

Verifying Student Qualifications Policy

Scope

This policy applies to students and staff of Kaplan Business School (KBS), Kaplan Education, Kaplan Higher Education (KHE) (trading as Kaplan Professional, Murdoch College and The University of Adelaide College (“Kaplan”).

Definitions

Confirmation of Enrolment (COE)	means a document issued by education providers to verify the applicant's enrolment in a specified course.
Formal Learning	means any study being undertaken that will lead to a recognised qualification, issued by a relevant approved body, stating that a person has achieved learning outcomes or competencies.
Informal Learning	means learning that is not institutionalised and typically is not structured in terms of objectives, time or learning support. It is unstructured, but the participants typically have the intention to learn.
Non-formal Learning	means any structured learning undertaken through an institution that does not lead to a recognised qualification.
Offer of Admission	means that the student has met the full requirements of the program applied for.
Recognition of Prior Learning (RPL)	means an assessment process that involves assessment of an individual's relevant prior learning (including Formal, Informal and Non-formal Learning) to determine the credit outcomes of an individual application for credit.

Purpose

The aim of this policy is to outline:

- Requirements to verify documentation submitted by applicants applying for admission into a Kaplan course or seeking recognition for prior learning (RPL), including certification of copies of original documents. It also outlines an applicant's responsibilities as well as any consequences where an applicant fails to meet these responsibilities.
- Requirements for verification of Kaplan awarded qualifications by third parties, such as education providers, employers or employment agencies.

Verifying Qualifications for Admission Purposes (including RPL)

Applicants for entry into a Kaplan award course are required to provide evidence of their relevant academic qualifications or evidence of equivalent professional experience and may also be required to provide evidence of their English proficiency.

Applicants must provide Kaplan, or a Kaplan-approved education agent, with original or certified copies of testamurs, transcripts or language proficiency documents at the time of application.

All documents that are presented upon application for enrolment must be in English. Translations from other languages must be undertaken by an official translation agency/body/person at the applicant's expense. Copies of duly translated documents must be verified as a true copy of the original document. Translators in Australia must be accredited by the National Accreditation Authority for Translators and Interpreters ([NAATI](#)). Translators outside Australia do not have to be accredited, but each translation must include the following information in English:

- full name
- signature
- address and telephone number
- date
- qualification and experience in the language they are translating.

If an applicant is unable to provide appropriate evidence at the time of application, the applicant may receive a conditional Offer of Admission, and the evidence must be provided before they accept their offer.

Applicants who have met all admissions requirements will receive an Offer of Admission. Applicants will only receive a Confirmation of Enrolment (if applicable) and be enrolled into a course (or subject) once they have:

- a) satisfied associated admission processes, such as the provision of original or certified documentation
- b) accepted the offer, and
- c) paid any applicable fees.

Further, where an applicant has been granted conditional RPL, the applicant must provide the required documents no later than the Friday of Week 4 of the first trimester in which they are enrolled. If not provided by the due date, the conditional RPL will be removed, and the applicant must re-apply.

Verifying Documents Provided with an Application

Verifications of qualifications will be conducted randomly by Kaplan during or after the admissions process. All qualifications that appear to be odd or fraudulent will be verified with the issuing education provider.

Certifying qualifications submitted with an application will be completed as follows:

- If a transcript, testamur or proof of language proficiency document is provided to meet the entry requirements, and the document is not an accredited qualification in Australia, the qualification must be deemed by Kaplan to be equivalent to the associated level on the Australian Qualifications Framework (AQF), currently available at <https://www.aqf.edu.au/>.
- If an original document is provided to Kaplan, a nominated Kaplan staff member is to sight it, scan the original, make a note of who sighted the original copy and store the copy in the applicant's electronic record.

- If an original document is provided to a Kaplan-approved education agent, the agent must sight it, send a scanned copy of the original via email to Kaplan (or submit the scanned copy via the online application portal) making a note of who sighted the original copy. Kaplan will store the copy in the applicant's electronic record and make a note of who sighted the original.
- If the applicant has changed their name since the documentation was issued, Kaplan requires evidence of the applicant's name change (e.g., marriage certificate).

Document Certification Requirements

All copies of documents provided to Kaplan, or a Kaplan approved education agent, must be certified by an authorised person.

The person certifying the document(s) must:

- be an Australian citizen (if in Australia) OR
- be a citizen of the country where the applicant is located (if outside Australia) AND
- cannot be related to the applicant (by birth, marriage, or de facto relationship) AND
- work in an approved profession or occupation., as identified by the Department of Home Affairs.

