

The Documentation Audit Process (2024)

Monday, 8 April 2024 9:41 AM

Every Semester, we conduct a back to source audit of the academic documentation provided for 10% of all commencing students, as well as any students from high risk regions. We will conduct the audit shortly after census date.

Refer to the Combined Admissions Manual 2024 for general team instructions: [The Documentation Audit Process \(2024\)](#) ([Web view](#))

Key Dates

Process	Semester One, 2024	Semester Two, 2024
Semester Commencement	19 th February	22 nd July
Census Date	5 th April	31 st August
Step 1 Email to institutions (AKA - Back to source audit)	Within 2 weeks after Census date	Within 2 weeks after Census date
Step 2 Communication to students, advising of no response from back to source	13th May	7 th October
AO to sit at student central for verification of documents	Throughout May	Throughout October
Step 3 Communication to students, advising an NSI will be added to application	17th June	18 th November
Step 4 NSI Added	20th June	21 st November
Results released	27th June	28 th November

[Back to Source Successful Contacts - Master.xlsx](#) - This is a list of known successful verification contacts / websites. If you come across other successful contacts / online verifications through the audit process, please add them to this list (also known false / fake verification sites, add with a warning).

Prep Step 1 - Run Student Information Report

TC/DM to run the Audit report and create a spreadsheet for the team.

1.	Go to Student Admissions → Reports → Admissions- Student Information , and click on your "Audit" report If you have not done this before, you will need to Add new value → Add a name- "Audit" → Click Add
2.	In the 'Criteria' tab, select the following parameters: - Admit term: xx70, xx20, xx30 OR xx40, xx50, xx60 (add each individual intake in a separate row). - Academic career: exclude RSCH and NAWD (tick the 'exclude' box). - Admit type: exclude TRN (tick the 'exclude' box). - Application method: HRD, WWW and SPS (add each in a separate row). - Excluding academic programs: 2105, 3050, 3504, and 7829 (enter each individual program in a separate row, tick the 'exclude' box for each). - Program action: MATR
3.	In the 'Download Fields' tab, select the following parameters: - Student ID - Student Application number - External Application number - Name Prefix - Name - Residency - Second citizenship country - Birth Date - Admit Term - Academic Career - Academic Program - Program Description - Academic Plan - Enrolments - Recruiter ID - Recruiter Name - Mailing Address - Campus Email - Applicant Email Address - Assessment Data
4.	Click Save → Run → OK
5.	Go to Process Monitor and click Refresh periodically (<i>can take a few minutes</i>) → Wait until it shows Success Posted → Click on Details → View log trace → Open CSV file.

Prep Step 2 - Edit Excel file

1.	Save all files in the relevant term folder (e.g. 3370 to 3430) the Admissions Team Sharepoint site: Documentation Audit Save a copy of the raw data as Excel Workbook (Audit – Raw Data) - use this to create the Master List for the team to work on.
2.	In the Audit – Raw Data workbook, rename the initial sheet as 'Raw Report'. This is a record of the raw report pulled from SAS.
3.	Create a copy of the Raw Report sheet, label this one as 'Auditable Students'. On this sheet: - Remove duplicates (based on all parameters except External Org, Description, Qualification name, Academic Level, Start Year, End Year, Status, FTE, Schedule Code Description, Honours Category [un-tick these ones]). - Use conditional formatting on the 'Student ID' column, to highlight duplicate values. Go through and check these in SAS (Student Program/Plan) to see which program the student is active in - delete the row in the spreadsheet for the non-active program. Students matriculated into a FDD will have two rows - for these, just combine the plans (e.g. instead of two rows for BARTS and BSC, make the plan BARTS/BSC and delete the other row). - Filter and delete students with no enrolments. - Filter and delete students with Recruiter ID 5619489 (Crawford School of Pub Pol) or 5472307 (Australia Awards Liaison Off) or 8159016 (ANU CoL ABF - For Summer/Semester 1 intake only) - ANU CoL ABF cohort -starting Summer session 2026, all applicants (except applicants from India) from ANU CoL ABF cohort will submit their application directly via the Studylink portal so we can no filter them via Recruiter ID. To identify the students under this cohort : filter using the program plan 6321 and check on SAS if they are ABF cohort. If yes, delete them from the spreadsheet. - Filter and delete domestic MChD students (Residency AUS, Academic Program 8950). This sheet now includes all students who can be audited.
4.	Create a copy of the Auditable Students sheet, label this one as 'Working'. Also create a new sheet, label this one as 'Master List'. Copy row 1 (column titles) from the Working sheet to the Master List sheet. On the Working sheet: - Filter by 'Second citizenship', and transfer all citizens requiring an ANU agent (Citizens requiring an agent (Web view)) to the Master List. - Sort by 'Country' (address), and transfer all citizens living in one of these countries (Citizens requiring an agent (Web view)) to the Master List. - In the first blank column (currently AS), add the formula =RAND() and drag it down to apply to all rows. This will generate a random number for each row. Copy the column and paste as values (to give a static value rather than the formula. Sort by values in this column, to put the list in a random order. - Filter residency AUS. Check the total number of students here (e.g. 713), then take 10% of these (e.g. 72) and transfer to the Master List. - Filter residency INTL. Check the total number of students here (e.g. 1158), then take 10% of these (e.g. 116) and transfer to the Master List. The Master List is now a complete list of students to be audited.
5.	Copy the Master List sheet data and save in a new Excel Workbook (Audit – Master List) in the Admissions Team Sharepoint site: Documentation Audit On this workbook: - Delete the following columns: - Student Application Nbr - Enrolments - Recruiter ID - Recruiter Name - Address 1, Address 2, Address 3, Address 4, City, State, Postcode, Country - Institution, Description, Qualification, Level, Start Year, End Year, Status, FTE, Description, Honours Category - Add the following columns: - Admissions Staff

