

# POLICY

PPMF | TAFESA | 126

<b>Title</b>	Parchment Policy	
<b>Approved</b>	TAFE SA Executive	Date: 22/07/2014

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TAFE SA Policies are issued under the TAFE SA Policy Management Framework. They are binding on all TAFE SA employees.

**Responsible Division Executive (Policy Owner): Chief Operating Officer**

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## 1 Policy

The Parchment Policy establishes the principles, responsibilities and staff procedures for the issuance of Australian Qualifications Framework (AQF) Qualification and Statement of Attainment Parchments in accordance to the Standards of NVR Registered Training Organisations 2012, the Higher Education Standards Framework (Threshold Standards) 2011 and the AQF Qualifications Issuance Policy.

## 2 Scope

This policy applies to all TAFE SA staff involved in the design, security, storage, printing and issuance of Qualification and Statement of Attainment Parchments on behalf of TAFESA.

Parchments are statutory documents and it is an offence to issue formal certification outside the scope of registration or to individuals who have not been assessed as meeting the requirements of parchment issuance.

Management of the issuance of Parchments and Academic Transcripts is underpinned by VQF and Higher Education Standards Framework and accordingly this policy propagates TAFE SA's obligations as a registered provider.

## 3 Definitions

Academic Transcript	Academic transcript is an officially authorised record of a student's full enrolment history, results and qualifications
AQF	Australian Qualifications Framework
COE	Confirmation of Enrolment (International Students)
Credit	Credit is the value assigned for the official recognition of knowledge a student demonstrates having previously obtained. Also commonly referred to a status
CRICOS	Commonwealth Register of Institutions and Course for Overseas Students
Designated Officer	Staff member of the Regulation Business Unit with the authorisation to print parchments
Higher Education Standards Framework	Higher Education Standards made under the Tertiary Education Quality and Standards Agency (TEQSA) Act 2011 The Threshold Standards incorporate the: <ul style="list-style-type: none"> <li>• Provider Registration Standards</li> <li>• Provider Category Standards</li> <li>• Provider Course Accreditation Standards</li> <li>• Qualification Standards</li> </ul>
Letter of Equivalence	A document which is issued to compare the level of a pre-AQF qualification to a current AQF Qualification
Qualification Parchment	Issued to certify achievement of AQF qualifications (both VET and HE) that TAFE SA is properly registered to delivery
Parchment	The documentation issued by TAFESA in accordance to with its registration standards as 'an official certification document that

	confirms that a qualification has been awarded to an individual'
PRISMS	Provider Registration and International Student Management System
Program Support	Administration work group attached to Education Business Units
Recognition of prior learning (RPL)	A process for giving individuals credit for skills, knowledge and experience gained through working and learning and can come from formal and informal learning
SIS	TAFE SA Student Information System
Skills for All	<p>Skills for All is a South Australian government initiative to give South Australians the opportunity to gain more qualifications, many at low or no cost, through the training provider of their choice</p> <p>Eligible individuals are able to access subsidised training. An individual will need to meet course entry requirements and verify their eligibility with the approved training provider of their choice before being enrolled in government funded training</p>
Statements of Attainment Parchment	<p>Issued to certify achievement of one or more units of competence from a nationally recognised qualification(s) or VET accredited course(s); or</p> <p>Issued on completion of a Training Package endorsed Skills Set, a nationally recognised "Course in..." or partial completion of qualification or accredited AQF course</p>
VQF	<p>The VET Quality Framework (VQF) is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced</p> <p>The VET Quality Framework comprises:</p> <ul style="list-style-type: none"> <li>• Standards for National VET Regulator (NVR) Registered Training Organisations</li> <li>• Fit and Proper Person Requirements</li> <li>• Financial Viability Risk Assessment Requirements</li> <li>• Data Provision Requirements, and</li> <li>• Australian Qualifications Framework (AQF).</li> </ul>

