

## ELICOS CERTIFICATE AND COURSE COMPLETION POLICY

### Introduction

The Kings Own International College (KOIC) is committed to ensuring that certification for English Language Intensive Courses (ELICOS) is accurate, timely, secure and compliant with all relevant regulatory requirements. Certification reflects both full and partial course completion and recognises students' achievements in accordance with the National Code 2018 and NEAS Quality Assurance Framework.

### Purpose

This policy outlines the principles and procedures for the issuance of ELICOS certificates at KOIC. It ensures that certification accurately reflects students' proficiency, includes relevant course information and supports pathways to further education or training.

### Scope

This policy applies to all student enrolled in KOIC's ELICOS programs, including General English (GE), IELTS Preparation and English for Academic Purposes (EAP). It applies to the Director of Studies (DOS) ELICOS, teachers, administrative staff and Student Services Officer (SSO) involved in student progression and certification.

### Policy Statement

KOIC ensures that ELICOS certification

- Reflects either full or partial course completion.
- Is issued only after appropriate assessment of proficiency.
- Includes a plain English explanation of grading levels.
- Contains accurate course, duration, and provider details.
- Is issued by authorised signatories only, using secure templates.
- Is stored, recorded, and retained securely and made available to students on request.

### Definitions

|                              |                                                                                                                                                           |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Certification</b>         | Issuance of a certificate indicating a student's completion or partial completion of an ELICOS course.                                                    |
| <b>ELICOS</b>                | English Language Intensive Courses for Overseas Students                                                                                                  |
| <b>ELICOS Standards 2018</b> | The quality assurance standards governing English language instruction for overseas students.                                                             |
| <b>Grading Explanation</b>   | A plain-English summary of what each proficiency level or result indicates, provided with or on the ELICOS certificate.                                   |
| <b>National Code</b>         | The National Code of Practice for Providers of Education and Training to Overseas Students 2018, which sets standards for registered education providers. |
| <b>NEAS Framework</b>        | Quality assurance standards governing ELICOS program delivery in Australia.                                                                               |
| <b>Partial Completion</b>    | Issued when a student withdraws early but has completed a portion of the ELICOS course and can be assessed.                                               |

### References

- ELICOS Standards 2018; Standard P4
- ESOS Act 2000

- ESOS National Code 2018
- NEAS Quality Assurance Framework: Quality Area A

### **Related KOIC Policies and Procedures**

- ELICOS Assessment Policy & Procedure
- ELICOS Language Proficiency Placement Test Policy & Procedure
- Complaints and Appeals Policy & Procedure
- Student Records Management Policy & Procedure

## **Certification Procedure**

### **1. Eligibility Verification**

Certification is only issued for students who have satisfied academic and participation requirements during their ELICOS enrolment. Students must have completed either the full duration or defined partial duration of their ELICOS courses at KOIC.

Final assessment grades across the four macro-skills (listening, speaking, reading, and writing) must be recorded, moderated, and finalised in accordance with KOIC's ELICOS Assessment Policy. Results may be entered into the Student Management System (SMS) and approved by the Director of Studies (DoS) ELICOS before a certificate is authorised for release.

Students must also meet minimum attendance requirements outlined in KOIC's ELICOS Student Attendance Policy, unless exceptional, compassionate, or compelling circumstances apply. Students who have not been assessed or who have not completed a sufficient portion of the course to generate meaningful outcomes, or where no formal assessment has taken place, will not be issued a certificate.

Additionally, students must have paid all tuition and applicable fees in full to be eligible for issuance of a certificate, unless an approved payment plan or special arrangement is in place.

### **2. Certificate Content Requirements**

All ELICOS certificates issued by KOIC must include the following mandatory elements:

- The student's full legal name;
- The course name and its associated CRICOS code;
- The start and end dates of study and total number of study weeks completed;
- Proficiency level or achievement in each macro-skill (reading, writing, listening, and speaking);
- The overall graduating level (e.g. Upper-Intermediate, Pre-Intermediate);
- A plain English description of the grading scale or descriptors, either printed on the reverse or attached as a supplement;
- The official date of certificate issuance;
- A unique certificate/document ID number;
- The signature of the Director of Studies (DoS) ELICOS and/or the Principal Executive Officer;

- KOIC's full provider name, contact details, and CRICOS code;
- KOIC's corporate logo;
- NEAS logo;
- No NRT or AQF logos are to be used on ELICOS awards;
- A seal or watermark incorporated into the certificate design to prevent tampering and ensure authenticity.

