

## Naming and Awarding Qualifications and Recognising Achievement

First Produced:	17/07/91	Authorisation:	Academic Board
Current Version:	03/12/15	Officer Responsible:	Director, Academic
Past Revisions:	28/02/92, 23/04/92, 24/03/94, 30/04/98, 07/05/98, 24/06/99, 20/09/01, 20/09/01[corrected], 15/08/02, 29/11/04, 27/07/06, 06/05/10, 16/06/11, 01/12/11, 08/08/13		
Review Cycle:	3 years		
Applies From:	Immediately unless otherwise stated		

Major changes/additions since the last version are indicated by a vertical line in the left hand margin.

### 1 Introduction

#### 1.1 Purpose

The purpose of this policy is to provide a broad framework and set of principles to ensure that all qualifications and other awards issued by Ara Institute of Canterbury<sup>1</sup> meet the definitions set by NZQA and/or other relevant external bodies, and are according to standard formats.

#### 1.2 Scope and Application

- a All qualifications and other records of achievement awarded by Ara. This currently includes certificates, diplomas, degrees, graduate certificates and graduate diplomas.
- b In recognition of student achievement in courses that do not lead to a qualification, Ara also issues Statements of Attendance, Statements of Attainment and other Awards/Prizes.

#### 1.3 Formal Delegations

- a The Ara Council delegates the Academic Board to:
  - i Approve new and existing programmes and courses which are in accordance with the Ara Strategic Plan and Investment Plan.
  - ii Admit students to approved programmes and courses.
  - iii Grant awards.
  - iv Develop, monitor, review and maintain policies on academic matters, including research.
- b From the Academic Board to Head of Departments/Department Board of Studies:
  - i Sub-delegations from the Academic Board to other bodies (e.g. Department Board of Studies), as well as revisions to the Board's Terms of Reference, are recorded in the minutes of the Academic Board and Council. Delegations are summarised in the Academic Delegations Register.

<sup>1</sup> From herein referred to as Ara

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- ii The Terms of Reference for Department Board of Studies include 'develop effective processes at Department level to ensure compliance with Ara academic regulations/external requirements, in particular those related to admission and special admission of students and confirmation of student results'.
  - iii The Academic Board delegates to Head of Departments, in conjunctions with Department Board of Studies, the authority to:
    - 'Release final marks/grades; confirm eligibility for awarding of qualifications; approve Statements of Attendance, Statements of Attainment and Student Awards/Prizes according to set criteria.'
    - 'Approve self-funded short/non-assessed courses.'
  - iv Department Board of Studies also have authority to 'establish subcommittees or teams to carry out any of the above tasks on behalf of the Department Board of Studies as needed'.
- c From the Academic Board to other persons/bodies:

To the Director, Academic: authority to approve variations to graduation eligibility (January 1999), including students studying at Ara but enrolled through another institution (October 2003), or students studying under collaborative arrangements (August 2013).