#### 4 Related policies

PPMF   TAFESA   57	Assessment Policy
PPMF   TAFESA   80	Resulting Policy
PPMF  TAFESA  70	Admissions and Course Management Policy
PPMF  TAFESA  41	Business Development – Marketing Compliance
PPMF  TAFESA  130	Student Fees Policy – Semester 1, 2014

#### 5 Reference

Australian Government Legislation <a href="#">National Vocational</a>	National Vocational Education and Training Regulator Act 2011 and associated legislative instruments (including Standards for NVR Registered Training Organisations 2012 <a href="#">Standards for NVR Registered</a>
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<a href="#">Education and Training Regulator Act 2011</a>	<a href="#">Training Organisations 2012)</a>
Australian Government Legislation <a href="#">Tertiary Education Quality and Standards Agency Act 2011</a>	Tertiary Education and Quality Standards Agency Act 2011
Australian Qualifications Framework (AQF) <a href="http://www.aqf.edu.au/wp-content/uploads/2013/05/AQF_Issuance_Jan2013.pdf">http://www.aqf.edu.au/wp-content/uploads/2013/05/AQF_Issuance_Jan2013.pdf</a>	AQF Qualifications Issuance Policy
Australian Qualifications Framework (AQF) <a href="http://www.aqf.edu.au/wp-content/uploads/2013/05/AQF_Register_Jan2013.pdf">http://www.aqf.edu.au/wp-content/uploads/2013/05/AQF_Register_Jan2013.pdf</a>	AQF Qualifications Register Policy
<a href="http://www.nssc.natese.gov.au/_data/assets/pdf_file/0009/73989/NSSC_Policy_-_Application_of_the_AQF_Qualifications_Issuance_Policy_within_the_VET_Sector_v1.0.pdf">http://www.nssc.natese.gov.au/_data/assets/pdf_file/0009/73989/NSSC_Policy_-_Application_of_the_AQF_Qualifications_Issuance_Policy_within_the_VET_Sector_v1.0.pdf</a>	National Skills Standards Council (NSSC) Policy: Application of the Australian Qualifications Framework Qualifications Issuance Policy Within the VET Sector
South Australian Government Web site <a href="http://www.skills.sa.gov.au">www.skills.sa.gov.au</a>	Skills for All
<a href="http://in.tafesa.edu.au/marketing/documents/tafesa_staffbrandguidelines_002.pdf">http://in.tafesa.edu.au/marketing/documents/tafesa_staffbrandguidelines_002.pdf</a>	TAFE SA Brand Guidelines

## 6 Procedure

This process outlines the issuance of parchments and academic transcripts in line with the underpinning legislative requirements prescribed for a VET and Higher Education registered provider. Quality outcomes are embedded in the process as a protection against the impact on registration as a result of incorrect, inconsistent or fraudulent issuance of these documents. Responsibilities for verifying information are clearly articulated and control for the issuance of parchments sits within the Regulation Business Unit.

## 6.1 Supporting Information

- 6.1.1 Language Other than English
- If any part of the qualification has been delivered and/or assessed in a language other than English this must be acknowledge on the issued parchment or transcript
- 6.1.2 Specifications for Academic Transcripts
- Academic transcripts will be provided to accompany Qualification and Statement of Attainment Parchments
  - The requirements for information to be included on Academic Transcript are outlined in APPENDIX 1
  - Where an archival search is required a non-refundable fee of \$65 will be charged. This fee is payable prior to the search being conducted
  - Clients must be advised that not all student records are stored electronically. In this case additional fees, equal to that charged State Records, may be charged
  - Information retrieved through an archival search will be entered into SIS where possible, or otherwise stored

