

Qualifications Issuance and Graduation Procedure

Purpose

1. This Procedure gives effect to the Qualifications Issuance and Graduation Policy and outlines the processes for the conferral and issuance of qualifications and the graduation of students at Global Higher Education (GHE).

Scope

2. This Procedure applies to all courses of study delivered by GHE.

Definitions

3. Definitions for key terms are presented in the Glossary of Terms which may be accessed on the GHE website at <https://www.globalhe.edu.au/policy>

Suite documents

4. This Procedure is linked to the:
 - a. Qualifications Issuance and Graduation Policy;
 - b. Qualifications Issuance and Graduation Procedure: Schedule One - Arrangements for graduation ceremonies

Procedure

Types of certification and issuance

Testamur

5. As a legal document, a testamur is issued to the student in original form once only for each specific award.
6. Academic transcript blanks for printing will be held in a secure location under the control of the Registrar. Batches of testamur blanks released for printing will be accounted for and a reconciliation recorded for completed, damaged and unused testamurs against the total issued.
7. The authorised persons whose signatures appear on the testamur are:
 - a) the Chair of the Board of Directors;
 - b) the Chair of Academic Board;
 - c) the Chief Executive Officer (CEO).
8. The testamur will specify:
 - a) GHE as the issuing institution;
 - b) the full legal name of the graduate who is entitled to receive the AQF qualification;
 - c) the awarded AQF qualification by its full title;
 - d) any specialisations;
 - e) the date of conferral;
 - f) the person(s) in the organisation authorised to issue the documentation;

- g) the GHE seal and/or unique watermark.
9. The testamur will also include the following statement 'This qualification is recognised within the Australian Qualifications Framework'.
 10. GHE may require the return of a testamur in the following circumstances:
 - a) where an award is rescinded by the Board of Directors (see section on *Rescission of awards* in this Procedure);
 - b) where a graduate applies for a replacement testamur due to a legal change of name, or loss of or damage to the original testamur;
 - c) where the testamur was presented erroneously or contained incorrect details.
 11. Any replaced testamur will include a statement that the testamur was replaced or re-issued on a particular date.

Australian Higher Education Graduation Statement

12. The Australian Higher Education Graduation Statement (AHEGS) describes the higher education qualification and the Australian Higher Education System. The AHEGS will contain details of:
 - a) the course of study;
 - b) GHE as the awarding institution;
 - c) grades and the final assessment earned by the student;
 - d) special achievements, such as prizes and awards;
 - e) other course-related achievements, if applicable.
13. The AHEGS logo must be included on the AHEGS.
14. The logo should appear in colour on the first page in the top right-hand corner.
15. The width should be exactly 45mm and the background transparent and must contain the ® symbol.

Academic transcript

16. An academic transcript provides the certified record of a student's enrolment history at GHE at the point of issuance, for students who have completed one or more units of study. The transcript includes any credit granted for prior study, all units and courses attempted, results received, and awards conferred.
17. Academic transcripts are provided to students:
 - a) upon graduation, free of charge;
 - b) on request by students at any stage during their enrolment, or where additional copies may be required following completion of their course. GHE may charge a small fee for transcripts issued in these circumstances and will publish such charges on the GHE website.
18. For each award, the transcript will include:
 - a) the GHE logo;
 - b) the name of the student;
 - c) the student address; and
 - d) the following information in the prescribed format:
 - i. the full name of all courses and units of study undertaken and when they were undertaken and completed;
 - ii. credit granted through recognition of prior learning;
 - iii. the weighting of units within courses of study;
 - iv. the grades awarded for each unit of study undertaken and, if applicable, for the course overall;

- v. an explanation of the grading system used;
- vi. where a course of study includes a significant particular focus of study such as honours, an area of specialisation or a major study, a definition of that component of significant focus;
- vii. any parts of a course or units of study or assessment that were conducted in a language other than English, except for the use of another language to develop proficiency in that language.