	- o Qualification being audited - o Institution name - o Institution contact email - o Date request sent - o Verified by - o Verified date - o Comments • Use Text to Columns to separate out Surname and First name into separate columns.		
6.	Use the 'Admissions Staff' column to allocate applications to individual Admissions staff to conduct the audit.		
..... Prep Step 3 - Distribute to the team <table><tr><td>1.</td><td>Over a 2-3 week period, allocate audits to the team as part of the daily allocation Refer to The Documentation Audit Process (2024) (Web view) for remaining instructions.</td></tr></table>		1.	Over a 2-3 week period, allocate audits to the team as part of the daily allocation Refer to The Documentation Audit Process (2024) (Web view) for remaining instructions.
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The Documentation Audit Process (2025)

Monday, 16 January 2023 1:15 PM

Every Semester, we conduct a back to source audit of the academic documentation provided for 10% of all commencing students, as well as any students from high risk regions.
We will conduct the audit shortly after census date.

TC/DM refer to the Team Coordinator Manual for TC/DM instructions: [The Documentation Audit Process \(2024\)](#) ([Web view](#))

Key Dates

Process	Semester One, 2025	Semester Two, 2025
Semester Commencement	17 th February	22 nd July
Census Date	31 st March	31 st August
Step 1 Email to institutions (AKA - Back to source audit)	Within 2 weeks after Census date	Within 2 weeks after Census date
Step 2 Communication to students, advising of no response from back to source	14th May	7 th October
AO to sit at student central for verification of documents	Throughout May/mid-June	Throughout October/Mid November
Step 3 Communication to students, advising an NSI will be added to application	16th June	17 th November
Step 4 NSI Added	19 th June	20 th November
Results released	26 th June	27 th November

[Back to Source Successful Contacts - Master.xlsx](#) - This is a list of known successful verification contacts / websites. If you come across other successful contacts / online verifications through the audit process, please let a TC/DM know.

Step 1a - Email to institutions (Back to source audit)

TC/DM will run the Audit report (see TC manual), and create a spreadsheet for the team.

All Acceptance Team members will be allocated some audits on a spreadsheet:
For each audit:

- Identify the qualification(s) used as the basis of admission.
- Check if the qualification needs to be audited.
Audit is not required for:
 - Students where BoA is an ANU program (this will have been verified at point of assessment). Mark these **green** with comment on spreadsheet: Audit not required, completed previous qualification at ANU.
 - Students where their BoA secondary qualification has already been verified at the point of assessment:
 - SAT/ACT
 - CBSE (Central Board of Secondary Education) / ISC (Indian School Certificate)
 - GCE A Level (General Certificate of Education, Advanced)*
 - IB (International Baccalaureate)**Note- If the Basis of Admissions was GCE A level/IB predicted result then we need ensure that the final result has been provided. If not, we need to ask the student to provide/release the final result to ANU for verification.
Check the comments to make sure these were verified during the assessment process. Then mark these **green** with comment on spreadsheet: Audit not required, verified during assessment.
 - Students where their BoA tertiary qualification has already been verified at the point of assessment (i.e. back-to-source audit completed, as evidenced in comments and/or ERMS). Mark these **green** with comment on spreadsheet: Audit not required, verified back-to-source during assessment.

Audit is also not required for the following students (though these should have already been filtered out during the creation of the spreadsheet):

- Australia Awards applications (but Palladium group have advised that ASEAN applications do need to be audited).
 - Some Crawford students, where:
 - Agent email address is **S: 22 Irrelevant material** or
 - Agent code 5619489(These are Australia Awards students, where documents are confirmed through DFAT; or students from partner institutions where Crawford receives the academic records directly from the institution).
 - BAPAR (Bachelor of Asia Pacific Affairs) students (as their documents are sent to CAP directly from Ritsumaken University).
- For students that do need to be audited:
 - First check the [Back to Source Successful Contacts - Master.xlsx](#) - This is a list of known successful verification contacts / websites (or other known instructions regarding particular institutions). If you come across other successful contacts / online verifications through the audit process, please let a TC/DM know.
If no online verification or previously successful contact for that institution, search the institution's website for a contact email for the Registrar's office / examinations office or similar. Please be wary of email addresses listed on the transcripts themselves - make sure you can also independently locate these email addresses on an institution's official website, before using them. Check with a TC or DM if unsure.
 - If My eQuals verification is required (i.e. many Australian or New Zealand institutions - [Education Providers List – My eQuals Australia](#)), mark these pink with comment on spreadsheet: Request My eQuals from student. These will be followed up with the student in bulk at a later date.
 - For other institutions, send the following template (from Acceptance), along with the last pages of the student's acceptance declaration (confirming we have permission to conduct the audit) and academic documents (transcript and certificates as applicable) to the student's previous awarding institution. Mark these **yellow** on the spreadsheet.
Please also add a comment to SAS - " Conducted back-to-source audit for this student as part of the 10% per semester".