## 6.2 Limitations

- 6.2.1 Issuance
- Qualification or Statement of Attainment Parchments will only be issued when the following conditions are met:
    - The qualification or units of competence are included on the scope of registration (or in the case of international students CRICOS registered)
    - International Students - COE and course name are the same as confirmed in PRISMS
    - The Academic Transcript, certifies that all the requirements for the Qualification or Statement of Attainment have been met
    - All debts to TAFE SA have been cleared
    - Assessment requirements have been achieved per 6.2.5
    - Correctly completed and authorised documents are received by the Designated Officer
- 6.2.2 Parchment Printing
- Parchments will only be printed by the Designated Officer within the Regulation Business Unit
- 6.2.3 Joint Badging (Logos)
- TAFE SA Qualification and Statement of Attainment Parchments and Academic Transcripts **will not** be permitted to carry the logo or official badging of any other organisation (joint badging) without approval
  - Approval for joint branding can only be given by the Chief Executive Officer of TAFE SA
  - Applications for joint branding must be endorsed by the Executive Director-Education
  - Approval must consider the Department of Premier and Cabinet (DPC) [Circular PC023 \(issued July 2006\)](#).
  - Where such an authorisation is given a copy of the authorisation will be provided to the TAFE SA Marketing Unit for the development of the

appropriate Parchment and Academic Transcript shells specific to the authorisation

- 6.2.4 Non Accredited and/or Non Assessed Training
- An *Acknowledgement of Training* may be provided for those situations where some form of acknowledgement is required for training that has been conducted by TAFE SA, but where either no assessment was undertaken or where the training course is non-accredited
  - This acknowledgement must not resemble in any way, or be confused with TAFE SA's official Qualification and/or Statement of Attainment Parchments
  - There may be rare instances where a non-accredited industry program is used as a delivery strategy for a unit of competency from a Training Package, making a student eligible to receive both a Parchment and an Acknowledgement of Training
- 6.2.5 Requirement for TAFE SA to assess
- A TAFE SA parchment will only be issued when TAFE SA has assessed at least 10% of the content of the Qualification or Statement of Attainment
  - Nominal hours are to be used as the quantity indicator when determining 10% of the content of the Qualification or Statement of Attainment
  - Where a credit transfer agreement grants credit towards a TAFE SA qualification through equivalence, the part of the course to be achieved in TAFE SA will be defined as part of the credit transfer agreement
  - Recognition of prior learning (RPL) is a legitimate way for TAFE SA to assess the minimum 10% required

### 6.3 Issuance of Parchments

- A completed "Application for Parchment" is lodged by the student with Program Support
- A check is made for any financial holds and the student is informed of any outstanding debts and the process for clearing them. (This will also include confirmation form from the library that all items have been returned and that there are no outstanding fines –ref section 6.4.2)
- Academic Transcript is printed and along with an appropriately authorised "Application for Parchment" is forwarded to the Designated Officer
- The Designated Officer confirms all requirements are met and prints and issues parchment according to students preferred method of receipt
- In the case of any financial holds the application may be processed to enable TAFE SA to receive Skills for All funding on "Issuing of Parchment"; however the parchment is not issued. The Designated Officer will hold the Parchment until official notification is received that all holds have been cleared
- It is the responsibility of Program Support to inform the Designated Officer that all holds have been cleared
- TAFE SA Qualification and Statement of Attainment Parchments and Academic Transcripts are to be issued within 8 weeks of the lodgement of the Application for Parchment form and confirmation of meeting all the requirements, unless they are to be given out at a graduation ceremony
- The work group is encouraged to facilitate the completion of Application for Parchment forms as soon as practicable after students have completed the requirements for a Qualification or Statement of Attainment to assist TAFE SA in meeting its Certification obligations
- All uncollected Qualification, Statement of Attainment Parchments and Academic Transcripts and those returned by mail as 'not at address' must be stored by the

Designated Officer in a secure location for a period of 30 years, and in line with the VET Quality Framework and State Records Act, 1997

