Documents Submitted by Students Procedure

Section 1 - Purpose and Scope

(1) This Procedure applies to documentation submitted by applicants for admission and students to support their applications and administrative engagement with the University.

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

Section 2 - Process and Key Controls

(3) The University accepts the submission of documents to support a range of processes including:

a. admission;
b. credit transfer; and
c. administrative processes (for example, applications for deferred examinations, assessment extensions or removal of course).

(4) The University reserves the right to verify the authenticity of the documents at any time, and by any means considered appropriate.

(5) If a document is unable to be verified, the application may be considered using the other material submitted or available to the University.

Section 3 - Key Requirements

Authenticity

(6) Applicants for admission and students must only submit authentic and verifiable documentation to UQ.

(7) Any documentation 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). A certified translation from a Regular Member of the International Federation of Translators (IFT) may also be recognised by the University.

(8) Any medical certificate used in support of an administrative process must be:

a. issued by a registered Australian health practitioner; or
b. by an international medical practitioner where a student is enrolled offshore or is studying offshore as part of the program requirements, or there is evidence of extraordinary circumstances that can be provided, e.g. flight bookings to prove your travel.

(9) Documentation other than academic records which were used in support of an application for admission to a program must be kept by the student for the duration of the student's enrolment in the program.

(10) Documentation used in support of administrative processes must be kept for 12 months from the date of submission, unless another duration is stated in a related Procedure or in the application instructions.

Verification Process

(11) Documents received by the University may be subject to:

 a. ad-hoc verification checks to confirm their authenticity; and

 b. scheduled audits.

(12) Notwithstanding the University reserves the right to verify documents with the source at any time, a student maybe required to provide original documentation for verification during the specified retention period.

(13) For information 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.

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

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

 a. digital clearing houses; including My eQuals and the postgraduate@QTAC database for Australian qualifications;

 b. online test results bank (for example Cambridge C2 Proficiency and IELTS); and

 c. confirmation of authenticity with the document source (for example, relevant institutions for qualifications, a doctor or medical practice for medical certificates, organisations or individuals for referee reports).

(16) Verification 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

(17) Students are responsible for submitting authentic documentation to UQ that can be verified.

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

Organisational Units

(19) Organisational unit leaders are responsible for overseeing ad-hoc verification and audit processes within the unit.

Section 5 - Monitoring, Review and Assurance

(20) The Academic Registrar will monitor the overall University-wide compliance with this Procedure.

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

This document may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version. It is the responsibility of the individual reading this document to refer to The University of Queensland's Policy and Procedure Library for the latest version.

Page 2 of 4

Section 6 - Recording and Reporting

(22) 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.

Status and Details

Status	Current
Effective Date	17th December 2025
Review Date	17th December 2030
Approval Authority	Director, Academic Services Division and Academic Registrar
Approval Date	10th December 2025
Expiry Date	Not Applicable
Policy Owner	Kathryn Blyth Director, Academic Services Division and Academic Registrar
Enquiries Contact	Academic Services Division