<p><b>Related Ara Procedures and Forms</b></p> <ul style="list-style-type: none"> <li>• APP503a Regalia Required for Graduation</li> <li>• APP503b Change of Name on Awards</li> <li>• APP503c Confirmation of Eligibility to Receive an Award</li> <li>• CPP120d Academic Delegations Register</li> </ul>	<p><b>Related Ara Policies</b></p> <ul style="list-style-type: none"> <li>• APP504 Regulations Governing Admission, Enrolment, Withdrawals and Non-Engagement Cancellations</li> <li>• APP603 Design, Development and Approval of Programmes</li> <li>• CPP601 Council Delegations Policy</li> <li>• CPP606 Common Seal and Bank Authorities and Signatories Policy</li> </ul>
<p><b>References</b></p> <p>NZQA website (<a href="http://www.nzqa.govt.nz">http://www.nzqa.govt.nz</a>) for details relating to all quality assured qualifications</p> <p>Guide to Tertiary Funding, Tertiary Education Commission (updated annually) <a href="http://www.tec.govt.nz">http://www.tec.govt.nz</a></p> <p>Qualification Definitions – NZQA <a href="http://www.nzqa.govt.nz/assets/Studying-in-NZ/New-Zealand-Qualification-Framework/requirements-nzqf.pdf">http://www.nzqa.govt.nz/assets/Studying-in-NZ/New-Zealand-Qualification-Framework/requirements-nzqf.pdf</a></p>	
<p><b>Notes (oldest to newest changes)</b></p> <ul style="list-style-type: none"> <li>• Degrees: Maximum number of credits allowed at Level 4 (20 credits) introduced by NZQA in June 2001.</li> <li>• Diplomas: Prior to 2002, Ara required a minimum of 80 credits at the registered level of the Diploma; was reduced to 72 in line with the revised NZQA definition.</li> <li>• Graduate Certificates/Diplomas: Criteria for graduate certificates and Graduate Diplomas introduced by NZQA in 2001; The existing graduate qualifications brought into line progressively over the next two years. NZQA amended some aspects in 2004, followed by a re-interpretation of entry criteria in 2006.</li> <li>• Foundation Certificates: In September 2003, Ara added "Foundation" certificates to its formal list of approved qualifications, in line with government priorities. Note that in 2006 NZQA distributed additional draft guidelines related to "foundation" qualifications aimed at improving basic literacy and numeracy.</li> <li>• In this version Statement of Attendance (annotated) for Courses Delivered On-Line as non-assessed courses has been removed from the policy. Minimum number of credits for degrees reduced to 75 credits at Level 7 (from 80 credits), graduate diplomas and diplomas also required 75 credits.</li> <li>• TEC funding rules for Short Awards changed in December 2010 – now must be a minimum of 20 credits.</li> <li>• NZQA in April/July 2011 redefined qualification definitions and removed the provision for Level 4 credits (20 maximum) for degrees, graduate diplomas, graduate certificates and Level 6 diplomas. Graduate diplomas and certificates now at Level 7 or above (previously Levels 5 -7).</li> </ul>	

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- Delegation to PAC for programmes approved by any ITP's Academic Board (previously TANZ only). Dec 2011.
- 2012 – Changes made to reflect the changes to the structures within Ara. Short Awards replaced by Training Schemes. Removal of Level 1-3 exclusion from formally graduating.
- 2013 – NZQA references updated. Definition for Master's Degree and Post Graduate Diplomas and Certificates added. Deleted TEC requirement for approval for COP and Exit qualifications – TROQ prevents this; Deleted Change in Nomenclature provision – no longer relevant. Distinction between qualifications and programmes of study made explicit. Council delegation to CE reviewed and delegated powers to Academic Board endorsed. Embedded qualifications removed as an outcome of TRoQ.
- 2014 – Changes made to signatories on award certificates. Wording on certificates and statements of attainment updated.
- 2015 – Minor changes to requirements for re-issuing lost qualifications. Removal of Ara from policy title.
- 2016 – New branding
- 2017 – Minor change – Add section 3.2 Variation to an Award (text was previously included in policies APP507 Credit Recognition and APP603 Design, Development, Review and Approval of Programmes.

## 2 Principles

- 2.1 All qualifications awarded by Ara fairly and accurately reflect the outcomes achieved by students and are consistent with the definitions and rules set by NZQA.
- 2.2 Other awards and prizes issued by Ara reflect the outcomes achieved by students and are consistent with the criteria set by Ara and/or a Department and are according to standard formats.