Subject:

Re: STUDENT NAME (DOB:XX/XX/XXXX, ANU ID - XXXXXXX)

Dear Contact Officer,

The Australian National University (ANU) routinely conducts audits to verify the integrity of the academic qualifications presented by applicants to the University. When applying to the ANU, all applicants complete a declaration giving permission to contact their previous institutions to verify their academic records.

We are seeking verification of the qualification presented from your institution, including completion of the qualification and subject results.

Please confirm whether the documents presented by the above-named applicant attached to this email are true and correct. The University would be very grateful if you could respond within 14 days of today's date, to this email address.

Any questions regarding this request can be directed to the Admissions Office via this email address. If we have sent this email to the incorrect area of your institution, please forward it to the correct point of contact.

We appreciate your assistance in this matter. Please do not hesitate to contact our office if you require any further information.

- For institutions where we cannot find any contact details for the institution or online verification option, mark these **blue** with comment on spreadsheet: Will need face-to-face audit (no email for institution).

Step 1b - Replies to back to source audit

When we receive a positive reply to the back-to-source audit (i.e. confirming that the documents are genuine), save the verification to ERMS, update the spreadsheet (mark **green**) and add a comment in SAS.

If a negative reply is received (i.e. confirming that the documents are false or not genuine), escalate this to a DM / TC.

If the institution replies and won't verify the documents (e.g. require payment), mark these **blue** with comment on spreadsheet: Will need face-to-face audit (institution requires payment for verification).

Step 2 - Communication to students, advising of no response from back to source

TC/DM to send mail merge to students where audit has not yet been completed, advising them the following:

Dear [NAME] (Student ID: XXXXXXX),

Congratulations on commencing (insert program name) at ANU, this semester.

As part of our quality assurance process, the Australian National University (ANU) audits a random sample of qualifications from all newly commencing students. Your application has been selected to be a part of this verification process. As part of this process, we have contacted your previous institution, but they haven't responded to our request to verify your documentation. Therefore, we require you to complete one of the three options listed below:

Please do not be concerned about this process; as mentioned above, participants are randomly selected – you are not under suspicion at all.

Online verification

If your previous institution supports an online verification service, please provide a link to the verification platform and any information (access codes) required to complete the verification.

Please note we cannot log in to your student account to verify your qualifications; please don't send us your login details.

Direct from the Institution

You can contact your previous institution and ask that they reply to our email, OR request that they send an email to Acceptance@anu.edu.au with the following information:

- Your full name and date of birth;
- Confirmation of your previous study;
- Provide a copy of your academic qualifications which include:
 - Degree Certificate
 - Final official transcript
 - Graduation Certificate (where applicable).

Come and see us!

You can bring your original academic documents to us at the **ANU Student Central front counter, located in the Di Riddell building in Kambri**, anytime between 10am – 4pm, Wednesday – Friday.

Upon arrival, please call us on +61 2 6125 5594 and select option 1; one of our Admission officers will assist you.

Please note you must present your original academic documents (transcripts and degree certificate). We cannot accept copies.

This process is essential to ensure the integrity of our admission processes. If you do not take the necessary action, a hold will be placed on your ISIS account later this semester; this will prevent you from being able to enrol in any future courses or view your grades until the audit process has concluded.

Step 3 - Communication to students, advising an NSI will be added to application

TC/DM to send mail merge to students where audit has not yet been completed, advising them the following:

Dear [NAME] (Student ID: XXXXXXX),

You are receiving this email because we have still not been able to verify your academic documents.

As part of our quality assurance process, the Australian National University (ANU) audits a random sample of qualifications from all newly commencing students. Your application has been selected to be a part of this verification process. As per our email to you on [DATE], your previous institution(s) have not replied to our request to verify your academic documents. We have requested that you present your original transcript and degree certificate to our office for inspection throughout [May/October], but have not yet received them.

As we still have not been presented with your original transcript and degree certificate, a Negative Service Indicator (NSI) has been added to your student account. You are **unable** to view your final grades at the completion of the semester, **nor will you be able to enrol** in units for Semester 1 2025, while your account has this NSI.



Please contact our Office as soon as possible to arrange an agreeable time for you to present your original documents to us to complete the audit and have the NSI removed from your account.



Please do not be concerned about this process; as mentioned above, participants are randomly selected and the Admissions Office is here to assist you.

Should you have any further questions you can contact us by email.

Step 4 NSI Added

TC/DM to add negative service indicators to students whose audit is still outstanding 1 week before the results are released.