### 3. Format and Language

Certificates must display the title "Certificate of Achievement" or "Statement of Achievement", consistent with current KOIC templates, and specify whether the student fully completed the course or achieved partial completion, based on their assessed progress and attendance.

All certificates at KOIC follow a consistent design template maintained by the Director of Studies (DoS) ELICOS. This includes use of KOIC's logo, consistent fonts, layout, and formatting. A document control number and official certificate ID appears clearly on each certificate to enable tracking and verification.

Grading explanations provided on or with the certificate use plain English and align with CEFR-based descriptors, IELTS equivalencies, or KOIC's internal band score definitions, understandable by external institutions such as education providers, visa agents, or employers.

### 4. Issuance and Records

Certificates will be issued within thirty (30) calendar days of either the student's course completion or their eligible withdrawal, provided that the conditions for issuance are met. Certificates are produced using a secure, traceable format and stored electronically within the Student Management System (SMS). A copy of each certificate will also be retained in the student's academic file for audit and verification purposes. All issuance is logged in KOIC's Certificate Issuance Register.

Replacement certificates may be requested by students via formal application, which must include identification and verification documents. An administrative fee of \$100AUD may apply for each replacement certificate.

### 5. Security and Verification

Each ELICOS certificate issued by KOIC must:

- Include a unique document number (e.g. "CACC008403" or "Document No: 8342") for traceability and fraud prevention;
- Be signed by authorised personnel — the Director of Studies (ELICOS) and/or the Principal Executive Officer;
- Be embedded with a secure seal or watermark to prevent forgery or unauthorised duplication;
- Be stored securely, with access restricted to authorised KOIC personnel;
- Be reproducible only by designated staff with appropriate SMS permissions.

All templates and issuance records are version controlled and reviewed annually as part of KOIC's continuous improvement and compliance cycle.

## Roles and Responsibilities

| Role                             | Responsibility                                                       |
|----------------------------------|----------------------------------------------------------------------|
| CEO                              | Approve policy and ensure compliance                                 |
| Compliance Officer               | Conduct annual policy review<br>Monitor storage and issuance records |
| Director of Studies (DoS) ELICOS | Approve eligibility, verify results and sign certificates            |
| ELICOS Teachers                  | Submit final assessments and skill reports for students              |
| Student Services Officer (SSO)   | Prepare, issue, record and archive certificates.                     |

## Monitoring and Review

The Director of Studies (DoS) ELICOS and Compliance Officer will monitor certification issuance processes. KOIC's ELICOS Certification and Course Completion policy is reviewed annually or in response to changes in legislation, the NEAS Framework, or the ELICOS Standards. Review findings inform continuous improvement.

## Version Control

| Version | Date     | Description                                                    | Approved by | Approval date | Author                           | Review date |
|---------|----------|----------------------------------------------------------------|-------------|---------------|----------------------------------|-------------|
| V1.0    | May 2025 | New ELICOS Certification and Course Completion Policy          | CEO         |               | Director of Studies (DoS) ELICOS | May 2026    |
| V1.1    | Apr 2026 | Re-brand of policy to KOIC. No changes made to policy content. | CEO         | Apr 2026      | Compliance Officer               | Apr 2028    |

## Policy and Document Information

|                         |                                  |
|-------------------------|----------------------------------|
| <b>Author:</b>          | Director of Studies (DoS) ELICOS |
| <b>Policy owner:</b>    | Compliance Officer               |
| <b>Approved by:</b>     | CEO                              |
| <b>Approved date:</b>   | Apr 2026                         |
| <b>Status:</b>          | Approved                         |
| <b>Next review due:</b> | Apr 2028                         |