## 3 Associated Procedures for Ara Academic Policy on: Naming and Awarding Qualifications and Recognising Achievement

<b>Contents:</b>	3.1	Qualifications and Other Awards at Ara
	3.2	Variation to an Award
	3.3	With Distinction
	3.4	Exit Qualifications
	3.5	Issuing Qualifications
	3.6	Issuing Statements of Attendance and Statements of Attainment
	3.7	Student Awards/Prizes
	3.8	Official Authorisation Terminology
	3.9	Design of Awards and Statements
	3.10	Use of the Ara Common Seal
	3.11	Eligibility for Graduation
	3.12	Issuing Transcripts
	3.13	Re-issuing Qualifications and Other Awards

### 3.1 Qualifications and Other Awards at Ara

a Qualifications and other awards currently issued by Ara are as follows:

i **Master's degree:** A Master's degree is at least 240 credits except where it builds on :

- a Bachelor Degree with Honours or an equivalent qualification, or significant relevant professional experience, in which cases it can be fewer than 240 no fewer than 120 credits;
- a three year Bachelor Degree or an equivalent qualification, in which cases it can be fewer than 240 no fewer than 180 credits;

A Master's Degree must comprise a minimum of 40 credits at level 9 with the remainder at level 8. The minimum entry qualification for a Master's Degree is a

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Bachelor's Degree or equivalent. Ara has defined 'equivalent' as (a) specified relevant work/other experience requiring equivalent skills/attributes prescribed to graduates. The minimum entry qualification for a Master's Degree of fewer than 240 credits but no fewer than 120 credits is either a Bachelor Honours Degree or a Postgraduate Diploma or an undergraduate degree followed by relevant professional experience.

The title must adhere to the following nomenclature convention:

*Master of X (optional modifier indicating specialisation).*

- ii **Post Graduate Diploma:** a post graduate diploma requires a minimum of 120 credits from Levels 7 and above, with a minimum of 75 credits from Level 8. Note NZQA specify a minimum of 72 credits from Level 8.

Entry is open to degree graduates or equivalent (see Ara definition of equivalent above).

The title must adhere to the following nomenclature convention:

*Post Graduate Diploma in X (optional modifier indicating specialisation).*

- iii **Post Graduate Certificate:** A Post graduate Certificate requires a minimum of 60 credits at Level 8.

Entry: Postgraduate Certificates require either a Bachelor's Degree or Graduate Certificate or Graduate Diploma in a cognate subject, or relevant skills and knowledge acquired through appropriate work or professional experience

The title must adhere to the following nomenclature convention:

*Post Graduate Certificate in X (optional modifier indicating specialisation).*

- iv **Bachelor's Degree:** A Bachelor's Degree is a Level 7 qualification requiring a minimum of 360 credits from Levels 5 to 7, including at least 75 credits at Level 7. Note NZQA specify a minimum of 72 credits at Level 7.

The title must adhere to the following nomenclature convention:

*Bachelor of X (optional modifier indicating specialisation).*

- v **Diploma Level 6:** A minimum of 120 credits from Level 5 or above, with at least 75 credits at Level 6 or above. Note NZQA specify a minimum of 72 credits at Level 6.

The title must adhere to the following nomenclature convention:

*Diploma in X (optional modifier indicating specialisation).*

- vi **Diploma Level 5:** A minimum of 120 credits from Level 4 or above, with at least 75 credits at Level 5. Note NZQA specify a minimum of 72 credits at Level 5.

The title must adhere to the following nomenclature convention:

*Diploma in X (optional modifier indicating specialisation).*

- vii **Graduate Diploma Level 7:** A minimum of 120 credits from Levels 5 or above with a minimum of 75 credits at Level 7. Note NZQA specify a minimum of 72 credits at Level 7. As with degrees, staff are expected to be engaged in research and hold higher qualifications (degree or equivalent) themselves.

Entry is restricted to students who already hold a Bachelor's Degree or equivalent. Ara has defined 'equivalent' as (a) specified relevant work/other experience requiring equivalent skills/attributes prescribed to graduates and/or (b) successful completion of a registered Level 7 qualification of at least 120 credits other than a degree.

The title must adhere to the following nomenclature convention:

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*Graduate Diploma in X (optional modifier indicating specialisation).*

- viii **Graduate Certificate Level 7:** A minimum of 60 credits from Levels 5 or above including at least 40 credits at Level 7 or above.

Entry is restricted to students who already hold a Bachelor's Degree or equivalent. Ara has defined 'equivalent' as (a) specified relevant work/other experience requiring equivalent skills/attributes prescribed to graduates and/or (b) successful completion of a registered Level 7 qualification or at least 120 credits other than a degree.