ONLY a TC/DM can add NSI in bulk through 'Mass Assign' functionality of SAS.

- Firstly, create an Excel CSV file and paste all UIDs that need NSI in Column A.
- Search for Mass assign in the search bar on SAS. When results are populated, click on Mass Assign.
- Click on Add new value and give it a name of your choice (e.g. Mass_NSI)
- On the next screen, add following details:
 - Selection tool
 - Upload file (CSV file created for mass NSI)
 - File Mapping
 - Service Indicator Code
 - Reason
 - Start Term

- Then Click Save → Run → tick first box (Publish Assign Service Ind) → OK
- When process runs to Success Posted, double check that NSI has been added.

IMPORTANT NOTES

Important information to conduct Audit

- Crawford students will have an assessment sheet on ERMS listing qualification used as BoA. Please audit documents for that particular qualification. If you are unable to find assessment sheet for any student, please contact compliance TC. They should be able to follow up with Crawford for all missing assessment sheets.

- If institution's verification email cannot be found, just add a comment on the spreadsheet accordingly. All the students being audited will be contacted later with further instructions if we do not receive / are unable to receive a response from their institution.
- If they have multiple qualifications, we only need to Audit the institute that was used for assessment and admission. So we just audit the qualification one which has the higher rank.
- For joint programs or if they completed their study from multiple institutes, we just Audit the institution that was used for admission assessment. Only in a case where combined assessment was done, we will need to Audit all the institutes' documents.

From: s. 22 Irrelevant material
To:
Cc:
Subject: UPDATE - Semester one, 2023 (3320, 3330, 3340) Audit
Date: Thursday, 6 April 2023 6:53:31 AM
Importance: High

Good Morning all,

There has been some confusion with how we are saving the Audit emails on the share drive -
CADMIN/Admissions/Audit/2023/International Audit 3320 – 3340/Email to Institution.
Please ensure you are saving them as an email, including all documents. There are a few PDF's saved in the folder that need to be updated.
I have updated the manual to make this clearer for future intakes.

Let me know if you have any questions.

Kind Regards,

s. 22 Irrelevant material
Deputy Manager – Acceptance
The Acceptance Team, Admissions
Division of Student Administration and Academic Services

Di Riddell Student Centre
Building 154 University Avenue
The Australian National University
CANBERRA ACT 2601

E: international.admissions@anu.edu.au
[Commitment to Service | Feedback and Grievances |](#)
www.anu.edu.au
CRICOS Provider No. 00120C
TEQSA Provider: PRV12002 (Australian University)

Please note my working hours are 7am – 5pm, Monday – Thursday. I can be contacted via email or Teams during these times.

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From: s. 22 Irrelevant material
Sent: Tuesday, 4 April 2023 9:18 AM
To: s. 22 Irrelevant material
[Redacted]
[Redacted]
Cc: s. 22 Irrelevant material
Subject: Semester one, 2023 (3320, 3330, 3340) Audit

Good Morning **A Team**,

Every Semester, we conduct a back to source audit for 10% of all commencing International students.
I have created a new section in the [NEW manual](#) under SAS Processes/The Documentation Audit Procedure (2023) with instructions.

I will be providing a training session on this shortly to explain how to proceed but in the meantime, please complete the following:

- Add the new manual, remove the old manual (not all information has been copied across yet but the information pertaining to Acceptance has all been updated – Priorities :P).
- Read the Audit section - *SAS Processes/The Documentation Audit Procedure (2023)* with instructions – this is important that you have read this before the training.
- Save the following link as a favourite -

s.47F Personal privacy

Thank you all, I am looking forward to the training!

Kind Regards,

p. 22 (relevant material)

Deputy Manager – Acceptance
The Acceptance Team, Admissions
Division of Student Administration and Academic Services

Di Riddell Student Centre
Building 154 University Avenue
The Australian National University
CANBERRA ACT 2601

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From: s. 22 Irrelevant material
To: s. 22 Irrelevant material
Subject: FW: AUIDT - Lets do it!
Date: Tuesday, 9 April 2024 12:51:36 PM
Attachments: [Verification of Academic Records - STUDENT NAME \(DOB XXXXXXXX ANU ID .msg image001.jpg\)](#)

FYI

Kind Regards,

s. 22 Irrelevant material

Team Coordinator

The Acceptance Team, Admissions

Division of Student Administration and Academic Services

Di Riddell Student Centre

Building 154, University Avenue

The Australian National University

Canberra, ACT 2601

T: +61 2 6125 5594, **Option 1, 10:00 AM to 4:00 PM AEST**

E: acceptance@anu.edu.au

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ANU_Email_signature_banner_2023_black



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From: s. 22 Irrelevant material

Sent: Monday, September 4, 2023 11:56 AM

To: s. 22 Irrelevant material

Cc: s. 22 Irrelevant material

Subject: AUIDT - Lets do it!

Hello Team,

The International Audit for semester two, has now commenced!

For each step of the process, I will keep you informed of what you need to do.

All data is saved here - s.47F Personal privacy

Please save this as a bookmark as you will be in it daily.

