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.

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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 (RTO), 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 (excluding degree-level qualifications), 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 National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Cth) (known as the RTO Compliance Standards).

3.5 Testamurs, academic transcripts, and statements of attainment for higher education and VET students will not be issued without a verified, registered Unique Student Identifier being recorded in StudentOne, in accordance with the *Higher Education Support Act 2003* (Cth) or RTO Compliance Standards, unless an exemption applies under the *Student Identifiers Act 2014* (Cth).

3.6 Students can order hard copy testamurs online for postal delivery, or receive them in person by registering for, and attending, a graduation ceremony. Hard copy transcripts can also be ordered online for postal delivery.

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 double degrees for which two testamurs are issued may be awarded one or both degrees with distinction.

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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 Course Management. 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 Compliance Standards through the following features:

a) Testamurs will contain the statement *"This qualification is recognised within the Australian Qualifications Framework."*

b) Testamurs will contain sufficient information to correctly identify 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.

c) 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 Australian 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:

- testamurs issued for higher education qualifications 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.
- testamurs issued for VET qualifications will contain the wording: "*These units of competency/modules have been delivered and assessed in [language/s]*", followed by a list of all units of competency or modules that have been delivered in the relevant language.

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 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

4.15 On request from a graduate to replace their testamur, the University will replace the testamur in accordance with the following provisions:

a) 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.

b) Where an original hard copy 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.

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c) 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]*".

d) 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.

e) The print date on a replacement testamur will be the date the replacement testamur is printed.

4.16 A replacement testamur must be ordered online. Within five working days of an order being placed, Course Management will contact the student to request they return the damaged document or submit a statutory declaration with independent supporting documentation, where possible.

4.17 A replacement testamur will be issued subject to the following conditions:

a) where the original testamur has been damaged and is returned to the University

b) where the original testamur has been damaged or lost and a statutory declaration is submitted to the University, or

c) 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

4.18 A statutory declaration is a signed, written statement that allows a person to declare something to be true in the presence of an authorised witness. Statutory declarations must affirm and detail the damage to, or loss of, the testamur, and where possible, be submitted with independent supporting documentation.

4.19 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.

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 Clause 11 of the RTO Compliance Standards requires the inclusion of the following information on a statement of attainment in addition to the requirements of the AQF Qualifications Issuance Policy:

a) the University's name, National RTO Code, and University logo

b) 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

c) the authorised signatory

d) the Nationally Recognised Training logo

e) the University's seal, corporate identifier or unique watermark

f) the words *"A VET statement of attainment is issued by an NVR Registered Training Organisation when an individual has completed one or more accredited units or modules"*, and

g) the words "*These competencies form part of [code and full title of qualification(s)/course(s)]*" (if applicable), or

h) the words, "*These competencies were attained in completion of [code] Course in [full title of course]"* (if applicable; this is only for accredited short courses titled "Course in …").

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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 of competency/modules have been delivered and assessed in [language/s]*", followed by a list of all units of competency or modules that have been delivered in the relevant language.

4.24 Students who complete a short course, or apprentice/trainee students who change 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 *(internal access only)*) 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 the University 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 *(internal access only)*.

Graduation statements

4.30 Australian Higher Education Graduation Statements (graduate 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 eQuals 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 eQuals 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. Digital badges are not available for degree-level qualifications.

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:

a) an achievement

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b) the work required for the achievement

c) evidence of such work, and

d) information about the organisation, individual or entity that issued the badge (Lemoine and Richardson, 2015)[1].

4.38 The Learning and Teaching Futures 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:

a) Micro-credentials delivered using the approved University's Learning Management System (Moodle) platform will automatically issue the digital badge for the student.

b) Digital badges for approved courses and units will be issued via the fraud 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 and Teaching Futures 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, graduate statement or 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 hard copy 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 verified as legitimately representing student achievement.

4.47 The University may revoke an award, certification documentation or statement of attainment if it reasonably determines the graduate no longer meets the requirements for the award, certification documentation or statement of attainment due to substantiated misconduct.

4.48 The revocation applies to all awards, certifications and attainments that have been conferred by the University, regardless of when conferred.

Authority to determine revocation

4.49 The Vice-Chancellor and President (or nominee) is authorised to revoke an award, certification documentation or statement of attainment in relation to a graduate no longer meeting the requirements for their award, certification documentation, or statement of attainment.

[1] International Journal of Technology and Educational Technology - Micro-credentials, Nano Degrees and Digital Badges: New Credentials for Global Higher Education

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4.50 The Vice-Chancellor and President (or nominee) may receive advice and recommendations regarding a proposed revocation from the following senior officers:

a) the Vice-President (Student Success) in relation to substantiated general misconduct involving fraud

b) the Vice-President (Academic) in relation to substantiated academic misconduct on a recommendation by the case decision-maker, and

c) the Vice-President (Research) in relation to substantiated research misconduct on recommendation by the Dean, School of Graduate Research (or nominated case decision-maker).

