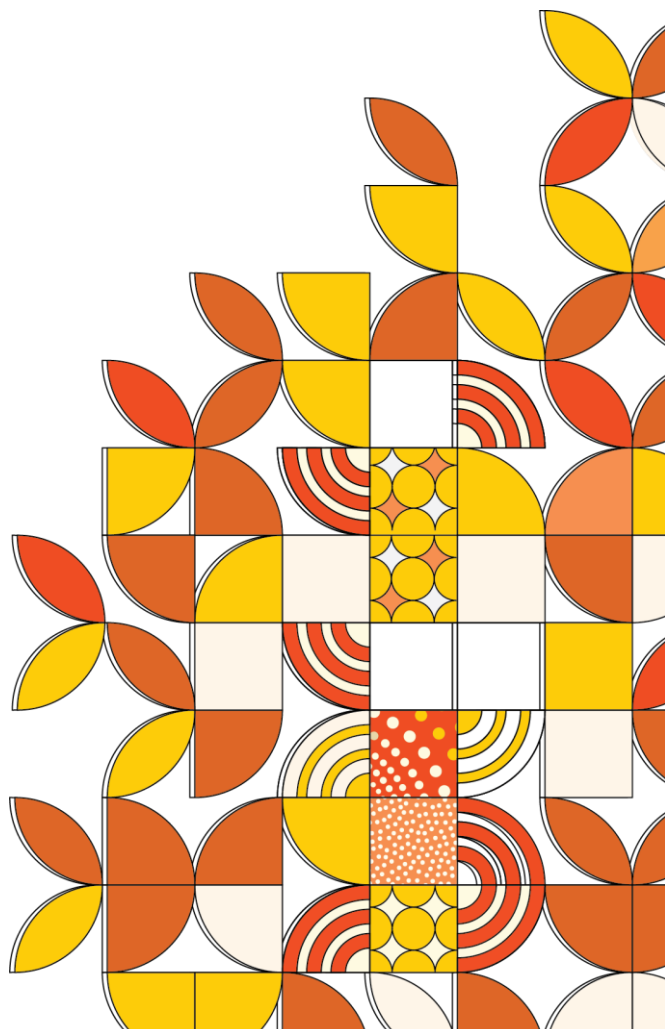


Issue of Testamur Procedure



SECTION 1

Purpose

1. This procedure describes the process by which student who have successfully completed the requirements for a higher education award conferred by Institute of Health and Management (IHM), by the issuance of the official testamur and related documents.

Scope

2. This procedure applies to the testamur and documentation issued to students upon completion of a higher education course of study and are entitled to receive the following at the time of conferral under the delegation of the accrediting authority:
 - a) Testamur
 - b) Academic Transcript
 - c) Australian Higher Education Graduation Statement (AHEGS) (for graduates only)
3. It does not apply to certificates of participation or other such documents.

Definitions

4. Definitions for key terms are presented in the Glossary of terms.

Suite Documents

5. This Procedure is linked to the following documents:
 - a) Issue of Testamur Policy
 - b) Australian Higher Education Graduation Statement (AHEGS)
 - c) See also Associated Information listed in the 'Related Internal Documents' in Section 4 below.

SECTION 2

Procedure

6. **Requirement for the Qualification**
 - 6.1 An award will be issued based upon the fulfilment of the following conditions:
 - a) The fulfillment of all academic prerequisites for the award has been confirmed, and the grades have received approval from the Board of Examiners.
 - b) All outstanding fees for the course for which the students are receiving their testamur have been settled.
7. **Issue of Testamur, Academic Transcript and AHEGS**
 - 7.1 Upon successful completion of their academic program, graduates are provided with official documentation, comprising the testamur, academic transcript and AHEGS, ensuring compliance with the stipulations set forth in the Higher Education Standards Framework (HESF, 2021), specifically aligning with Threshold Standard 1.5.