The title must adhere to the following nomenclature convention:

*Graduate Certificate in X (optional modifier indicating specialisation).*

- ix **Certificate:** A minimum of 40 credits from Levels 1–5, with the level determined by the highest 40 credits. The most common Certificates are at Level 1–4.

The title must adhere to the following nomenclature convention:

*Certificate in X (optional modifier indicating specialisation).*

- x **Certificate (Foundation):** Introduced by Ara in September 2003 to differentiate qualifications whose primary purpose is to provide 'bridging' or preparation for entry to a higher level, more vocationally oriented qualification. In all other respects, the same criteria as for Certificate (above) apply.

A Foundation Certificate can be awarded at any level, but the most likely is Level 1–3. NZQA and TEC (2006) distributed guidelines for delivery of 'foundation' education aimed specifically at improving basic literacy and numeracy.

Currently, the title follows the same conventions as for other Certificates:

*Certificate in X (Foundation) or Certificate in Foundation X (optional modifier indicating a specialisation).*

- xi **Certificate of Proficiency (COP):** A programme of study consisting of assessed course(s) chosen by an individual student from already approved qualification(s). It is used when the student does not intend to credit the courses to a specified qualification OR does not intend to complete the full qualification (refer to TEC web site – Student Achievement Funding Component – TEI's Certificate in Personal Interest or Proficiency). Ara introduced a 60-credit COP (Foundation) in 2002 to cater for students needing to complete a 'bridging' programme before meeting the entry criteria to their target qualification. This alternative to the traditional use of the COP was discussed with TEC and formally approved by NZQA. This meets the requirement of approving each student's individual course of study.

The title of this qualification is as follows:

*Certificate of Proficiency (Foundation).*

For other COPs, most students would be eligible for a Statement of Attainment instead (see below).

- xii **Statement of Attainment:** A formal record of achievement, in recognition of successful completion of an approved, assessed course at any Level that (either because it is less than 40 credits including Training Schemes OR for any other reason) has not been approved as a formal qualification. Note that a Statement of Attainment may be approved as an exit point from a formal qualification, although students who complete the full qualification would not also receive separate Statements of Attainment.

- xiii **Statement of Attendance:** A formal record of course completion which may be issued by Departments in cases where attendance is the only stated course requirement. The percentage of attendance required to receive the statement

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must be specified, and the statement is issued only to students who meet that requirement.

### **3.2 Variation to an Award**

- a A student may be granted an exemption for prescribed core or compulsory courses because they are unable to complete all the requirements of a prescribed course due to factors outside their control (e.g. disability or other acceptable reason). In such cases, the student is not awarded credit for the prescribed course, but is given the opportunity to complete an approved alternative course of the same or higher credit value at the same or higher level via approval of a 'variation to programme'.
- b 'Variation to a programme' is approved by exception, on a case by case basis, usually for reasons as outlined above. In all cases, a variation is approved only if the graduate profile for the programme in which the student is enrolled is achieved.
- c Applications for a 'variation to a programme' are submitted to the Academic Board via Academic Services Division by the relevant Head of Department/delegate, both of whom must endorse the variation.
- d Approval of the variation is via a sub-group operating under delegation of the Academic Board and consisting of one member of the Programme Approval Committee and two additional members of the Academic Board who are not members of the PAC. All decisions are reported to the Academic Board, and a central file is maintained by the Academic Services Division.
- e No more than 25% of the total credit value of any programme can be varied (equivalent to one standard 15-credit course in a 60-credit qualification). If multiple applications are received for students in the same programme, this can signal a need for the programme and/or the entry criteria to be reviewed.