6.3.1 Issuance of Joint Badged Parchments  
*(This section is to be read in conjunction with section 6.2.3)*

- An application for co-branding approval must include the recommendation of the Executive Director, Education and endorsement of the Chief Executive of TAFE SA
- Upon approval a copy of the authorisation will be provided to the TAFE SA Marketing Unit for the development of the appropriate Parchment and Academic Transcript shells specific to the authorisation
- The TAFE SA Marketing Unit will be responsible for design meeting Government of South Australia and TAFE SA branding compliance requirements
- TAFE SA Marketing Unit will forward a copy of the authorisation with the developed Parchment and Academic Transcript shell to the Manager, Regulation to ensure compliance with Parchment requirements
- Where joint badging is appropriately approved in line with section 6.2.3, the Parchment can only be issued by TAFE SA as the enrolling body and TAFE SA has the final responsibility for recording and issuing academic results

6.3.2 Assessment of Parchments and Transcripts Issued by Other RTO for Credit

TAFE SA recognises the AQF qualifications and Statements of Attainment issued by other registered training organisations (RTO). The following applies to assessment of AQF Qualifications or Statement of Attainment achieved at another RTO for credit towards a TAFE SA Qualification

- Program Support staff sights the original Qualification or Statement of Attainment Parchment, and the original official transcript listing competencies achieved and issued by the other RTO
- The RTO's National Provider Number is verified with the national register ([www.training.gov.au](http://www.training.gov.au)) as a check on the RTOs authenticity
- Copies are taken of the original documents and signed to show that the originals have been seen and the RTO Provider Number has been validated. These endorsed copies are kept in the student file along with that student's results from TAFE SA
- This endorsed copy must be attached to any applications for parchment issuance sent to the Designated Officer
- Scope of registration WILL NOT be amended for units of competency TAFE SA does not have the capacity or capability to deliver, superseded units

6.3.3 Replacement and Re-issue

- TAFE SA will reissue parchments for all the parchments originally issued on or after 1/1/1995
- An administration fee of \$50.00 will apply for all re-issued parchments
- Where an archival search is required a non-refundable additional fee of \$65 will be charged. This fee is payable prior to the search being conducted.
- Additional fees may be required for the issuing of academic transcripts (per 6.1.2)



### 6.3.4 Replacement or Reissue Processes

*(This must be read in conjunction with section 6.1.2 and 6.3.3)*

- A completed “Application for Replacement Parchment” or “Application for Parchment Reissue” is received
- Lodgement must be done in person and the identity of the applicant established (in case of reissue in new name, appropriate evidence establishing the new name must be present See APPENDIX 2)
- In the case of international students, the International Unit will make an application on the student’s behalf, following appropriate establishment of identity
- All original documents used to establish identity and support application are to be photocopied and endorsed by the Program Support Officer receiving the application
- All endorsed documents along with the application are then forwarded to the Designated Officer
- The Designated Officer will confirm, against records within SIS (or archives) that the Qualification or Statement of Attainment Parchment was originally issued
- A Parchment will be issued noting that it is a replacement
- A record will be kept in SIS of the re-issuance or replacement of the parchment by the Designated Officer.

### 6.3.5 Issuance of Letters of Equivalence

*(This must be read in conjunction with section 6.1.2 and 6.3.3)*

- Where a client has a pre-existing qualification from a South Australian TAFE institute, a Letter of Equivalence may be issued
- The Letter of Equivalence will be based on the broad comparisons published by the AQF, as shown in the tables below.

#### Pre-AQF Qualification Title

Certificate	Advanced Certificate	Associate Diploma	Diploma
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#### Australian Qualification Framework (AQF) Title

Certificate I Certificate II Certificate III Certificate IV	Certificate III Certificate IV Diploma	Certificate IV Diploma Advanced Diploma	Diploma Advanced Diploma
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- A Letter of Equivalence is provided only if the knowledge and competence exists among the current TAFE SA staff to compare the level of the qualifications, using the above tables as a guide
- A Letter of Equivalence is to be produced on TAFE SA letterhead, and signed by the Chief Executive or his/her delegate
  - The letter will take the form of “the *...insert name of old qualification* ...would be approximately equivalent to a *...insert here the level appropriate from the above table...today.*”
  - Titles of any current qualification MUST NOT be added
- A pre-AQF qualification may be updated by a combination of a RPL process followed by training and assessment for any remaining gaps

