

Wellpark Policy: A/02

Official Academic Records

Category: Academic

Approved by: Academic Board

Last Approved Revision: June 2014

Review Date Scheduled: June 2016

Responsible Officer: College Manager

Purpose

Wellpark College creates, stores, and provides several types of official documents that record the academic achievements of individual students. This Policy defines these different documents and their purpose and outlines how they are created, stored, and shared. Individual students' academic achievements are tracked and recorded by Wellpark College and this policy outlines the processes for this, and informs students how they will receive regular feedback about their academic achievements.

The purpose of this policy is to:

- a) Inform stakeholders of the types and purpose of official academic records produced by Wellpark College.
- b) Inform students when they will receive official academic records and the cost of additional copies.
- c) Ensure appropriateness and consistency of academic information given to students.
- d) Identify appearance and content included on official academic records to avoid fraudulent copies.
- e) Outline internal processes for the creation and storage of official academic records.
- f) Ensure the safety and privacy of academic information of individual students.
- g) Ensure compliance with governing body regulations and NZ laws around the creation, storage, and sharing of academic information.
- h) Outline the processes for tracking, recording, storing and sharing academic achievements.
- i) Inform students how they will receive feedback about their academic achievements.

Application

This policy applies to:

- a) Students; past and present
- b) Staff

Policy

- a) Official academic records will be produced by only the Academic Assistant, Student Liaison or College Manager.
- b) Official academic records must be signed by the assigned personnel for the documentation to be valid.
- c) Official academic records will be produced on Wellpark College templates only.
- d) Official academic records is provided to students free of charge at pre determined times (with the exception of the Programme Outline Document) and at a fee outside of these normal times upon student request. Please see details of times and costs in the 'Details of Official academic records' section below.
- e) Any student with outstanding fees or charges will have the entitlement to receive official academic records suspended until full payment is received.
- f) Official academic records must be produced, stored and shared according to the procedures found in this document.
- g) A student must submit a request for additional official academic records using the Request for Official Academic Records Form via email to the Student Liaison studentliaison@wellpark.co.nz. The email must include a copy of photo identification verified by either reception at Wellpark College or by a Justice of the Peace, the student's full legal name, Wellpark College student ID, qualification completed, and dates of study. No verbal requests will be accepted. This is to ensure valid identity and to protect student privacy.
- h) Where a fee is required to produce official academic records this fee must be received before the documentation is produced.
- i) After receipt of payment, the official academic records may take up to 20 working days to produce.
- j) In situations where official academic records may need to be produced:
 - (i) jointly by Wellpark College and another institution, or
 - (ii) on the basis of courses undertaken at another institution that has subsequently merged with Wellpark College, or
 - (iii) within some other close inter-institutional arrangement,some variation to the provisions set out in this policy may be required. All such variations will be approved by the Principal and partner institution.
- k) Students will receive feedback about their assessments within 6 weeks of the assessment date (note: 6 week period does not apply to late or incorrect submissions).
- l) Privacy of student records will be managed through the processes outlined in the procedure section of this document.
- m) Student achievement information will be shared with Tertiary Education Commission and NZQA as required.
- n) Records of academic achievement for students will be stored in electronic format permanently and this information will be backed up off site every working day.

Procedures

The following procedures apply to this policy:

- a) Where payment is required for official academic records the Student Liaison will arrange an invoice and receipt for the student through the Accounts Administration.
- b) Official academic records can be collected from Wellpark College reception or mailed out to a NZ address.
- c) All official academic records produced will be copied, stamped with a date stamp, and scanned into the students electronic file.
- d) The email containing the students request for official academic records, receipt of payment and the date the request was fulfilled will be recorded on the Student Management System by the Student Liaison.
- e) Students will receive regular information about their academic achievements including but not limited to: late or missed assessments (from the Academic Assistant); grades for assessments within 6 weeks of submission date (via Moodle – note: times do not apply to late or incorrect submissions); individual assessment feedback (from the marker); Assessment Report which informs of common errors, and range of results (from the marker); feedback from Client Feedback Forms for clinical sessions (from the Clinic Administrator/Clinical Supervisor); informal verbal feedback about performance (from Tutors and Clinic Supervisors); formal written feedback about clinical sessions; PDF of Academic Record showing grades achieved 6 weeks after the end of each semester (emailed by Academic Assistant).
- f) Students' academic achievements are tracked and recorded weekly using the Wellpark College Student Management System by the Academic Assistant.
- g) Academic achievements for students are tracked, discussed and analysed regularly by the Academic Team to ensure student success.
- h) Academic information for individual students (from 2010) is stored on the Student Management System.
- i) Academic achievement for students is reported to Tertiary Education Commission as required for SAC funding.
- j) Students academic records are stored securely in locked filing cabinets in a locked room.