- 7.2 When issuing testamurs to students who have successfully completed a course of study, the following procedure is followed:
- a) The Board of Examiners meticulously verifies and approves the grades of students who have completed their course of study.
 - b) Upon confirming that all requirements for graduation have been fulfilled, the Board of Examiners verifies and ratifies the conferral of award.
 - c) The Registrar or designated delegate verifies that all conditions for issuing the award, as specified by the institution and the relevant academic regulations, have been met.
- 7.3 This procedure ensures that testamurs are awarded only to students who have successfully completed their course of study and have met all necessary criteria for graduation.
- 7.4 The Student Support Services completes the relevant certificate issuance checklist in the Student Management System.
- 7.5 The Quality Assurance team conducts final quality assurance checks and updates the Certificate Issuance Checklist in the Student Management System.
- 7.6 The Board of Examiners officially confirms the conferral of awards and proceeds to release the testamur. This process involves affixing the common seal of IHM onto the testamur before its distribution.
- 7.7 The Chief Executive Officer and the Chair of Academic Board or delegate signs the testamur.
- 7.8 The award is conferred, and the testamur is presented to the student either:
- a) At an official graduation ceremony; or
 - b) By registered post, if the student has elected to graduate in absentia.
- 7.9 The testamur is issued within 30 working days from the date of Board of Examiners approval.
- 7.10 Students are entitled to receive a free copy of the testamur, academic transcript and AHEGS upon graduation. However, in the event of requiring replacement or official copies of the transcript before graduation, standard fees and postal charges will apply.
- 7.11 If students request their certificate to be sent by post, they must complete and submit an Award Application Form to confirm their details and postal address.
- 7.12 Upon receipt of the Award Application Form, the testamur will be mailed to the provided address. Students will incur a postage fee for the mailing of the testamur to the designated address.
- 7.13 Where a graduate who has previously indicated they wish to receive their award in absentia and later applies to attend either the original or a later graduation ceremony, the Student Support Services team may approve the student's attendance on a case-by-case basis.
- 7.14 Students who have already received a testamur will not be issued with an additional testamur at an award ceremony.

8. Naming Protocols

8.1 IHM ensures that the awardees of qualifications are issued with authorised certification documentation, including a testamur and an AHEGS that state correctly:

- a) The name of the registered higher education provider issuing the documentation.
- b) The full title of the qualification awarded, including the field or discipline of study.
- c) The full name of the person to whom the documentation applies.
- d) The date of issue.
- e) The name and office of the person authorised by IHM to issue the documentation.
- f) If the qualification is recognised in the AQF, the testamur and the graduation statement are certified with the logo of the AQF.
- g) Credential Number/Testamur Number

8.2 IHM issues academic transcripts as the official record of results. Academic transcript must feature the following:

- a) Full name of the student and the Student ID number
- b) Date of issuance
- c) The full name of the qualification
- d) Units of study undertaken with teaching period/year.
- e) Credit granted through recognition of prior learning.
- f) The weighting of units within courses of study.
- g) The grades awarded for each unit of study undertaken and, if applicable, for the course overall.
- h) An explanation of the grading system used.
- i) Cumulative GPA based on the allocated marks.
- j) IHM's provider number and CRICOS provider number.

8.3 In certain circumstances, students may submit requests for changes to the Student Support Services Team.

These requests must be accompanied by relevant proof documents. For example, requests may be made to ensure representation of cultural norms from diverse backgrounds:

- a) Family name followed by given names (the students may choose the order); a prefix or suffix; accent marks where they are relevant to the students name.

9. Printing of Testamur

9.1 The Quality Assurance team will arrange for the printing of testamurs from the student information system.

10. Return of Testmaur

10.1 IHM may require the return of a testamur in the following circumstances:

- a) Fraud or dishonesty: The Academic Board will revoke an award and require the return of the testamur if shown to its satisfaction that the award was improperly obtained.

- b) Replacement of original testamur: Where a IHM graduate makes an application for a replacement of testamur due to damage or legal name change.
- c) Institution error: Where the testamur was presented erroneously or contained incorrect details.
- d) Articulation: The testamur presented for a lower award in an articulated series of awards may be required to be surrendered prior to the granting of the higher award if there is a break in study of less than one year.

11. Issue of a Replacement Testamur

11.1 A replacement testamur will be issued, at a graduate's expense, if a student's testamur is lost, stolen or damaged:

- a) The graduate applies for a replacement testamur, submitting a 'Request for Replacement Testamur' form and proof that their previous testamur has been lost, stolen or damaged.
- b) The Registrar or delegate receives the application, verifies that evidence has been provided and records in Student Management System. The student profile is checked to ensure there is a record of the previous testamur being issued.
- c) The graduate pays any applicable charge.
- d) The re-issued testamur is stamped with the re-issuance seal.

11.2 Details of the re-issuance will be recorded in the students's profile. The Quality Assurance Team conducts final check and release the testamur placing on it the common seal of IHM and a Re-Issue seal.