## 6.4 Administrative Matters

### 6.4.1 Record Keeping

- TAFE SA will retain client results in a retrievable form for the period set down by the VET Quality Framework or other legal determination (such as the *State Records Act, 1997*) and in any event for not less than 30 years
- TAFE SA educational programs will retain results of student achievements in a form that can be stored, searched, archived and retrieved

### 6.4.2 Establishing student's financial position

- Program Support will establish that student does not have any unpaid debts to TAFE SA. Inclusive of un-returned library loans and incurred fines for overdue items
- Program Support Staff will confirm from the Library that the student has no outstanding loans or fines

### 6.4.3 Resolution of issuance matters

#### 6.4.3.1 Incorrect issuance

- TAFE SA must inform the student in writing of the error, informing the student that the parchment has been declared invalid and should be returned
- The returned parchment will be securely stored by Designated Officer and noted on the Parchment Database
- If the student who was issued an incorrect parchment is eligible for an alternative parchment, normal parchment issuance procedures are to be followed to rectify the mistake
- If the student who was issued an incorrect parchment is not eligible for an alternative parchment the relevant work team should provide adequate information as to why the student was not eligible and provide any appropriate assistance to support the student

#### 6.4.3.2 Delay in Issuance of Parchments

Program Support is encouraged to facilitate the completion of Application for Parchment forms as soon as practicable after students have completed the requirements for a Qualification or Statement of Attainment

- If a Qualification or Statement of Attainment Parchment was posted to the student via registered mail and not received, it will be traced by the Designated Officer
- The Designated Officer may request endorsed proof of a student's identity
- If the parchment cannot be found another 'original' will be issued. A record is to be kept in SIS by the Designated Officer of the re-issuance of the Parchment
- If a parchment was not issued and there has been an a subsequent change of scope, the Designated Officer may issue the Parchment with the appropriate details as they were on the previous scope of registration subject to:
  - determine that the previous qualification was within the campus scope of registration at the time of completion and
  - determine that the student has met the requirements of the previous qualification, has no outstanding fees, and

- the Qualification or Statement of Attainment Parchment can be back-dated to the original date of graduation or completion

#### 6.4.4 Skills for All Funding

- For TAFE SA to receive Skills for All funding on 'Issuing of Parchment' the parchment needs to be printed for each student who has been certified as completing their course of study
- Where a student has completed their program of study but is identified as subject to a financial hold, a parchment or Academic Transcript cannot be issued
- The parchment must be held in a safe location by the Designated Officer until the student has cleared all debt

## 7 Responsibilities

### 7.1 Education Business Unit Staff

- **Academic staff** are responsible for
  - Entering the student results onto SIS
  - Maintenance of documentation and monitoring training plans
  - Establishing the requirements of the Qualification or Statement of Attainment and all Training Package and [VET Qualification Framework](#) (VQF) requirements have been met
  - Signing to verify eligibility to receive parchment
  - Notifying Program Support that results have been entered into SIS and the student is able to apply for their parchment
- **Educational Managers** are responsible for ensuring that staff comply with the requirements of the Act, the AQF, the VQF and the Higher Education Protocols and Guidelines as contained within this document
- **Program Support Staff** are responsible for checking the student has met their financial requirements. (Program Support Staff are encouraged to facilitate the completion of Application for Parchment forms as soon as practicable after students have completed the requirements for a Qualification or Statement of Attainment)

### 7.2 Designated Officers

- Management of parchment stocks and security including management of parchment numbers, ordering of shells
- Printing of correct parchments according to the parchment templates, and issuance of parchments to qualifying students on a as needs basis
- Notifying the originating Lecturer and Program Support that the parchment has been issued and how the student has nominated to receive their parchment
- Conducting audits of parchment requirements

