

Verifying Student Qualifications Procedures

Scope

These procedures are applicable to all staff and students of Kaplan Business School Pty Ltd, ('Kaplan').

Purpose

The aim of this policy is to ensure that staff and students (past and present) are provided with information outlining the:

- steps taken by nominated Kaplan staff members 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.

Process for Verifying Qualifications for Admission Purposes (including RPL)

Applicants for entry into a Kaplan award course are required to provide evidence of their relevant academic or industry 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 being a true copy of the original document. Translators in Australia must be accredited by the National Accreditation Authority for Translators and Interpreters. Translators outside Australia do not have to be accredited, but on each translation must include the following information in English:

- full name
- address and telephone number
- 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 prior to the commencement of their enrolment.

Further, where an applicant has been granted conditional RPL, the applicant must provide the required documents. These required documents must be provided no later than the Friday of Week 4 of the first trimester in which they are enrolled.

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 or testamur or proof of language proficiency document is provided to meet academic entry requirements, and the document is not an Australian accredited qualification, the qualification must be deemed by Kaplan to be equivalent to 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 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).
- If a copy of a document is provided to Kaplan, or a Kaplan approved education agent, it must be certified by an authorised person from the following professional and occupational groups:
 - an accountant – member of a recognised professional accounting body or a Registered Tax Agent
 - a judge, barrister, solicitor or patent attorney
 - a Commissioner for Affidavits, Declarations or Oaths
 - a bail justice or sheriff
 - a police officer
 - a postal manager
 - a principal of an Australian secondary college, high school or primary school
 - medical practitioner
 - a Justice of the Peace (with a registration number in the State in which they are registered)
 - a 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).
- Those people that can certify documents outside of Australia are:
 - an authorised officer of an Australia overseas diplomatic mission
 - a school headmaster or other recognised examining authority
 - a Public Notary
 - authorised officer in accordance with local legislation/practice.
- The certifying officer, if not a nominated Kaplan staff member or a Kaplan approved education agent, must print the following text on all pages of the copied document:
 - 'I certify this to be a true copy of the document shown and reported to me as the original.'
 - They must also include their name, address, contact telephone number, profession or occupation or organisation, the date and then 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.

Applicants who have met the 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.

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 a Qualification Verification Service for this purpose, subject to the following:

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
- if the individual has changed their name since completing their studies with Kaplan, evidence of that change of name
- any other information that Kaplan requests in connection with the request
- payment of the applicable administration fee.

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 by the individual in that regard.

The Qualification Verification Service 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.

As noted above, an administration fee will apply for using the Qualification Verification Service.

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