PR_AC_019: Requesting official documents

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<td>Related Documents</td>
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**Scope**

These procedures apply to current and former Torrens University students, and graduates requesting official documents.

**Official documents**

Torrens University Australia students, current or former, and graduates are able to request official documents relating to their current enrolment, completed subjects or qualifications (e.g. academic transcript, testamur for graduates, etc). Student Services will be able to assist with this request.

The following documents are automatically provided upon graduation:

- Academic transcript (HE and VET)
- Testamur (HE and VET)
- Transcript of results (VET only)
- Statement of attainment (VET only)

Electronic copies of testamurs and transcripts cannot be issued.

**Process for requesting official documents**

Lost, stolen or damaged testamurs and transcripts can be replaced at a reissuance cost.

- **Name change:** Student will complete a Change of Details Form and provide proof of identity attesting to the change of name.
  
  Student will surrender the original copies to student services before replacement testamur can be released.

- The student must send a completed Certification Form to Student Services that confirms what official document is required.
  
  For replacement testamurs the following associated documents will need to be supplied at time of submission by the student:
  
  - **Lost or stolen:** Statutory declaration attesting the original was lost or stolen
Damaged: Explanation outlining how and what the damage is to the testamur. Student will surrender the original copies to student services before replacement testamur can be released.

- Pay fees where required as re-issuance fees apply to requests for re-issuing academic transcripts, transcript of results and testamurs for completed qualifications.
- Ask Student Services about the applicable issuance fees prior to making any request. No official documentation will be issued if the student has outstanding fees, fines or loans.

- Student Services will undertake verification process:
  - In person: student must show a valid ID when submitting the completed form in person.
  - Email or fax: student must include a photocopy of a valid ID with signature (signature should be the same as that reflected on the form).
  - Student portal: students can send through a request for official documents via the student portal.

- The requested document may be:
  - posted to the student’s nominated address, or
  - collected in person or by proxy.

  If the student’s nominated address is different to the student’s recorded address and the latter is no longer current, the student will have to submit a completed Change of Details Form with the application or update their address via the student portal. This is for purposes of verification and updating the student’s record.

If the document will be collected by proxy, the representative must be able to show:

- a valid ID
- written authorisation to collect the document with the student’s signature
- photocopy of student’s valid ID showing student’s signature

Student Services will release the requested document within 10 working days (plus mailing time if document will be posted) from receipt of the request. If document is to be collected, verification process will be undertaken prior to the document being released.

Complaints and internal review (appeal)
A student may lodge a complaint under the Student Complaints Policy for actions undertaken under the Graduation and Certification Policy and this procedure. The following documents provide information on the process for lodging complaints:

- Resolving a Complaint Informally
- Formal Complaints
- Internal Review Procedure
- External Review Procedure