

Verification of Documents Procedure

Controlled Document – refer to Intranet for latest version

Category: Academic	Date Created: April 2013
Responsibility: Director Student Registry	Date Last Reviewed: November 2017
Approval: Executive Director Business Development	Version: 17.1

Purpose

To ensure copies of original documents submitted to UCOL as proof of identity and eligibility to study are duly authorised and signed (certified). To ensure the verification of authenticity of internationally awarded qualifications is completed.

Scope

This procedure applies to all domestic and international applications for enrolment.

It provides guidance to staff on processes to follow to ensure documents can be relied upon as a true and valid representation of the original source document.

Responsibility

The Director Student Registry will ensure that staff who process enrolments comply with this procedure. UCOL staff members who are authorised persons to certify copies of original documents will undergo training in document verification.

Procedure

1. UCOL staff who sight original or certified copies of original documents provided as proof of identity during the enrolment process must:
 - a. ensure that personal details are correctly entered on the admission and enrolment form, then
 - b. sign and date (verify) the hard copy of the student's enrolment record as proof of sighting the document(s), or
 - c. record in the Customer Relationship Management System (CRM)(Pataka) contacts tab on the student's file that the original documents have been sighted and the record is correct.
2. Scanned or photocopied copies of documents from international students can be accepted during the application process. However, enrolment in a programme is dependent on the student presenting, in person, the original documents, or certified true copies of the original documents to UCOL to have them checked and verified by UCOL prior to the course commencing. For any documents identified that are not already held on the student file a verified copy is scanned to the student's file.
 - a. Before enrolment is finalised the original/verified copies must be carefully matched with those on which the decision to enrol was made;
 - b. Any irregularities must be reported to the General Manager Business Development immediately;
 - c. Enter a note in the comments box in the student's Pataka (CRM) file that the original/verified documents have been sighted and verify the accuracy of the documents on file;

- d. If a copy is taken of an original document to be kept on the student file then it is required to be stamped with the UCOL certification stamp, signed and dated before storage.
 - Photocopy both sides of each page of the original document
 - Use an official UCOL stamp, certifying that the document is a true copy of the original, stamped on each page.
 - Verify that the document is a true copy by signing and dating each page.
3. UCOL will independently authenticate international institutions using an online verification database.
4. In the case of an international student UCOL may request the issuing institution/ authority to send transcripts for specific programmes directly to UCOL; e.g. internationally qualified nurses.
5. Documents in languages other than English must be translated into English by a certified translator and verified in English.
6. To complete verification:
 - Use the list below to review the document carefully for consistency and accuracy.
 - Documents must be signed and dated by an authorised person as listed in the Oaths and Declaration Act 1957, e.g. a notary public, a justice of the peace, a barrister or solicitor, a commissioner of oaths, an official of the issuing authority or an approved UCOL agent.

Review the document with great care, checking for indicators that the document needs to be returned to the issuing institution for verification.

- Does the institution exist? Does it offer the programme indicated on the document?
- Is the address of the institution recorded in published sources?
- Is the format of the document consistent with other documents from this institution?
- Does the name on the document match the name on the application, and on other documents supplied by the applicant, such as a birth certificate or passport?
- Are dates recorded on the document consistent with the data supplied by the applicant (date of birth for example)?
- Does the document contain inconsistent typeface elements or spelling errors?
- Are any lines, words or numbers crooked on the page, or missing from the use of white-out?
- Has the document been signed by the issuing authority?

Definitions

Authentic – an academic record or transcript is authentic when it is issued by an academic institution, by an examination board or by a legal entity authorised to issue academic documents.

Verified – the photocopied or scanned document is carefully checked against an original document. If the photocopy or scanned document is the same as the original document the authorised person signs, dates and certifies that the copy is a true copy of the original. In this Policy a verified copy means a certified copy.

If there is any doubt about the authenticity of the document it should be sent back for verification to the institution which issued it.

A **verified** true copy, verified as above, has the same status as an original document.

Certified – a certified copy is one which is signed, dated and certified as a true copy by the authorised person who has viewed the original document and validates that the copy is the same as the original document.

Relevant Legislation and/or Web Sites

- Education Act 1989
- Education (Pastoral Care of International Students) Code of Practice 2016
- NZ Department of Internal Affairs (2012) *Document Verification Guide*. Version 3

Related Documentation

- [UCOL Academic Statute](#)
- [Admission and Enrolment Policy](#)
- [Admission and Enrolment Procedure](#)
- [International Students Procedure](#)