You will work out of the **"Incomplete"** tab – I will move the data around, based on the colours/comments you leave, therefore please ensure you are adhering to the colour key.

Step one

We are emailing the students' previous institution (where they completed the qualification that we used for assessment), to verify that:

- They studied where they said they did, completing the qualification provided in their application.
- The documents the student provided are true and correct.

Note - If the institution has an online verification of degree facility, please use it to verify the qualifications. The following steps are then not necessary.

Email: (Template attached).

Please remember to add:

- All the student information in both the email, and subject line;
- Add the OAD declaration, and documents used in our assessment; and
- Add your signature.

I have set up a new rule on the inbox so you don't have to save the sent emails anymore, this will be automatically moved to a folder in our inbox, I will then move to the share drive daily.

SAS:

When you have sent the email, please add a comment to SAS - "Conducted an Audit for this student as part of the 10% per semester".

When you have received the verification, please add a comment to SAS – "Audit verified – process complete".

Spreadsheet:

When you have sent the email, please update it on the spreadsheet – I will move these daily.

When we receive a reply, please update on the spreadsheet - I will move these daily.

It is important that we use the correct colours, listed in the "Colour Key" tab.

Contacts

If we receive a new verified contact, please add it to the list on the spreadsheet.

We don't audit the following:

- Australia Awards students;
- Continuing ANU students;
- Bachelor of Asia Pacific Affairs Applicants.
- A verifiable secondary qualification (SAT/ACT, CBSE, IB, GCE A Levels)

We want to complete this step within the next 2 weeks, your allocation will be updated accordingly.

If you have any questions, please let me know!!



Freedom of Information

Sent: Thursday, 31 August 2023 8:50 AM
Subject: Verification of Academic Records - STUDENT NAME (DOB: XX/XX/XXXX, ANU ID

Re: STUDENT NAME (DOB: XX/XX/XXXX, ANU ID -)

Dear Contact Officer,

The Australian National University routinely conducts random audits to verify the integrity of the academic qualifications presented by applicants to the University. All applicants to the ANU complete a declaration form giving us their permission to contact previous institutions on submission of their application to The Australian National University.

We are seeking verification of the qualification presented from your institution, including completion of the qualification and subject results.

Please confirm whether the documents presented by the above named applicant attached to this email are true and correct. The University would be very grateful if you could respond within 14 days of today's date, to this email address.

Any questions regarding this request can be directed to the Admissions Office via this email address. If we have sent this email to incorrect area of your institution, please forward it to the correct point of contact.

We appreciate your assistance in this matter. Please do not hesitate to contact our office if you require any further information.

INSERT SIGNATURE.

From: s. 22 Irrelevant material
To: s. 22 Irrelevant material
Cc: s. 22 Irrelevant material
Subject: Audit follow up
Date: Friday, 24 May 2024 8:56:31 AM
Attachments: [Audit follow-up.docx](#)

Good morning team,

Just confirming that I sent out emails yesterday to the students selected in the audit, whose institutions have not responded (or require fees etc) for the back to source audit.

For those (~24) who completed qualifications in Australian and New Zealand institutions, I have sent them instructions about sending us their verified documents through My eQuals – so they are starting to do this.

For those (~140) who completed qualifications at other overseas institutions, I have sent them instructions (see attached email template) with their three options:

- online verification
- direct from the institution
- come and see us at Student Central

For those students bringing their documents to Student Central, we have asked them to call us when they arrive, so someone can go down and meet them. If you are working from home and receive such a call, please continue to message on our Teams chat, and someone in the office will head down to meet them. If any such calls come through on a Tuesday, we will just need to ask them to come back on the Wednesday (the email does specify we only do face-to-face audit Wednesday to Friday).

Quite a few students have already provided their verified documents since I sent out the request– a huge thanks to s. 22 Irrelevant material and s. 22 Irrelevant material for looking after those who came in to Student Central yesterday!

If you have any questions or concerns, please let me know.

Thank you!

Kind regards,

s. 22 Irrelevant material

s. 22 Irrelevant material

Deputy Manager

The Acceptance Team, Admissions

Division of Student Administration and Academic Services

Di Riddell Student Centre

Building 154 University Avenue

The Australian National University

Canberra ACT 2601

E: acceptance@anu.edu.au

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Dear <First Name> <Surname> [ANU ID: <Student ID>]

Congratulations on commencing the <Program Description> at the Australian National University (ANU) this semester.

As part of our quality assurance process, the ANU audits a random sample of qualifications from all newly commencing students. Your application has been selected to be a part of this verification process. As part of this process, we have contacted your previous institution, but unfortunately they haven't responded to our request to verify your documentation. Therefore, we require you to complete one of the three options listed below.

Please do not be concerned about this process; as mentioned above, participants are randomly selected – you are not under suspicion at all.

Online verification

If your previous institution supports an online verification service, please provide a link to the verification platform and any information (access codes) required to complete the verification. **Please note we cannot log in to your student account to verify your qualifications; please don't send us your login details.**

Direct from the Institution

You can contact your previous institution and ask that they reply to our email, OR request that they send an email to Acceptance@anu.edu.au with the following information:

- Your full name and date of birth;
- Confirmation of your previous study;
- Provide a copy of your academic qualifications which include:
 - o Degree Certificate
 - o Final official transcript
 - o Graduation Certificate (where applicable).