Graduation

Eligibility to graduate

19. At least ten weeks prior to graduation the Registrar generates a report of 'eligible' graduands for preliminary endorsement by the Operations Director.
20. The report will include the following assurances for each graduand:
 - a) the student has met the rules for completion of the course and any other requirements to graduate;
 - b) the student does not owe a financial debt to GHE;
 - c) the student has no unresolved disciplinary cases or appeals;
 - d) the student is not subject to a current exclusion or expulsion from GHE; and
 - e) all GHE property that the student is required to return has been returned.
21. The report is issued weekly until five weeks prior to graduation.
22. Students who have not met the requirements to graduate five weeks prior to the graduation ceremony will not be eligible to graduate at the forthcoming ceremony.
23. Upon receipt of the list of complete graduands the Academic Director certifies that each student has fulfilled the conditions prescribed for the issuance of the award within which they are enrolled and provides the list to the Chair of Academic Board.
24. Academic Board will consider the list for conferral of awards and make a recommendation to the Board of Directors.

Conferral of awards

25. An award may be conferred in the following ways:
 - a) by attendance at a graduation ceremony;
 - b) in absentia at a graduation ceremony, and listed in the graduation program;
 - c) in exceptional circumstances via administrative conferral outside a graduation ceremony.
26. The date of conferral is normally the date of the next applicable graduation ceremony unless a graduand can provide documentary evidence that early conferral is required.
27. The date of early conferral will be the date of confirmation by the Board of Directors.
28. Students who are eligible to graduate will normally receive their testamurs at the next graduation ceremony.
29. A testamur will only be made available prior to the graduation ceremony at which it would normally be presented where the graduand provides documentary evidence that the testamur is required for employment, work visa, admission to further study, or other reason deemed appropriate by the Academic Director and only after their eligibility to graduate has been confirmed.

Posthumous or aegrotat awards

30. On the recommendation of the Academic Director, the Academic Board may confer a posthumous or aegrotat award where:
 - a) an enrolled student has died or suffered an incapacitating illness or injury that will prevent further study, and;
 - b) has not more than one year of full-time study or equivalent to complete to satisfy the requirements for graduation; and
 - c) the Academic Director is of the opinion that the student was likely to have successfully completed the requirements for graduation.
31. A posthumous award may also be awarded to a student who has completed their studies and died following completion of their award but before conferral.
32. The name of a student awarded a posthumous award will appear in the graduation booklet unless requested otherwise by the next of kin.

Rescission of awards

33. In exceptional circumstances GHE may rescind an award that has been conferred. The circumstances include, but are not limited to, situations in which:
 - a) an administrative error has resulted in the conferral of an award for which the student was not eligible;
 - b) the student is in breach of a policy or procedure of GHE where rescission of an award is a valid penalty for such a breach (see the **Student Academic Integrity and Academic Misconduct Policy** and the **Student Non-Academic Conduct and Misconduct Policy**).
34. The decision to rescind the conferral of an award is made by the Board of Directors on the recommendation of Academic Board.

Records management

35. GHE maintains an official register of all testamurs issued. The Register will comprise:
 - a) details of graduands conferred in the reference period;
 - b) details of all administrative conferrals;
 - c) details of all award rescissions.
36. The Registrar is responsible for maintaining the register.
37. The Chair of the Academic Board will provide a report to the Board of Directors annually on all awards conferred or rescinded.

Graduation ceremonies

38. The Operations Director holds overall responsibility for the organisation of graduation ceremonies, including:
 - a) all venue liaison including contractual arrangements;
 - b) liaison with photography, academic dress and other suppliers, including contractual arrangements;
 - c) liaison with the Chair of the Board of Directors regarding allocation of Presiding and Presenting Officer roles for each ceremony;
 - d) liaison with the Academic Director regarding attendance and participation in the official party;
 - e) production of the official graduation program;
 - f) all aspects of graduand participation in a Graduation Ceremony;

- g) on-the-day event management of academic and VIP components including protocol aspects of stage set-up, staff robing and academic procession.
39. The Operations Director may delegate responsibility for the detailed arrangements for graduation ceremonies, as outlined in **Schedule One** to this Procedure, to the Registrar.