### 7.3 Manager, Regulation

- Developing the result legend to be printed on the reverse side of the Academic Transcript.
- Review of national VET and Higher Education legislation and policy to inform any reviews of Parchment shells, in consultation with respective units and TAFE SA Marketing Unit.
- Facilitating the endorsement of the final shell design and wording through TAFE SA Executive

- Liaising with the Procurement Unit for the procurement of TAFE SA Parchment and Academic Transcript shells including negotiating document numbering requirements and quality control matters
- Communicating ordering processes for parchment templates to be followed

#### **7.4 Marketing Manager, Business Development and Regions Unit**

- Designing and developing the Qualification and Statement of Attainment Parchment overwrite templates and Academic Transcript shells and for the information to be added to the shells by TAFE SA staff
- Consulting with Manager, Regulation and/or the officer responsible for the development of the Parchment Policy and Procedures in relation to the designs meeting legislative, guideline and standards requirements
- Ensuring designs meet Government of South Australia and TAFE SA branding compliance requirements

#### **7.5 International Unit**

- Confirming identity of students, and making an application for reissuance of parchment on their behalf
- Ensuring that COE of all international students match course registration

#### **7.6 Procurement Unit**

- Liaising with Regulation to establish a contract for the printing of the TAFE SA Parchment and Academic Transcript shells

#### **7.7 Skills for AI Contracts and ASQA Delegations Officer**

- Maintaining records of all parchments issued
- Approve payment to the Printer for Parchment templates

#### **7.8 TAFE SA Chief Executive**

- Delegation from the TAFE SA Board provides for the **TAFE SA Chief Executive** as the authorised signatory for Qualification and Statement of Attainment Parchments.

#### **7.9 TAFE SA students**

- Submit applications for parchment issuance
- Settle all fees payable in a timely manner
- Return all incorrectly issued parchments for destruction

#### **7.10 Review of TAFE SA Policy**

This Policy will be reviewed by the Manager, Regulation according to national legislation and quality standard changes, changes to logos, feedback received from clients or TAFE SA business units and/or contextual changes as required. Failing any of the above changes the Policy will be reviewed every 2 years

## **APPENDIX 1: Specifications for Academic Transcripts**

The TAFE SA Academic Transcript shell will be A4 in size and printed on paper quality appropriate for formal certification as determined by TAFE SA Marketing Unit.

The TAFE SA Academic Transcript shell will carry the following pre-printed information:

- The authorised form of the title and logo of TAFE SA
- The current results legend

The TAFE SA Academic Transcript will carry the following information fields which are to be entered on the transcript by SIS and checked by the Student Data Officer as appropriate:

- The correct name of the person receiving the Academic Transcript as recorded in SIS at the time of printing of the transcript
- The correct current residential address as recorded on SIS of the person receiving the Academic Transcript
- The TAFE SA unique Student Identification Number
- The correct National Title and Code of the qualification/skill set, where relevant
- The correct National Title and Code for each unit of competence attained/attempted
- The correct TAFE SA code for each unit of competence
- The date of issue, which is to be deemed the date of printing of the transcript in the form XX Month XXXX
- The statement 'Course Completed' where relevant
- The results, semester and year of completion next to each unit of competence
- The statement 'End of Results printout'
- The issuing campus name and address , phone and email address

## **APPENDIX 2: Standard Identification Documents**

Below is a list of standard documents that can be used to establish identity

- Photographic evidence (i.e. driver's licence)
- Birth Certificate
- Birth Certificate Extract
- Current passport

This subset refers specifically to evident of name change

- Certificate of Change of Name issued by the Principal Registry Office of Births, Deaths and Marriages, Registration Division, Office of Business and Consumer Affairs (South Australia), or interstate equivalent
- Deed Poll executed through a solicitor or Notary Public
- Decree nisi
- Decree absolute
- Gender reassignment medical certification
- Certificate of Marriage

In the case of proof of name change:

Certified copies of the above documents that have been appropriately notarised by a Justice of the Peace, notary or solicitor may be used as evidence

**APPENDIX 3: Flowchart for the process for issuing parchments to graduates**

