Electronic Documents Submitted by Students Procedure

Section 1 - Purpose and Scope

(1) This Procedure applies to documentation submitted electronically to support student applications and administrative engagement with the University.

(2) This Procedure does not apply to academic documents created by a student (such as assignments).

Section 2 - Process and Key Controls

(3) The University accepts the electronic submission of documents supporting a range of processes including:

a. admission;
b. credit transfer; and
c. administrative processes (for example applications for deferred examinations or for withdrawal without academic penalty).

(4) As a condition of accepting the electronic submission of documents, the University reserves the right to verify the authenticity of the documents by any means considered appropriate.

Section 3 - Key Requirements

Verification Process

(5) Documentation used in support of an application to undertake an academic program must be kept by the student for the duration of the student's enrolment in the program.

(6) Documentation used in support of administrative processes must be kept for the duration stated in the application instructions. If the duration is not specified in the administrative process instructions, the documentation must be retained for 12 months from the date of submission.

(7) Any documentation or information required as part of administrative processes that is in a language other than English must include an English translation completed by a translator certified by the National Accreditation Authority for Translators and Interpreters (NAATI) or an alternative official translator recognised by the University.

(8) A student may be requested at any time throughout the specified period to provide the original documentation for verification. The student must be able to produce original documents within the requested timeframe.

(9) For information that is used as the basis for admission, failure to provide original documentation for verification when requested may result in withdrawal of the offer of a place, cancellation of enrolment, or, where relevant, rescinding of any awards conferred if the information cannot be verified.

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(10) Submission of false or misleading documentation by students will be considered misconduct and relevant actions will be taken in accordance with University misconduct policies.

(11) Methods of verification may include, but are not limited to:

a. digital clearing houses;
b. postgraduate@QTAC database for Australian qualifications;
c. online test results bank (for example Cambridge C2 Proficiency and IELTS); and
d. confirmation with the document source (for example, relevant institutions for qualifications, a doctor or medical practice for medical certificates, organisations or individuals for referee reports).

(12) Verification activities will be conducted in accordance with the requirements for the collection, use and disclosure of personal information outlined in Privacy Management Procedure.

Section 4 - Roles, Responsibilities and Accountabilities

Students

(13) Students who submit electronic documents are responsible for retaining those documents and for responding to requests from the University for documentation or additional information.

Organisational Units

(14) Organisational units that receive electronic documents covered under this Procedure are expected to carry out planned audits and ad-hoc checks to confirm the authenticity of documents submitted electronically.

(15) Unit leaders are responsible for establishing processes that meet the requirements of this Procedure. Unit leaders may nominate a staff member to oversee compliance and implementation processes within the unit (for example at the faculty level, the Senior Manager, Student and Academic Administration).

Section 5 - Monitoring, Review and Assurance

(16) The Student and Academic Administration Management Committee (SAAMC) will monitor the overall University-wide compliance with this Procedure. The SAAMC will submit reports to the Academic Registrar as required.

(17) The Academic Registrar will review this Procedure as required.

(18) A guide to support organisational units in undertaking planned audits is linked to this Procedure.

Section 6 - Recording and Reporting

(19) In addition to the requirements of the Information Management Policy and Privacy Policy:

a. the records concerning a student's admission, enrolment and progression, including University decisions, are filed in the student's record in SI-net, the CRM system and/or TRIM; and
b. organisational units are responsible for tracking the outcomes of verifications and for providing reports as required.

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