### **3.3 With Distinction**

- a In July 2000, the Academic Board approved the awarding of qualifications 'With Distinction' in recognition of identified students' high achievement/exemplary performance in the overall programme.
- b The following regulations apply:
  - i Departments are not required to award Distinction in any programme.
  - ii Distinction is awarded at programme level only.
  - iii Ara reserves the right to recognise exemplary performance of its students in any way it deems appropriate. Distinction may, therefore, be given for national qualifications and local qualifications that include unit standards or competency based assessment. In cases where the qualification itself is awarded by another body, students meeting the criteria for Distinction are issued with a separate acknowledgement and/or a notation is included on the Ara record/transcript.
  - iv Criteria for Distinction are stated clearly, approved by the Academic Board and available to students in writing.
  - v Criteria are standards based, not norm referenced (e.g. Distinction is not awarded to the 'top student' in each intake, regardless of the standard achieved).
  - vi Criteria vary from qualification to qualification, as relevant to the particular discipline. Personal attributes such as punctuality, co-cooperativeness, reliability and speed are acceptable provided these attributes are relevant to the graduate profile/outcomes and/or likely employment for graduates.

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- vii Criteria include the specified standard of overall academic achievement in the courses that make up the qualification (e.g. 'Achieve merit grade in 8 out of 10 courses or 'Achieve an A- grade average over all courses in the programme').
- viii All staff with a major involvement in the delivery of the programme should have some role in deciding who receives Distinction.
- ix The award and/or official academic record/transcript of students receiving Distinction includes the notation 'With Distinction'.
- x At graduation, all students obtaining Distinction are recognised by having 'With Distinction' printed after their names in the programme.

### **3.4 Exit Qualifications**

- a Exit qualifications are designed to ensure students who successfully complete a coherent course of study, but are unable to complete the full programme of study, are appropriately recognised. Exit qualifications must meet all criteria for approval, as for any other qualification (e.g. evidence of support from the relevant industry/profession, a graduate profile in its own right, a separate course matrix, programme regulations and a programme code for reporting qualification completions).
- b Details of exit qualification(s) are included in the Programme of Study Document (or approved via the programme change process). Students cannot enrol in an exit qualification unless it is approved as a 'stand-alone' Programme of Study with a separate programme code.
- c An exit qualification is awarded only to students who successfully complete all stated requirements for that qualification and actually do 'exit' from the full qualification. This can be at the end of the particular year/stage or, having attempted work at the next stage find that they are unable to continue for any reason. Students who complete the full qualification are not awarded an 'exit qualification'.

### **3.5 Issuing Qualifications**

All qualifications are issued through the Central Academic Records which arranges production through Marketing. Academic Board may vary this on recommendation from a Head of Department.

### **3.6 Issuing Statements of Attendance and Statements of Attainment**

Statements of Attendance and Statements of Attainment are delegated to each Department Board of Studies, with the Head of Department responsible for ensuring that the stated procedures are followed and the criteria for issuing the Statement are met. Departments decide whether a Statement of Attendance is issued automatically to all students meeting the requirements or only on request. Production of the Statement of Attendance is by any of the following, at the discretion of each Department:

- a Produced by the Department, following the standard format (see Section 3.8).
- b Produced by Marketing (also in standard format) at a Department's request.
- c Produced by the Department, on letterhead paper, usually when individual student(s) request evidence of course attendance.

### **3.7 Student Awards/Prizes**

The issuing of Student Prizes and Awards is delegated to each Department Board of Studies. Students are advised of the criteria and procedures in Programme Handbooks. Students are identified within a Department, with the Head of Department responsible for ensuring that the stated procedures are followed and the criteria for the prize or award are met. Student

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awards are produced by Marketing, following the standard format for Ara Student Awards (see section 3.8).

The types of awards or prizes given out could include the following terminology:

- Top Student
- 1<sup>st</sup> in Class
- Scholarship
- Industry Award
- Excellence in ...
- Apprentice of the Year
- Student of the Year
- Degree Prize

Terminology not listed above would require the approval of the Director Academic before it could be used on a student award.