11.3 In the event that original testamurs contain errors due to IHM's fault after they have been presented or dispatched to graduates, IHM will re-issue the testamurs under the following conditions

- a) The fee will not apply.
- b) The re-issuance seal will not apply
- c) The identification number printed on both the re-issued testamur and the original printed testamur must be identical to each other

11.4 The Chief Executive Officer and the Chair of Academic Board or delegate signs the testamur.

11.5 A replacement testamur is issued either by registered post to the address indicated on the request form with a postal fee applicable or collect from the campus.

12. Issue of testamur for a lower qualification in a nested course for continuing students

12.1 When issuing a testamur to students who have completed a lower qualification in a nested course, the following procedure will apply:

- a) The student applies for testamur, submitting an 'application for an award' form on the student management system.
- b) The student pays an administration fee.
- c) The Board of Examiners verifies and approve the grades.

- d) The Registrar or delegate verifies that the conditions for issuing the award have been met and initiate the certificate issuance process.

12.2 An award will be issued based upon the fulfilment of the following conditions:

- a) All academic requirements of the award have been fulfilled and grades have been approved by the Board of Examiners.
- b) All outstanding fees have been paid by the student for the course the testamur is being issued.

12.3 The Student Support Services completes the relevant certificate issuance checklist in the student Management System.

12.4 The Quality Assurance team conducts final quality assurance checks and updates the Certificate Issuance Checklist in the Student Management System.

12.5 The Board of Examiners ratifies the conferral of award and releases the testamur, placing on it the common seal of IHM

12.6 The Chief Executive Officer and the Chair of Academic Board or delegate signs the testamur.

12.7 The award is conferred, and the testamur is presented to the student either:

- a) At an official graduation ceremony; or
- b) By registered post, if the student has elected to graduate in absentia.

12.8 The testamur is issued within 30 working days from the date of Board of Examiners approval.

13. Graduation Ceremony

13.1 IHM arranges an annual graduation ceremony and extends invitations to each of the graduands to attend the event.

13.2 Graduands will receive their certificates at the ceremony. Graduates who choose not to attend a graduation ceremony will receive their certificates in absentia.

13.3 The students who are invited to attend a graduation ceremony have a responsibility to:

- a) Check whether the details to be printed on a testamur are correct. In case of any incorrect details being found, students must inform IHM as soon as possible.
- b) Upon receipt of the invitation to the graduation ceremony, graduands have the option to either accept or decline. Acceptance signifies the intention to receive the testamur during the ceremony. Conversely, refusal prompts the graduate to choose between collecting their testamur in person or having it mailed to their provided address. For collection, the graduate must present their identification card. If opting for mail delivery, the graduate is required to specify their mailing address in the award application form

SECTION 3

Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Australian Higher Education Graduation Statement (AHEGS) • Credit and Prior Learning Policy • Credit and Prior Learning Procedure • Fee, Charges and Refund Policy • Fee, Charges and Refund Procedure • Issue of Testamur Policy • Student Academic Progression Policy • Student Academic Progression Procedure
Related Legislation, Standards and Codes	<ul style="list-style-type: none"> • Tertiary Education and Quality Standards Agency Act 2011 • Higher Education Standards Framework (Threshold Standards) 2021 • TEQSA Guidance Notes • Education Services for Overseas Students Act (2000) • National Code of Practice for Providers of Education and Training to Overseas Students (2018) • Australian Qualifications Framework (AQF) (2014) Qualifications Pathways Policy • Australian Higher Education Graduation Statement
Date Approved	14/06/2024
Date of Effect	15/06/2024
Date of next Review	13/06/2027
Approval Authority	Academic Board
Responsibility for implementation	Academic Department
Document Custodian	Registrar
IHM Doc ID	IHM-ITP2-5.0

Change History

Version Control		
Change Summary	Date	Short description of the change, incl version number, changes, who considered, approved, etc.
Version 4.0	10/11/2021	<ul style="list-style-type: none"> • Policy and Procedure are separated into two documents • Wells Advisory feedback was accepted and incorporated • Added version number • Minor editorial changed • Version 4 approved by Academic Board in December 2021
Version 4.1	22/11/2023	<ul style="list-style-type: none"> • The definitions have been relocated to the IHM glossary and the template has been updated.
Version 5.0	03/04/2024	<ul style="list-style-type: none"> • Updated the content of policy according to HESF, AQF and TEQSA standards. • Elements of the policy have been moved to the Issue of Testamur Procedure.