Registration for graduation

40. There will be a registration period for each graduation period.
41. All graduands must complete the online registration process, and must opt to:
- a) attend a ceremony;
 - b) defer their attendance at a ceremony for up to 12 months; or
 - c) graduate in absentia.
42. Graduands will be allocated three guest tickets per registration. Additional tickets are subject to availability and are subject to a fee.
43. Advice of special awards and other inclusions must be received by the Graduation Office no later than four weeks prior to the ceremony.
44. Graduates who have deferred their attendance at a ceremony will be contacted by the Graduation Office no later than two months prior to their chosen ceremony.
45. Graduates who defer, or graduate in absentia, will be sent their documentation at the end of the relevant graduation period to the postal address recorded in the student system.

Complaints and grievances

46. A student or graduand who is dissatisfied with a decision made in respect to the conferral of their award may request a review or have a grievance addressed under the provisions of the **Student Complaints, Grievances and Appeals Policy**.

Roles and responsibilities

47. The Board of Directors is responsible for conferral of awards and the decision to rescind the conferral of an award on the recommendation of the Chair of Academic Board.
48. Academic Board is responsible for:
- a) recommending conferral of awards to the Board of Directors;
 - b) recommending to the Board of Directors a decision to rescind the conferral of an award;
 - c) providing a report to the Board of Directors, annually, on all awards conferred or rescinded;
 - d) overarching governance of this Procedure.
49. The Operations Director has overall responsibility for:
- a) accurate compilation of a list of 'complete' graduands;
 - b) maintaining the official register of all testamurs issued;
 - c) the maintenance of all records arising from this Procedure.
50. The Academic Director is responsible for:
- a) certifying that all students have fulfilled the conditions for eligibility for the award in which they are enrolled;
 - b) providing Academic Board with the certified list of those students who are eligible to have their award conferred;
 - c) recommending to Academic Board the conferral of a posthumous or aegrotat award.
51. The Registrar is responsible for the detailed arrangements for graduations.

52. The Manager, Quality and Compliance is responsible for:
- ensuring compliance with this Policy and related procedures;
 - benchmarking GHE policy and standards with those adopted elsewhere in the tertiary sector;
 - the monitoring of information available from the review of records relating to the implementation of this Procedure.
53. All staff are responsible for becoming familiar and complying with this Procedure.

Associated information

Related Internal Documents	Qualifications Issuance and Graduation Policy Qualifications Issuance and Graduation Procedure: Schedule One - Arrangements for graduation ceremonies Academic Progress Policy Enrolment Policy Quality Assurance Policy Student Academic Integrity and Academic Misconduct Policy Student Complaints, Grievances and Appeals Policy Student Disability Policy Student Diversity and Equity Policy Student Non-Academic Conduct and Misconduct Policy Glossary of Terms
Related Legislation, Standards and Codes	<i>Tertiary Education and Quality Standards Agency Act 2011</i> <i>Higher Education Standards Framework (Threshold Standards) 2021</i> <i>Education Services for Overseas Students Act 2000</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> <i>Disability Discrimination Act 1992</i> <i>Disability Standards for Education 2005</i>
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	23-July-20	V1.1 Administrative updates
	10-Oct-23	V1.2 administrative updates following TEQSA registration

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Schedule One

Arrangements for graduation ceremonies

Special guests

1. The Registrar is responsible, on behalf of GHE, for the formal invitation of special guests to attend a ceremony, including ticketing, advice on procession, stage seating and regalia hire.
2. The Registrar will liaise with the Academic Director and the Chair of the Board of Directors regarding the compilation of the special guest list.
3. The official guest list is approved by the Chair of the Board of Directors.

Medals and special awards

4. Medals and special awards are bestowed for outstanding achievement. These include:
 - a) *GHE Medal* – awarded by the Board of Directors. To be eligible the recipient must receive a mark of 90 or above in the final capstone subject and have maintained, at a minimum, a Distinction average for their course;
 - b) *Outstanding Community Engagement Award* – awarded by the Chief Executive Officer. This award is not awarded automatically. To be eligible the student must have demonstrated an outstanding commitment to engage with GHE and the wider community through a contribution to student representation on governance boards and committees, student advocacy and/or wider engagement with other GHE constituencies.