Details of Official academic records

- a) Official Academic Transcript: official record of academic achievement at Wellpark College; includes qualification enrolled in, full legal name of student, grades for each course, withdrawals, deferrals, Recognition of Prior Learning, Recognition of Current Competence, Credit Transfers, and Cross Credits; printed with Wellpark College branding and Signed by the Programme Leader; given to students at or after graduation or additionally as requested by students with a charge of \$50. Note: students must apply to graduate using a Graduation Application Form, please see the Student Handbook for details.
- b) Qualification Certificate: official certificate for qualification achieved at Wellpark College; states qualification achieved, level and length of programme, date of completion, students full legal name; printed on card with Wellpark College branding and seal, and signed by the Programme Leader and Principal; given to students at or after graduation or additionally as requested by students with a charge of \$75. Note: students must apply to graduate using a Graduation Application Form, please see the Student Handbook for details.
- c) Academic Record: unofficial record of academic achievement at Wellpark College to date; includes programme(s) enrolled in, name of student, grades for each course, date printed, statement that this is not an official record; printed on paper with Wellpark College branding; given to students 6 weeks after the end of each semester via email, sent by the Academic Assistant, or additionally as requested by students with a charge of \$20.
- d) Certificate of Attendance: given to participants of Community Courses; certificate includes student name, name of community course, states attendance at a non-credit bearing course at Wellpark College, and date of completion; printed on Wellpark College letterhead; given upon completion of the Community Class, or additionally as requested by student with a charge of \$20.
- e) Confirmation of Qualification Completion: letter given to a student to confirm completion of a qualification; includes the student's full legal name, name of programme completed, the level and total credits, and the date of completion; printed on Wellpark College letterhead and signed by Student Liaison; this letter is produced upon student request at no charge and may be used by a student in the interim between qualification completion and graduation or to gain accreditation to a governing body.
- f) Note: if further evidence of academic achievement other than the documentation outlined in points a) to e), then a student may choose to request a Programme Outline Document at a cost of \$250.

- g) Special Award Certificate: confirms that a student has received a special award for outstanding achievement at Wellpark College; includes the student's name, date the award was presented, and states what the award was received for; printed on card with Wellpark College branding and signed by the principal; given out at graduation; special Award Certificates cannot be reprinted. There are two categories of Special Awards:
- (i) Within each Faculty -Best Clinical Practitioner and Academic Excellence Awards. Given within each Faculty annually. Nominees for Special Awards are decided on by Programme Leaders using pre agreed criteria. Where there are no suitable nominees no award will be presented.
 - (ii) Wellpark Wide, given annually: DAVID DUGAN AWARD-For Overall Excellence. Criteria: Student demonstrates outstanding critical thinking; has top academic grades; is an outstanding clinical student. TOHU HA`PAIO` AWARD-For upholding Wellpark College Values. Criteria: Student goes above and beyond what is normally expected of a student at Wellpark College; upholds Wellpark College's values; contributes to progression of the profession and displays community minded/service orientated thinking. Where there are no suitable nominees no award will be presented.
- h) Programme Outline Document: can be provided to other educational institutions or registration boards for the purpose of Recognition of Prior Learning (RPL) or Registration to practice in another country; this document contains detailed information about learning outcomes and credits; this document will not be shared with the student but will be emailed directly to the organisation by Wellpark College upon request by the student; copy right laws apply; the cost for this documentation is \$250 and will not be refunded if the RPL or Registration is declined by the third party.

Definitions

Definitions associated with this policy include:

- a) Graduation Application Form: filled in by students who have completed a qualification, found on Wellpark College website and in the reception area at Wellpark College.
- b) SAC funding: government funding of students according to completions for approved qualifications for credit bearing courses.
- c) Recognition of Prior Learning (RPL): where a student has completed previous learning and may credit this learning towards another course.
- d) Student Management System: software on which student records are maintained.
- e) Academic Team: Programme Leaders, Academic Leader, Faculty Support Personnel.

Statutory Regulations

Statutory regulations considered in this policy include:

- a) NZQA PTE Registration Rules.
- b) Privacy Act 1993 including amendments up to 2012.

Associated Documentation

The following documentation/forms relate to this policy:

- a) Graduation Application Form.
- b) Academic Transcript.
- c) Qualification Certificate.
- d) Academic Record.
- e) Certificate of Attendance.
- f) Confirmation of Qualification Completion.
- g) Special Award Certificate.
- h) Programme Outline Document.
- i) Request for Official Academic Record(s) Form.