### 3.8 Official Authorisation Terminology

When Ara issues an award for a qualification that has been approved and/or accredited by NZQA or other external body, the specified legal wording describing the authority under which the award is made is included on the award. In some cases, this can be abbreviated. The approved text for awards is as follows:

- a Qualifications Level 1-7, excluding degrees

*This is to certify that on [Day] [Month] [Year]  
[Name of learner]  
has met the requirements of the programme leading to the above qualification and was  
awarded this qualification by Ara Institute of Canterbury*

- b Degree qualifications

*The Ara Institute of Canterbury, exercising its powers under the Education Act 1989, and  
being satisfied that the requirements of the Academic Board have been met, hereby  
confers upon  
[Name of the learner]  
the degree of  
[Qualification Title, Level]  
awarded on [Day] [Month] [Year] Christchurch, New Zealand*

- c To be inserted at the bottom of all awards

*Ara Institute of Canterbury is accredited to provide the (name of programme) by the New  
Zealand Qualifications Authority under section 250 of the Education Act 1989.*

- d Other qualifications e.g. qualifications at Level 1 to Level 6 that do not have New Zealand in their title, e.g. offered under the auspices of or in partnership with another body or organisation: The wording is decided on a case by case basis.

- e Statement of Attainment:

*This is to certify that  
[Name of learner]  
Has successfully completed a course of  
[no. of hours] total learning hours in  
[name of course]  
Awarded  
[date]*

- f Statements of Attendance: No authorisation statement included, as this is not a programme.

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### 3.9 Design of Awards and Statements

- a Certificates and Graduate Certificates are A4 in size, landscape format, carry the Ara embossed logo and are signed by the Chief Executive and Director, Education and Applied Research.
- b Diplomas and Graduate Diplomas are A4 in size, landscape format, carry the official Ara common seal and are signed by the Chief Executive, the Chair of Council and the Director, Education and Applied Research.
- c Degrees are B2 in size, landscape format, carry the official Ara common seal and are signed by the Chief Executive, the Chair of Council, and the Director, Education and Applied Research.
- d Statements of Attainment are A5 in size, portrait format, carry the Ara embossed logo and are signed by the Head of Department or other designated person.
- e Statements of Attendance are A5 in size, portrait format and are signed by the Head of Department or other designated person. They do not carry the embossed logo or common seal and can be produced by the Department or the Studio Production Unit. Alternatively, a confirmation of attendance can be issued by the Department on letterhead paper.
- f Student Awards/Prizes are A4 in size, portrait format, carry the Ara embossed logo and are signed by the Head of Department or other designated person. The Nomenclature of 'certificate' cannot be used.
- g Variations to any of the above are approved by the Academic Board, on application from the Department, Registry, Executive or other relevant body.
- h Signatures may be original or electronic. Permission must be granted from the individual for the use of an electronic signature for each graduation ceremony or when an award is conferred.

### 3.10 Use of the Ara Common Seal

The Ara Common Seal is affixed to Diplomas, Graduate Diplomas and Degrees. The awards are signed by the Chief Executive, Council Chair and Director, Education and Applied Research. Central Academic Records maintains a register of currently offered qualifications and reports the list bi-annually to the Ara Council.

Certificates do not have the Ara Common Seal affixed and these are signed by the Chief Executive and Director, Education and Applied Research.

### 3.11 Eligibility for Graduation

- a Ara students who have successfully completed the requirements of an assessed, defined programme of study leading to a qualification at or above Level 4 are eligible as of right to receive the award at the official Ara graduation ceremony. Inclusion of other programmes in the graduation ceremony is approved on a case by case basis by the Director, Academic.
- b Where a student has completed a qualification awarded by another institution, but taught mainly at, or through Ara, and there is an agreement between Ara and the awarding institution, the student may receive the award 'in absentia' from the awarding institution and receive the documentation at a Ara graduation ceremony. Specific regulations include:
  - i The Academic Boards (and Councils if required) from both Ara and the awarding institution agree that the qualification be awarded in this way. The Head of Department and the manager of the Ara graduation ceremony are consulted as part of the process leading to this agreement.