Occupations include but are not limited to:

- Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants, the Institute of Public Accountants, the Association of Taxation and Management Accountants, or a fellow of the National Tax Accountant's Association
- Judge of a court or magistrate
- Commissioner for Affidavits or Declarations
- Bailiff or sheriff
- Police officer
- Permanent employee of the Australian Postal Corporation with 5 or more years of continuous service
- Teacher employed on a full-time basis at a school or tertiary education institution
- Medical practitioner (licensed or registered)
- Justice of the Peace (with a registration number in the State in which they are registered)
- Minister of religion
- Other authorising officers are:
 - an officer at a tertiary admissions centre: UAC, VTAC, QTAC, SATAC, TISC
 - the official records department of the institution that originally issued the document(s).

The certifying officer, if not a nominated Kaplan staff member or a Kaplan-approved education agent, must write or stamp the following text on all pages of the copied document:

- 'This is a certified true copy of the original as sighted by me' (single page documents) or
- 'I certify this and the following [number of pages] pages to be a true copy of the original as sighted by me' on the first page and initial all other pages (multiple page documents)
- They must also write or stamp their full name, contact telephone number, occupation, and date and sign the document.

Where a copy of a document is not appropriately certified, the applicant will be required to obtain appropriate documentation before their application can be formally accepted.

For a complete list of approved occupations, visit the Department of Home Affairs.

Verification of Kaplan Awarded Qualifications

From time to time, an education provider, an employer, potential employers or employment agency ('Interested Third Party') may contact Kaplan to verify that an individual has obtained a qualification awarded by Kaplan (including any entity previously owned by Kaplan, provided the qualification was awarded whilst Kaplan owned that entity).

Kaplan offers qualification verification for this purpose. Kaplan will only provide information to an Interested Third Party about an individual if Kaplan has received from the individual:

- a completed request for *Final Testamur and Transcript - Reprint* as raised by the individual or a completed request via email from an online verification service which includes a release signed and approved by the student.
- evidence of that change of name, if the individual has changed their name since completing their studies with Kaplan, any other information that Kaplan requests in connection with the request
- payment of an administration fee, if applicable.

Once Kaplan has received all the above in relation to a request, Kaplan will process the request and provide the requested information to the interested third party within 10 working days.

Normally, the response will be limited to advising whether a particular qualification has been awarded by Kaplan to the individual and, if awarded, the date on which such qualification was completed.

Additional academic information about an individual (such as copies of transcripts) will not be provided to an interested third party unless consented to by the individual in that regard.

Qualification verification cannot be used to verify an individual's completion of short courses or partial completion of a qualification. By providing the service, Kaplan does not warrant or represent to the interested third party that the individual is suitable for or able to perform any job.

Kaplan reserves the right to refuse to provide information about an individual if Kaplan considers (at its sole discretion) that the individual has not consented to Kaplan disclosing such information.

Relevant Legislation

As a registered education provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below lists the most relevant legislation which apply to this policy:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2019
- Higher Education Standards Framework 2021 (Threshold Standards)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Privacy Act 1988 (Cth)
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

Related Policies

This policy should be read in conjunction with the following:

- Admission Policy
- Graduation and Certification Documentation Policy
- Privacy Policy
- Recognition of Prior Learning Policy

Version Control and Accountable Officers

It is the joint responsibility of the Responsible Officer and Implementation Officer(s) to ensure compliance with this policy.

Policy Category		Academic		
Responsible Officer		Vice President, Academic		
Implementation Officer(s)		General Manager, National Operations		
Review Date		September 2025		
Approved by				
Vice President, Academic under a standing delegation from the Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.2	Quality, Regulations and Standards Team	Policy updated to reflect verification of Kaplan awarded qualifications by external parties, such as education providers, employers or employment agencies. Added under the purpose of the policy the requirements for qualification verification by third parties. Added a section on "Relevant Legislation" to refer to if and when required. Updated "Related Policies" with all policies related to this policy.	04.09.2019	09.09.2019
1.3	Quality, Regulations and Standards Team	Revised process for sighting original documents to include approved education agents. Added information on who can certify documents.	16.09.2020	23.09.2020
1.4	Quality, Regulations and Standards Team	Minor wording and formatting changes.	14.09.2022	21.09.2022
1.5	Quality, Regulations and Standards Team	Updated information on who can certify documents to align with Department of Home Affairs requirements. Minor wording and formatting changes.	21.03.2024	25.03.2024