Ceremonial roles at graduation ceremonies

5. For each graduation ceremony there will be a Presiding Officer and a Master of Ceremonies.
6. The Presiding Officer is the official ceremony host and confers the awards. The Presiding Officer will be one of the following, in descending order of availability:
 - a) 1st - Chair of the Board of Directors;
 - b) 2nd - Chair of Academic Board; or
 - c) 3rd - an external member of the Board of Directors.
7. The Master of Ceremonies opens the graduation and welcomes graduands and guests, introduces guest speakers and concludes the ceremony. The Master of Ceremonies will be one of the following, in descending order of availability:
 - a) 1st - Chair of Academic Board;
 - b) 2nd - external member of the Board of Directors;
 - c) 3rd - external member of Academic Board.
8. The Registrar is responsible for managing changes to the Presiding Officer and Master of Ceremonies roles for any given graduation ceremony.
9. Other roles in the graduation ceremony include:
 - a) a member of the First Peoples to deliver the Acknowledgement of Country;
 - b) an Occasional Address speaker;
 - c) the Academic Director who will present the graduates to the Presiding Officer;

- d) a Testamur Officer who will hand the testamurs, medals and special awards to the Presiding Officer during the ceremony;
 - e) a nominated graduate to present a Vote of Thanks on behalf of all the graduates at the ceremony.
10. Special guests invited to participate in graduation will require reserved seating.

Staff participation in graduation ceremonies

- 11. All members of the Board of Directors and Academic Board, owners of GHE, academic members of staff and senior managers are encouraged to participate in graduation ceremonies.
- 12. Registration for attendance at graduation, including requests for provision of GHE academic dress, must be completed no later than four weeks prior to the first ceremony at the given location.
- 13. Staff with degrees from other institutions who do not own their own regalia may borrow GHE regalia in the colours of their qualification up to master's level.
- 14. If GHE academic dress is required it must be ordered through the registration process and comply with the deadline above.

Order of degrees

15. Degrees will be presented at a graduation ceremony according to the following hierarchy, where relevant:
- a) Master;
 - b) Graduate Diploma;
 - c) Graduate Certificate;
 - d) Bachelor Honours;
 - e) Bachelor Degree.

Music

16. Music will be played for the following elements of the graduation ceremony:
- a) Procession;
 - b) National Anthem;
 - c) Recession.
17. Music will be drawn from an approved list.

Graduand participation in graduation ceremony

- 18. Graduands must check in upon their arrival at the venue by the time advised to them by the Registrar.
- 19. Graduands will be advised to enter the hall no later than one hour prior to the commencement time of the ceremony.
- 20. Graduand seating will be arranged by discipline, and alphabetically within each course group, as printed in the Graduation Program.
- 21. Once all graduands are seated, they will receive a briefing to explain when in the proceedings the awards will be presented, how to cross the stage, and to salute the Presiding Officer.
- 22. Graduands who may require seating other than in the regular seats supplied by the venue will be accommodated on a case-by-case basis.

23. In order for appropriate arrangements to be made, it is essential that students advise the Registrar of any special requirements no later than two weeks in advance of the Graduation Ceremony.
24. Where a graduand with a mobility impairment cannot use stairs or where there is no wheelchair access to the stage, the Presiding Officer will descend the stairs to present the award. In this situation, the Registrar will brief the Presiding Officer, the Testamur Officer and the graduand regarding the process.
25. Provision will be made, on request, for a sign language interpreter at graduation ceremonies for graduands or their guests who have a hearing impairment or are deaf. The aspects of the ceremony that will be signed may vary and will be agreed between the graduand, the Registrar and the interpreter.
26. Where a graduand who has a vision impairment or is blind and is assisted by a guide/assistance dog, the Registrar will inform the venue in advance to ensure that adequate arrangements are made, and that the graduand is seated with sufficient room to accommodate the guide/assistance dog. Where a graduand is assisted by a person, seating must be provided for the guide.