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- ii Ara and the awarding institution decide whether the Ara logo is included on the award or other documentation.
  - iii The awarding institution makes arrangements for the appropriate regalia (if any) and is responsible for payment of any costs incurred.
  - iv Each student receiving the award is named in the Ara graduation ceremony programme under a heading that indicates the qualification is awarded by another institution and explains the relationship with Ara. The awarding institution must provide a list of all students and the relevant qualification/s to be awarded. Ara then treats the students in the same way as other graduates (ie notices posted, inclusion in programme).
  - v The Chief Executive or delegate of the awarding institution may attend the graduation ceremony as a guest of Ara and may participate in the ceremony at the discretion of the Chair of the Ara Council.
- c Where a qualification is developed collaboratively with another provider, the Memorandum of Understanding must outline the conditions for awarding the qualification which will include graduation specifics e.g. dual branding, graduation ceremony attendance.
  - d All students eligible for graduation must complete the required documentation by the advertised due date. Those who wish to have their qualification conferred in absentia apply on the appropriate form by the advertised date, and the qualification is posted to them after the graduation ceremony.
  - e If a student dies before the conferment of the qualification or statement of attainment/attendance, it may be conferred posthumously.
  - f All graduands are expected to wear the appropriate academic dress as specified by the Ara. For Māori or Te Puna Wānaka staff/students, appropriate dress may include a korowai (cloak). Graduands who have previously graduated with another qualification may opt to wear academic regalia appropriate to the qualification already conferred. Staff also are expected to wear appropriate academic dress, which may include the gown, hood and head gear relevant to the specific academic qualification held by the person. (Refer to *APP503a Regalia Required for Graduation*.)
  - g In extraordinary circumstances, a student's qualification/other award can be conferred outside the scope of this policy, on application to and approval from the Council Secretary.

### **3.12 Issuing Transcripts**

- a Final academic transcripts are issued by the Central Academic Records for inclusion in the graduation folders. They are issued in the student's legal name.
- b Final transcripts are available on request for students not attending graduation.
- c Transcripts are issued/reissued at no cost to the student.

### **3.13 Re-issuing Qualifications and Other Awards**

- a Requests from students for a re-issue must be received by the Central Academic Records in writing, accompanied by the original qualification (which will not be returned) and any required fee. The Department may decide to re-issue the award to all students without requiring individual requests.
- b Lost Qualifications
  - i If a student loses the original qualification/other award, it can be re-issued by Registry, Corporate Services Division. A signed statement that the original qualification has been lost must accompany the request, along with any required

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fee. The re-issued qualification is generated in the name of the current legal entity, states that it is a re-issue, includes the date that the original qualification was obtained, the date of the re-issue, and identifies the name of the entity when the student qualified for the award.

- ii On occasion, the Central Academic Records Office is asked to re-issue a lost transcript and/or award for a former student for whom no formal evidence of results or the qualification can be found. When this occurs, the Registry Manager will ensure that steps are taken to check all existing records (e.g. by contacting department records staff, checking the Student Management System, checking archived records, talking with academic staff involved in delivery of the programme at that time, requesting any relevant information from the Academic Division).
- iii If the information gathered from the above is insufficient to validate positively the student's results or award, the current Head of Department has the authority to decide how to proceed. If the decision is to re-issue the award or transcript as requested, and the information is not definitive, the student must sign a statutory declaration prepared by the Secretary to Council before the transcript/award is issued. The standard fee for re-issuing an award applies.
- iv The original qualification/award, or a formal declaration that it has been destroyed or lost but will be returned if found, must accompany the application along with any required fee.

c Change in Student's Name

Qualifications/other awards are issued (and re-issued) in the student's legal name. This may include the name of the student as recorded on her/his enrolment form/student enrolment system at time of enrolment OR in the name recorded on the student's birth certificate OR marriage certificate OR formal change of name notice, provided an original or verified copy of the relevant document is sighted and a written request from the student is approved by Director Academic, Registry Manager or Corporate Services Division delegate (refer *APP503b Change of Name on Awards*).