reported to the Academic Board for noting.

### **Records management**

- 5.3 Employees must manage records relating to the administration of this policy and procedure in line with the [Records Management Policy and Procedure](#). This includes maintaining all records relevant to this policy and procedure in a recognised University recordkeeping system.
- 5.4 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email [records@cqu.edu.au](mailto:records@cqu.edu.au)).



## 6 DEFINITIONS

6.1 Terms not defined in this document may be in the University [glossary](#).

### Terms and definitions

**Academic transcript:** (also known as an 'academic record') is an official statement issued by the University of a student's grades in all courses for which that student has been enrolled at the University, and shows credit granted for prior study.

**Administrative error:** a mistake that has incorrectly resulted in the graduate or student being issued with an award and/or certification documentation or statement of attainment to which they are not entitled because the requirements for the award or documents have not been met.

**Australian Higher Education Graduation Statement:** (also known as a graduate statement) is a supplementary statement to the testamur and academic transcript that provides additional information to enhance understanding of the qualification by students, employers, industry, professional associations and internationally. (Source: [AQF Glossary of Terminology](#).)

**Certification documentation:** the set of official documents that confirms that a qualification has been completed and awarded to a person. Certification documentation includes testamurs, academic transcripts and graduation statements. (Sources: [AQF Glossary of Terminology](#); [AQF Certification Documentation: An Explanation](#).)

**Change of name certificate:** an official document issued by Australian State Government Registries of Birth, Deaths and Marriages upon payment of a prescribed fee.

**Design methodology:** a blueprint that provides the design rules and template for digital badge images.

**Digital badge:** a digital visual recognition of learning achievement. It is a representation of non-accredited or accredited learning.

**Fraud:** the false representation of a matter of fact, whether by words or conduct, false or misleading allegations, or concealment of what should have been disclosed, that deceives and is intended to deceive another. Fraud includes fraudulent student behaviour.

**Qualification:** an accredited completed course comprising structured units of learning leading to the certification of an AQF award.

**Replacement testamur:** a replacement for a testamur issued by Central Queensland University (including Queensland Institute of Technology (Capricornia), the Capricornia Institute of Advanced Education, the University College of Central Queensland, or the University of Central Queensland).

**RTO:** registered training organisation; an organisation registered with the Australian Skills Quality Authority to deliver VET.

**Statement of attainment:** formal certification in the vocational education and training (VET) sector that a person has achieved:

- a) part of an AQF qualification
- b) one or more units of competency from a nationally-endorsed training package, or
- c) all the units of competency or modules comprising an accredited short course (meaning an accredited course that does not meet the requirements for a full AQF qualification).

**Testamur:** the certificate issued by authority of the University Council and bearing the seal of CQUniversity, issued to a graduate when an award (qualification) is conferred.

## 7 RELATED LEGISLATION AND DOCUMENTS

[Academic Appeals Policy and Procedure](#)

[Australian Qualifications Framework Qualifications Issuance Policy](#)

[Births, Deaths and Marriages Registration Act 2003](#) (Qld) (or any equivalent Act in other Australian jurisdictions or other nations or territories)

[Central Queensland University Act 1998](#) (Qld)

[Grades and Results Policy](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwlth)

[Research Higher Degree Integrity Policy and Procedure](#)

[Review of Grade Procedure](#)

[Standards for Registered Training Organisations \(RTOs\) 2015](#) (Cwlth) (RTO Standards)

[Statutory Declarations Act 1959](#) (Cwlth)

[Student Academic Integrity Policy and Procedure](#)

[Student Behavioural Misconduct Procedure](#)

[Student Identifiers Act 2014](#) (Cwlth)

## 8 FEEDBACK

8.1 Feedback can be provided about this document by emailing [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Academic Board
Delegated Approval Authority	N/A
Advisory Committee	Education Strategy and Innovation Committee
Required Consultation	N/A
Administrator	Director Student Central
Next Review Date	30/03/2025

Approval and Amendment History	Details
Original Approval Authority and Date	Vice-Chancellor and President 31 August 1994
Amendment Authority and Date	Vice-Chancellor and President 21/11/2007; Executive Director (Corporate Services) 14/05/2008; Vice-Chancellor and President 29/08/2011; Vice-Chancellor and President 24/06/2014; Vice-Chancellor and President 20/06/2017; Director, Governance 16/11/2017; Vice-Chancellor and President 04/12/2019; Director, Student Governance 16/12/2019; Academic Board 28/07/2021; Director Student Central 20/10/2021; Academic Board 30/03/2022.
Notes	This document was formerly known as the Testamurs Policy and Testamurs Procedure (last approved 29/08/2011).