Come and see us!

You can bring your original academic documents to us at the **ANU Student Central front counter, located in the Di Riddell building in Kambri**, anytime between 10am – 4pm, Wednesday – Friday. Upon arrival, please call us on +61 2 6125 5594 and select option 1; one of our Admission Officers will assist you.

Please note you must present your original academic documents (transcripts and degree certificate). We cannot accept copies.

This process is essential to ensure the integrity of our admission processes. If you do not take the necessary action, a hold will be placed on your ISIS account later this semester; this will prevent you from being able to enrol in any future courses or view your grades until the audit process has concluded.

Kind regards,




s. 22 Irrelevant material

Deputy Manager
The Acceptance Team, Admissions
Division of Student Administration and Academic Services

Di Riddell Student Centre
Building 154 University Avenue
The Australian National University
Canberra ACT 2601

E: acceptance@anu.edu.au

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CRICOS Provider No. 00120C | ABN: 52 234 063 906

TEQSA Provider: PRV12002 (Australian University)

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From: s. 22 Irrelevant material
To: s. 22 Irrelevant material
Cc: s. 22 Irrelevant material
Subject: Semester 2 2024 Documentation Audit
Date: Monday, 2 September 2024 3:55:27 PM
Attachments: [Verification of Academic Records - STUDENT NAME \(DOB XXXXXXXX\) ANU ID .msg](#)
[image001.png](#)
Importance: High

Hi team,

It is time to start auditing the academic documents submitted with applications for Semester 2 2024 (and Autumn / Winter 2024).

The process will be the same as last time – instructions are below, and also available in the manual, [The Documentation Audit Procedure \(2024\)](#) ([Web view](#)) [*Combined Admissions Manual 2024 > SAS Processes > The Documentation Audit*]

All data is saved on the Sharepoint site, here: [Audit - Master List 3440 to 3460.xlsx](#) [*Resources > Documentation Audit > 3440 to 3460*]

Please work in the “**Require Audit**” tab – I will move the data around, based on the colours/comments you leave, so please make sure to follow the colour key.

Step one

Check if the application requires auditing. Check which qualification was used for the basis of admission, and check the assessment comments in SAS to see if the application has already been audited during assessment process (e.g. verifiable secondary results – A Levels, CBSE, AISC, IB; completed previous qualification at ANU; or back-to-source audit already completed). If audit is not required, please mark green and put detail in the comments column of the spreadsheet (e.g. Audit not required, IB already verified during assessment). If you are unsure whether audit is required or not for an application, please let me know.

Step two

If audit is required, first check the list of successful back-to-source contacts, at [Back to Source Successful Contacts - Master.xlsx](#) [*Resources > Documentation Audit*] These are all the successful contact email addresses / online verification links that I have been able to find from recent years. If the issuing institution is not listed here, then please check the institution’s official website for an online verification link, or email address (preferably of the Registrar’s office or similar). If online verification is possible, then it is not necessary to email as well (as long as the online verification confirms their results as well as graduation).

Step three

Email the issuing institution (template attached), to verify that the documents the student provided in their application are true and correct.

The email template is attached here – please remember to add:

- All the student information in both the email, and subject line;
- Add the signed declaration giving permission to audit their documents (ideally page 4-5 of the OAD, but for domestic students may need to extract the relevant pages from the application form), and documents used in our assessment (transcripts and degree certificates); and
- Add your signature.

Step four

Once you have sent the email, please add a comment in SAS: "Conducted back-to-source audit for this student as part of the 10% per semester", and mark on the spreadsheet that the audit request has been sent (mark orange).

Verifications

Once we receive verifications back from institutions update the spreadsheet (mark green and put detail in the comments column of the spreadsheet), and add a comment in SAS – “Audit complete, documents verified by issuing institution”. If you receive verification from a contact who is not already on the [Back to Source Successful Contacts - Master.xlsx](#) [*Resources > Documentation Audit*], please add the new successful contact to this list.

I will move the data on the spreadsheet around to the other sheets each day based on your colours and comments.

We are aiming to send out all audit requests in the next two weeks – your daily allocation will be adjusted accordingly from tomorrow.

If you have any questions or concerns at all, please let me know

Thank you!

Kind regards,



s. 22 Irrelevant material

Deputy Manager

The Admissions & Scholarships Office

Division of Student Administration and Academic Services

Di Riddell Student Centre

Building 154 University Avenue

The Australian National University

Canberra ACT 2601

admissions@anu.edu.au

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CRICOS Provider Code: 00120C

TEQSA Provider ID: PRV12002 (Australian University)

The Australian National University acknowledges, celebrates and pays our respects to the Ngunnawal and Ngambri people of the Canberra region and to all First Nations Australians on whose traditional lands we meet and work, and whose cultures are among the oldest continuing cultures in human history.