Recommending revocation due to substantiated misconduct

4.51 Where a finding of misconduct results in a fail or not competent grade for one or more units, the student or graduate will no longer meet the requirements for graduation or the award, certification document or statement of attainment as conferred. As such, a decision to recommend the revocation of an award, certification documentation, or statement of attainment will be made and advised to the student in the misconduct outcome notification.

4.52 This revocation recommendation can be appealed as part of any appeal against the misconduct finding in accordance with the Academic Appeals Policy and Procedure.

4.53 The revocation will not be effective until all internal appeals have been exhausted.

4.54 The appeal processes for general, academic, and research misconduct are set out in the relevant policy documents dealing with those matters.

4.55 If an appeal is unsuccessful, or not lodged within the required timeframe, the recommendation to revoke the award, certification documentation or statement of attainment will be made to the Vice-Chancellor and President.

4.56 The Vice-Chancellor and President (or nominee) may accept a revocation recommendation or impose alternative or additional penalties or outcomes.

4.57 The Vice-Chancellor and President (or nominee) may decide to revoke an award, certification documentation or statement of attainment, or impose alternative or additional penalties or outcomes, and will provide reasons for the decision in a letter to the student.

4.58 The Vice-Chancellor and President's (or nominee's) decision is final, and not subject to further internal appeal.

Implementing revocation decisions due to substantiated misconduct

4.59 Details of all revoked awards, certification documentation, and statements of attainment will be recorded in StudentOne by the Students Directorate.

4.60 If the original award, certification documentation or statement of attainment has been issued, the graduate or student will be requested to return the documents to the University via the Director Students.

4.61 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 Students.

4.62 If the graduate or student does not return the original documentation, or continues referring to having the award or documentation, the University may publish on its website a publicly accessible notice of revocation.

4.63 The Director Students (or nominee) will ensure permanent revocation and destruction of the original documentation and record the details in StudentOne and will ensure all appropriate actions are taken to implement the decision, including notification to professional registration bodies or associations.

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Removal of awards due to administrative error

4.64 The University may remove an award, certification documentation or statement of attainment if it reasonably determines that the award or documents were obtained due to a substantiated administrative error.

4.65 The Vice-Chancellor and President has delegated to the Deputy Director Student Journey the authority to remove and re-issue an award, certification documentation or statement of attainment where there is a substantiated administrative error and the graduate or student has been issued with an incorrect award, certification document, or statement of attainment that does not involve the official revocation of a qualification.

4.66 Where a graduate or student has been issued with an incorrect award or document, Course Management will submit a removal of award request in the University's Customer Relationship Management System (SugarCRM) and assign it to the Deputy Director Student Journey to remove the award in StudentOne and from the My eQuals platform.

4.67 The University and relevant School will provide reasonable assistance to graduates or students to complete the requirements of their course or units, where their award or documents are corrected due to an administrative error.

4.68 Students who have their award administratively removed must return their hard copy documents. The returned documentation will be destroyed, and details recorded in the Destruction Register.

4.69 A new digital award 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.

4.70 A change of name does not require an award to be re-issued.

5 RESPONSIBILITIES

Compliance, monitoring and review

5.1 The Director Students 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 *(internal access only)*. Before disposing of any records, approval must be sought from the Records Team (email 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: 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. Academic

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transcripts may also be known as a transcript of results, record of achievement, statement of results, or academic record.

Administrative error: a mistake that has incorrectly resulted in the graduate or student being issued with an award 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"): 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 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).

Registered training organisation (RTO): an organisation registered with the Australian Skills Quality Authority to deliver VET.

Statement of attainment: formal certification in the 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.

Working days: weekdays from Monday to Friday, excluding Australian public holidays. Excludes Saturday and Sunday.

7 RELATED LEGISLATION AND DOCUMENTS

Academic Appeals Policy and Procedure

Academic Awards website

Births, Deaths and Marriages Registration Act 2023 (Qld) (or any equivalent Act in other Australian jurisdictions or other nations or territories)

Central Queensland University Act 1998 (Qld)

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Certification Documentation: An Explanation (AQF)

Glossary of Terminology (AQF)

Grades and Results Policy

Higher Education Qualifications Policy and Procedure

Higher Education Support Act 2003 (Cth)

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)

National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Cth) (RTO Compliance Standards)

Qualifications Issuance Policy (AQF)

Research Higher Degree Integrity Policy and Procedure

Review of Grade Procedure

Student Academic Integrity Policy and Procedure

Student Conduct Policy and Procedure

Student Identifiers Act 2014 (Cth)

8 FEEDBACK

8.1 Feedback can be provided about this document by emailing 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 Students
Next Review Date	09/06/2029

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; Director Student Central 23/01/2023; Vice-Chancellor and President 01/02/2023; Editorial amendment 27/03/2023; Director Student Central 30/01/2024; Academic Board 09/06/2026.
Notes	This document was formerly known as the Testamurs Policy and Testamurs Procedure (last approved 29/08/2011).

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