Scripts and testamurs

27. The Registrar is responsible for the compilation and production of briefs and/or scripts for each graduation ceremony.
28. The following scripts and briefs are produced by the Registrar:
 - a) ceremony order of proceedings and a list of the official stage party (provided to all stage participants);
 - b) individual scripts to participants who have a speaking role at the ceremony;
 - c) Presiding Officer and Master of Ceremonies scripts;
 - d) presentation lists of the names of attending graduands by discipline and course in ceremonial order (provided in advance of the graduation ceremony and updated immediately prior to the ceremony);
 - e) lectern scripts.
29. Any graduands who fail to check in on the day will have their names removed from the presentation list.
30. The testamurs will be checked against the final presentation lists and placed on the stage prior to the commencement of the graduation ceremony.
31. Graduands who deferred their attendance to a later ceremony will have received their testamur by mail and will not receive a testamur at the ceremony. A 'dummy' certificate will be presented in lieu of the testamur.

Academic procession

32. The academic procession will assemble in the foyer of the venue 15 minutes before the ceremony.
33. The academic procession will enter the venue as follows:
 - a) members of staff;
 - b) special award recipients;
 - c) occasional guest speaker;
 - d) owners (not members of the Board of Directors);
 - e) members of Academic Board;

- f) members of the Board of Directors;
- g) Presiding Officer.

Order of proceedings

The Processional

- 34. An opening announcement is made before the graduation ceremony commences.
- 35. Processional music commences, the audience stands, and the academic procession enters the hall.
- 36. Members of the processional party proceed to their seats and remain standing.

Commencement formalities

- 37. All remain standing while a member of the First Peoples delivers the Acknowledgement to Country and moves to their seat and remains standing.
- 38. All remove hats, trenchers or bonnets for the National Anthem. Upon completion of the National Anthem, all replace headwear.
- 39. The Presiding Officer doffs the stage party and sits. All then sit.
- 40. The Master of Ceremonies welcomes guests.

Chief Executive Officer's (CEO) Welcome Address

- 41. The Master of Ceremonies will introduce the CEO.
- 42. The CEO delivers the Welcome Address.
- 43. The Master of Ceremonies thanks the CEO.

Presiding Officer Address

- 44. The Master of Ceremonies will introduce the Presiding Officer.
- 45. The Presiding Officer addresses the Graduates.
- 46. The Master of Ceremonies thanks the Presiding Officer.

Occasional Address Speaker

- 47. The Master of Ceremonies will introduce the Occasional Address Speaker.
- 48. The Guest Speaker delivers the Occasional Address.
- 49. The Presiding Officer thanks the Occasional Address Speaker and welcomes the Chair of Academic Board or their nominee.

Conferring of awards

- 50. The Chair of Academic Board or nominee calls on graduands to stand and will request the Presiding Officer to admit the graduands to their respective degrees, diplomas and certificates.
- 51. The Presiding Officer will then confer the awards by saying, *"On the certification of the Chair of the Academic Board of GHE, I confer the respective degrees (diplomas and certificates) on the candidates...On behalf of the Board of Directors, I offer my congratulations to you all."*
- 52. At this point the graduands have become graduates of GHE.
- 53. The graduates are asked to be seated.

Presentation of the testamur

- 54. When the Presiding Officer has admitted the graduates to their award, the first row of graduates is gestured to stand and form a queue in preparation for being presented with their awards.
- 55. The correct order of graduates being presented will be ensured by the Registrar checking names

against the Presentation List duplicate before the graduate goes on stage.