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From: s. 22 Irrelevant material
To: s. 22 Irrelevant material
Cc: s. 22 Irrelevant material
Subject: Audit follow up email 3440-3460
Date: Friday, 25 October 2024 4:25:19 PM
Attachments: [image001.jpg](#)
[image002.png](#)
[Verification of Previous Academic Records .msg](#)
[Verification of Previous Academic Records - My eEquals.msg](#)
Importance: High

Hi Team,

I am writing to confirm that audit follow up email to all the students who are still on the [Audit - Master List 3440 to 3460.xlsx](#) pending verification has been sent this afternoon.

There were two separate mail merge sent today - The first cohort included **227** students whose previous university either did not get back to us or required payment for verification. The second cohort included **39** students whose previous university supports My eEquals, so we've asked them to share it with us for verification. I am also attaching the correspondence that has been sent to these students for your reference. Since we are no longer on phones, we have given them an option to bring their original academic documents to us at the **ANU Student Central front counter** anytime between **10am – 12pm** and **2pm – 4pm** on **Monday, Wednesday, and Friday**. If they want to bring their documents outside of these hours, we have given them an option to book an appointment via email at acceptance@anu.edu.au.

From next Monday onwards, you will be rostered for 2 hours each day (either morning or afternoon) where you will be working for that time frame from the Student Central office. I will come with each of you on your first shift to get you settled so please don't stress and your allocation will be adjusted accordingly. The roster will be included in your daily allocation message and if would like to swap shifts – we are more than happy to make the adjustments.

If you have any questions, please do not hesitate to reach out to me or s. 22 Irrelevant material.

Have a good weekend all!!

Kind Regards,

s. 22 Irrelevant material

Team Coordinator

The Admissions & Scholarships Office

Division of Student Administration and Academic Services

Di Riddell Student Centre

Building 154 University Avenue

The Australian National University

CANBERRA ACT 2601

E: Admissions@anu.edu.au

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CRICOS Provider No. 00120C

TEQSA Provider: PRV12002 (Australian University)



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Freedom of Information

Subject: Verification of Previous Academic Records

Dear [ANU ID:]

Congratulations on commencing the at the Australian National University (ANU) this semester.

As part of our quality assurance process, the ANU audits a random sample of qualifications from all newly commencing students. Your application has been selected to be a part of this verification process. As part of this process, we have contacted your previous institution, but unfortunately, they haven't responded to our request to verify your documentation. Therefore, we require you to complete one of the three options listed below.

Please do not be concerned about this process; as mentioned above, participants are randomly selected – you are not under suspicion at all.

Option 1: Online verification

If your previous institution supports an online verification service, please provide a link to the verification platform and any information (access codes) required to complete the verification.

Please note we cannot log in to your student account to verify your qualifications; please don't send us your login details.

Option 2: Direct from the Institution

You can contact your previous institution and ask that they reply to our email, OR request that they send an email to Acceptance@anu.edu.au with the following information:

- Your full name and date of birth;
- Confirmation of your previous study;
- Provide a copy of your academic qualifications which include:
 - o Degree Certificate
 - o Final official transcript
 - o Graduation Certificate (where applicable).

Option 3: Come and see us!

You can bring your original academic documents to us at the **ANU Student Central front counter** anytime between **10am–12pm** and **2pm–4pm** on **Monday, Wednesday, and Friday**. An Admissions officer will be at the counter to assist you further.

Location: Student Central Annexure, Shop 14, Ground Floor, Di Riddell Student Centre (Building 154) in Kambri, opposite Kambri lawn

If you want to come by outside of these hours, please arrange an appointment with us before arriving at the ANU Student Central front counter. You can email us at acceptance@anu.edu.au to book an appointment.

Please note you must present your original academic documents (transcripts and degree certificate). We cannot accept copies.

This process is essential to ensure the integrity of our admission processes. If you do not take the necessary action, a hold will be placed on your ISIS account later this semester; this will prevent you from being able to enrol in any future courses or view your grades until the audit process has concluded.

Kind Regards,

The Acceptance Team, Admissions

Division of Student Administration and Academic Services
Di Riddell Student Centre
Building 154, University Avenue
The Australian National University

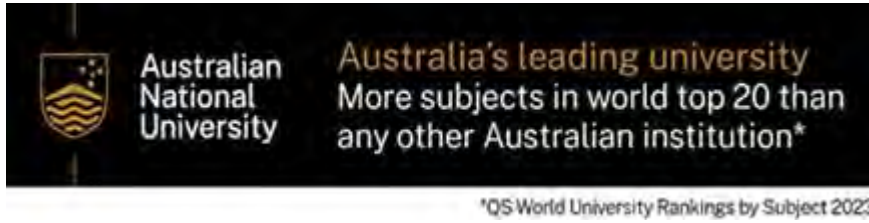
Canberra, ACT 2601

E: acceptance@anu.edu.au

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CRICOS Provider No: 00120C | ABN: 52 234 063 906

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Freedom of Information

Subject: Verification of Previous Academic Records - My eQuals

Dear <First Name> <Surname> [ANU ID: <Student ID>]

Congratulations on commencing the <Program Description> at the Australian National University (ANU) this semester.

