

## Verification of Student Qualification Policy and Procedure HEPP53

<b>PURPOSE</b>	
This policy and procedure describes the principles and procedures for verification of qualifications provided by applicants for admission into Southern Cross Education Institute (Higher Education) courses and for other organisations/agencies seeking verification from the Institute of a past student's qualification issuance.	
<b>SCOPE</b>	
This policy and procedure applies to all staff of Southern Cross Education Institute (Higher Education) and individuals who have submitted an application to study at the Institute and to external organisations/ agencies e.g., employers or education providers who request verification of a credential issued by the Institute.	
<b>DEFINITIONS</b>	
Applicant	A person who is making a formal application
AQF	Australian Qualifications Framework
AQF Qualification	The result of an accredited complete program of learning that leads to formal certification that a graduate has achieved learning outcomes as described in the AQF.
Credential	Set of official documents that confirms that a qualification has been completed and awarded to an individual. This consists of a Testamur (certificate) and Record of results (transcript of results).
International student	A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations.
Non-AQF qualification	Non-AQF qualifications are those that are not government quality assured and not accredited by the Australian higher education or vocational education and training accreditation authorities.
Organisation	Refers to Australian or overseas organisations/agencies e.g., employers and other education providers.
SCEI-HE	Southern Cross Education Institute (Higher Education)
Statement of Attainment	A statement of attainment recognises that 1 or more accredited units has been achieved.
Student	An individual person who is formally enrolled to study at the SCEI-HE. The individual person is that who appears on the enrolment documents, and who is assigned a student ID.
Student management system	An information management system for education institutions to record and manage student data.
<b>POLICY</b>	
<ol style="list-style-type: none"> <li>1. Applicants who apply to enrol in a course provided by SCEI-HE must submit the required credential evidence that they hold the qualification(s) required for entry into that course.</li> <li>2. SCEI-HE is responsible for ensuring submitted credential evidence is appropriately verified and that a written record of this verification is recorded.</li> <li>3. Where any question of authenticity or detail arises, SCEI-HE will verify the documentation at hand as described in the procedure below.</li> <li>4. The admission of a student in a course will be discontinued, and any qualifications awarded rescinded by SCEI-HE, where falsified documentation has been submitted for the assessment of admission to a course.</li> <li>5. SCEI-HE shall attend to a request for verification of a student's issued credential made by an organisation /agency.</li> </ol>	

6. SCEI-HE has the right to reject the request for verification of a student's issued credential based on an incomplete form or other situations.

### PROCEDURE

1. **Procedure for verification of qualifications submitted by applicants**
  - 1.1 Students' qualification(s) submitted as required for admission into a course may be verified by student administration.
  - 1.2 The admissions officer will verify the applicant's qualification(s) in accordance with the issuing education provider's verification processes.
    - 1.2.1 This may be electronically, through a credential verification service, or manually by completing and submitting a verification request form and any payment required.
    - 1.2.2 The information sought will be confirmation from the education provider whether the applicant is a graduate of that education provider and the qualification credential issued.
    - 1.2.3 Confirmation from the education provider of the authenticity of the submitted qualification credential.
2. **Procedure for verification of qualifications upon request from another organisation**
  - 2.1 An organisation seeking verification of a student's credential issued by SCEI-HE must submit the request via email to [info@scei-he.edu.au](mailto:info@scei-he.edu.au) or post to 155-161 Boundary Road, North Melbourne, VIC, 3051.
  - 2.2 Upon receipt of a completed and authorised form, student administration will conduct a search in the Student Management System to determine the course completed and the issue date of the credential.
  - 2.3 Where the search is successful the information provided to the requesting organisation will be limited to the code and title of the course, period of enrolment and credential issue date via email.
  - 2.4 Where the search is unsuccessful the requesting organisation will be informed via email.
  - 2.5 The processing time upon receipt of the request from an organisation is **5 working days**.
  - 2.6 Once the request is finalised, student administration will scan and upload the documentation to the student file on the Student Administration System (Paradigm).

### RELATED DOCUMENTS

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### LEGISLATIVE CONTEXT

- Australian Qualifications Framework, 2<sup>nd</sup> Edition  
Higher Education Standards Framework (Threshold Standards) 2021
- Provider Course Accreditation Standards
  - Qualifications Standards

### RESPONSIBILITIES

**Academic Director and Student Administration Manager:** Responsible for implementing and ensuring compliance with this policy and procedure.

**Student Administration Staff, Admissions Officer, Students and Applicants:** Should be aware of this policy and procedure.

### DOCUMENT AND RECORD CONTROL

<b>Created</b>	Jan 2016 (V1.0)
<b>Amended</b>	Mar 2019 (V1.1); May 2020 (V1.2); Feb 2022 (V1.3); Jan 2024 (V1.4)
<b>Last reviewed by</b>	Quality Assurance and Compliance Unit (Jan 2024)
<b>Last approved by</b>	Quality Assurance and Compliance Manager (Jan 2024)
<b>Version</b>	1.4
<b>Effective date</b>	January 2024
<b>Next planned review</b>	January 2025