56. The first graduate will be sent forward to stand at the top of the stairs, stage left.
57. When the first graduate approaches the Presiding Officer the usher will send the next graduate to the marked spot on stage.
58. Subsequent graduates wait and move up as the graduate in front of them is called across the stage.
59. The Academic Director will announce the first graduate's name.
60. The graduate will walk across the stage, in front of the lectern on stage left, and stand facing the Presiding Officer.
61. The Presiding Officer and graduate will exchange salutes (the trencher is doffed in salutation by a graduate being presented to the Presiding Officer. The trencher or bonnet is doffed by touching the edge of the cap with the right hand and bowing the head slightly. The Presiding Officer will return the salutation).
62. The Presiding Officer will then give the graduate their testamur, shake hands, and a professional photograph will be taken.
63. The graduate will exit the stage and resume their seat.

In absentia

64. The Presiding Officer confers the awards on the candidates who are in absentia.

Presentation of medals and special awards

65. The Master of Ceremonies asks the Presiding Officer to present the medals and special awards.
66. Medals and special awards are presented. The Presiding Officer informs the congregation of the basis for conferral of the medals and special awards.

Vote of thanks

67. The graduate delivering the vote of thanks will be seated in a reserved seat in the front row of the graduate seating area. When introduced by the Presiding Office, they will return to the stage to deliver the vote of thanks.
68. The Presiding Officer introduces the graduate who will deliver the vote of thanks.
69. The nominated graduate delivers the vote of thanks on the behalf of all the graduates at that ceremony.

Closing formalities

70. The Presiding Officer closes the ceremony.
71. All stand. Recessional music commences.
72. The Presiding Officer leads the Academic Procession off the stage in reverse order to the entering procession:
 - a) Presiding Officer;
 - b) members of the Board of Directors;
 - c) members of Academic Board;
 - d) owners (not members of the Board of Directors);
 - e) Occasional Guest Speaker;
 - f) special award recipients;
 - g) members of staff;
73. New graduates follow the Academic Procession as it leaves the hall.
74. Music plays until all graduates and guests have left the hall.

75. An official photography session will be conducted.

Posthumous awards

76. If there is a posthumous award, the Registrar will liaise with family and/or next of kin in relation to nomination of a proxy to receive the testamur.

77. If the family/next of kin do not wish to attend the graduation ceremony and receive their family member's testamur, the testamur will be sent to the family as for in absentia awards.

Academic regalia

78. Academic dress shall be worn at graduation ceremonies and other GHE events as determined by the Chair of the Board of Directors.

79. Members of governance boards and committees and staff should wear academic dress as prescribed for their qualification and awarding institution.

80. A person who has more than one award should wear the academic dress for the most senior award to which they are entitled.

81. Members of governance boards and committees and staff who are not in possession of a qualification entitling them to academic dress, and who need to wear academic dress (for example in a procession or when acting as an attendant at a ceremony) may wear a plain black bachelor gown of the Oxford style; a trencher is not worn.

82. Graduands must wear gowns, trenchers, hoods or stoles for the award being conferred on them at a graduation ceremony.

83. If two levels of award are being conferred at one ceremony, then the regalia for the higher award will be worn.

84. Gowns for Master's graduands have long sleeves while those for all other graduands have short sleeves. All gowns are black, in the Oxford style.

85. Only graduands holding or about to hold 'degrees' (i.e. Master or Bachelor) wear hoods. Colours and lining are used to differentiate disciplines within the award being conferred.

86. The hood for a Bachelor graduand is partially lined on the inside. The Masters hood is fully lined.

87. Graduates exiting from a Masters degree with a Graduate Certificate or Graduate Diploma wear stoles to differentiate the discipline and level of award being conferred.

88. The stole for a Graduate Certificate is black with three stripes of colour at the bottom of the stole to denote the discipline.

89. The stole for a Graduate Diploma is fully lined with the colour relevant to the discipline.

90. Discipline colours:

Discipline	Colour
Business	Royal Blue
Information Technology	Emerald Green

91. If a graduand already holds a degree, the stole is worn over the gown and under the hood of the academic dress appropriate for their degree.

92. All graduates wear a black cloth trencher with a black tassel.

93. Smart attire beneath academic dress is required: shorts, t-shirts, thongs, joggers and other casual clothing or footwear are not considered appropriate.