

# 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 validate documentation submitted by applicants applying for admission into a Kaplan course or seeking recognition for prior learning. 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 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, at the applicant's expense.

If an applicant is unable to provide appropriate evidence at the time of application, it must be provided prior to the commencement of their enrolment.

Further, where an applicant has been granted conditional Recognition of Prior Learning, the applicant must provide the required documents. These required documents are due at the latest no later than the Friday of week 4 of the trimester in which they are enrolled.

## Verifying Documents Provided with an Application

**Verifications** of qualifications are conducted for all qualifications issued by an Australian education provider, if this is made available by the issuing provider via an online portal.

Qualifications issued by an education provider outside Australia, will be randomly verified during Kaplan's regular student files auditing and follow-up 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 to be equivalent to the Australian Qualifications Framework (AQF), currently available at <https://www.aqf.edu.au/>.
- If an original document is provided, only **nominated** Kaplan staff are to sight it. The certifying officer (as nominated by Kaplan) must:
  - write on the copy "This is a true copy of the original document sighted by me.",
  - sign and print their name,
  - write on the copy the date when it was certified,
  - file and record the copy in the applicant's record.
- 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, it must be certified by a Justice of Peace (stamp and ID number) or equivalent, or by the issuing education provider. Nominated Kaplan staff will then sight certified documents and file a copy and record this in the student's record.
- 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 approved.

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 Business School 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 or the Interested Third Party:

- a completed "Request for Official Documents Form" as signed by the individual;

- if the individual has changed his/her name since completing his/her 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 the completed and signed "Request for Official Documents Form" indicates consent from 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 (in 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, the School operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws.

Below, please find the most relevant legislation which apply to this policy:

Privacy Act 1988 (Cth) <https://www.legislation.gov.au/Details/C2019C00025>

Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

<https://www.legislation.gov.au/Details/C2017C00271>

Higher Education Standards Framework (Threshold Standards) 2015

<https://www.legislation.gov.au/Details/F2015L01639>

Education Services for Overseas Students Act 2000 (ESOS Act 2000)

<https://www.legislation.gov.au/Details/C2017C00292>

Education Services for Overseas Students Regulations 2001

<https://www.legislation.gov.au/Details/F2016C00681>

National Code of Practice for Providers of Education and Training to Overseas Students

2018 <https://www.legislation.gov.au/Details/F2017L01182>

## Related Kaplan Policies

Other policies associated with this policy are to be found on Kaplan's website, currently at following link: <https://www.kbs.edu.au/current-students/school-policies/>

- Privacy Policy
- Admission Requirements Policy

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

## Version Control and Accountable Officers

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

<b>Policy Category</b>	Academic			
<b>Responsible Officer</b>	Vice President, Academic			
<b>Implementation Officer</b>	General Manager, National Operations			
<b>Review Date</b>	March 2020			
<b>Approved by</b>				
Vice President, Academic on behalf of KBS Academic Board.				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved:</b>	<b>Effective Date:</b>
1.1	Academic Quality and Governance Team	Policy reviewed for currency as per policy review cycle. Changes include: <ul style="list-style-type: none"> <li>• Clarification to policy scope to include Conditional RPL applications.</li> <li>• Requirement for appropriate admission documentation, latest at time of enrolment clarified.</li> <li>• Implementation Officer introduced.</li> </ul>	01.03.2017	16.03.2017
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