



# Credential Issuance Policy and Procedure

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## 1 PURPOSE

- 1.1 The purpose of this policy and procedure is to define the rules for the issuing of credentials once a student has completed a program of study with Canadian National Institute of Business ('CNIB').

## 2 SCOPE

- 2.1 This policy and procedure applies to all students at CNIB, and to all staff involved in the graduation and awards process.

## 3 POLICY STATEMENT

- 3.1 This policy and procedure seeks to ensure that all awards issued by CNIB are unambiguous, uniquely identified, authoritative, and protected from fraudulent issue.

## 4 PROCEDURES

### Eligibility to Graduate and Approval to Issue a credential

- 4.1 The Instructor will monitor student progress and verify that a student has satisfactorily completed all the requirements of the program in which they are enrolled.
- 4.2 Students who have fulfilled the requirements of the program will be eligible to graduate and receive their credentials.
- 4.3 Students who have an outstanding debt to CNIB shall not be permitted to receive their credential until such debt has been paid.
- 4.4 A student who has successfully completed part of the requirements of a program in which they were enrolled, but have subsequently withdrawn, are entitled to receive an Academic Transcript.



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## Issuing a credential

- 4.5 All credentials are issued to graduates as soon as practically possible after a student meets the requirements of an approved program, but within 30 days of Academic completion of the program and upon clearing of all financial dues.

## Credential Register

- 4.6 In keeping with the principles of best practice, CNIB maintains the following:

- A Register of all credentials which CNIB is authorised to issue.
- A Register of all credentials issued to graduates.

- 4.7 The *Credentials Register* will include the following for each qualification:

- Program title.
- Student's full name.
- Date of conferral.
- Credentials number.

- 4.8 The *Credential Register* will be kept and maintained by the Senior Education Administrator (SEA) and is recorded within the student management system.

## Presentation of Credentials

- 4.9 Awards may be issued:

- at a graduation ceremony; or
- in absentia (by mail) at the request of the student in writing.

- 4.10 Awards will not be issued to students until after the graduation ceremony at which the award would otherwise have been presented.

## Revocation and Return of Awards

- 4.11 CNIB may revoke an award where it becomes evident that the award was inappropriately obtained through fraud or dishonesty.

- 4.12 CNIB will require a credential to be returned in the following circumstances:

- when a request has been received to reissue a credential because the original credential has been damaged;
- the credential has been issued with error.



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## Re-issuing a Credential and/or an Academic Transcript

- 4.13 CNIB will reissue a graduate's certification in the following circumstances:
- when a request is made in writing to the SEA;
  - when a replacement fee is paid; or
  - when the original is returned (if possible).<sup>1</sup>
- 4.14 The graduate will provide in writing the reasons why replacement certification is required. This request must include all relevant details of the graduate (full name, student identification number, name of the qualification, and date, or approximate date, that certification was issued).
- 4.15 Where the original certification cannot be returned, the written request for the re-issuing of an award must be made as a Statutory Declaration.
- 4.16 In the case of a former student who has successfully completed part of the requirements of a program, a new Academic transcript will be issued following the same procedure as outlined above.
- 4.17 The SEA will validate the re-issuing of a graduate's qualification by verifying the original issue of the award on the *Credential Register*.
- 4.18 It is not the Institutes policy to automatically reissue a credential following a change of name. This is because the credential is a legal document issued under the Common Seal of the Institutes on a particular date and under a specific name and, once issued, it cannot be altered. Credentials are only reissued in rare and extenuating circumstances and fees apply.

## Retention of Records

- 4.19 CNIB will retain sufficient student records through the student management system to ensure that Academic Transcripts and Credentials are able to be reproduced at any time.
- 4.20 All credential issuance records will be retained by CNIB for a minimum of 8 years to align with EQA 4.2.2.1.

## 5 RESPONSIBILITIES

- 5.1 The Senior Education Administrator is responsible for the implementation of this policy and procedure and for ensuring that staff, graduates and former students are aware of its application and procedures.

## 6 DEFINITIONS

Credential

## 7 RELATED DOCUMENTS

### Documents

Credential Register

## 8 FEEDBACK

- 8.1 CNIB staff and students may provide feedback about this document by emailing [compliance@cnibbc.ca](mailto:compliance@cnibbc.ca).

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<sup>1</sup> In the case of a lost or destroyed award this condition will not apply.



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### 9 APPROVAL AND REVIEW DETAILS

| Approval and Review | Details                        |
|---------------------|--------------------------------|
| Approval Authority  | Senior Education Administrator |
| Administrator       | Campus Administrator           |