As part of our quality assurance process, the ANU audits a random sample of qualifications from all newly commencing students. Your application has been selected to be a part of this verification process. As part of this process, we have contacted your previous institution, but unfortunately they haven't responded to our request to verify your documentation. Therefore, we require you to complete further action as outlined below.

Please do not be concerned about this process; as mentioned above, participants are randomly selected – you are not under suspicion at all.

Online verification via My eQuals

Your previous institution appears to participate in the My eQuals qualification verification service. Please share your academic documents from your previous qualification with us via My eQuals – this is the fastest and easiest method for you to complete this process. For further information about how to use the My eQuals service, please refer to <https://www.myequals.edu.au/education-providers-list>.

Other verification options

If you are unable to provide your academic documents through the My eQuals service, please let us know by return email and we can assist you with other methods available for completing this process.

This process is essential to ensure the integrity of our admission processes. If you do not take the necessary action, a hold will be placed on your ISIS account later this semester; this will prevent you from being able to enrol in any future courses or view your grades until the audit process has concluded.

Kind Regards,

The Acceptance Team, Admissions

Division of Student Administration and Academic Services
Di Riddell Student Centre
Building 154, University Avenue
The Australian National University
Canberra, ACT 2601

E: acceptance@anu.edu.au

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individual sender, except where the sender expressly, and with authority, states them to be the view of The Australian National University.

From: s. 22 Irrelevant material
To: s. 22 Irrelevant material
Cc: s. 22 Irrelevant material
Subject: Documentation Audit - Semester One 2025
Date: Monday, 24 March 2025 4:34:32 PM
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.png](#)
Importance: High

Hi Team,

We will be starting our documentation of audit for Semester 1, 2025 (3470 to 3530). The process will be similar as last time – instructions are below, and also available in the manual, [Combined Admissions Manual 2024](#) [Combined Admissions Manual 2024 > SAS Processes > The Documentation Audit]

All data is saved on the SharePoint site, here: [Audit - Master List 3470 to 3530.xlsx](#) [Resources > Documentation Audit > 3470 to 3530]

Please work in the “**Awaiting Verification**” tab. At the end of each day, I will move the completed list to the respective tabs on the spreadsheet so I would really appreciate everyone using the correct color code. There are total of 5 color codes. Please see below, it’s also on the spreadsheet.

Back-to-source request sent, awaiting reply
Verified
Student has withdrawn from current intake
Request My eEquals from student
Will need face-to-face audit (no email for institution, or requires payment)

Step one

Check if the application requires auditing. Check which qualification was used for the Basis of Admission (BoA) and check the assessment comments in SAS to see if the application has already been audited during assessment process. If you are unsure which qualification was used for BoA then please let me know.

Audit is **not** required if:

- It is a verifiable secondary result – A Levels, CBSE, AISSC, IB.
- completed previous qualification at ANU
- Partnership Student
- Back-to-source audit already completed.

Please mark **green** and put detail in the comment column of the spreadsheet (e.g. Audit not required, IB already verified during assessment or Audit not required, partnership student etc.) If you are unsure whether audit is required or not for an application, please let me know.

Step two

If audit is required, first check the list of successful back-to-source contacts, at [Back to Source Successful Contacts - Master.xlsx](#) [Resources > Documentation Audit] . This is a list of known successful verification contacts / websites. If you come across other successful contacts / online verifications through the audit process, please let a TC/DM know.

- If the issuing institution is not listed here, then please check the institution’s official website for an online verification link, or email address (preferably of the Registrar’s office or similar).
- If online verification is possible, then it is not necessary to send an email (as long as the online verification confirms their results as well as graduation).
- If the qualification that is being audited is from an Australian or New Zealand Institution, then that institution may support verification via **My eEquals**. To check if that institution is a My eEquals Participant, click on [Education Providers List — My eEquals Australia](#) . For example, Victoria university is one of the participating education provider. If qualification that we need to audit is from Victoria University, then mark it as **Pink** with a comment – Request My eEquals from student. I will later send a bulk email to all the students in this list.

Step three:

Email the issuing institution (template attached), to verify that the documents the student provided in their

application are true and correct.

The email template is attached here – please remember to add:

- All the student information in both the email, and subject line;
- Add the signed declaration giving permission to audit their documents (ideally page 4-5 of the OAD, but for domestic students may need to extract the relevant pages from the application form), and documents used in our assessment (transcripts and degree certificates); and
- Add your signature.

Step four

Once you have sent the email, please add a comment in SAS: "Conducted back-to-source audit for this student as part of the 10% per semester", and mark on the spreadsheet that the audit request has been sent (mark **Orange**).

Verifications

Once we receive verifications back from institutions update the spreadsheet (mark **green** and put detail in the comments column of the spreadsheet), and add a comment in SAS – "Audit complete, documents verified by issuing institution". If you receive verification from a contact who is not already on the ☐ [Back to Source Successful Contacts - Master.xlsx](#) [Resources > Documentation Audit], please add the new successful contact to this list. We are aiming to send out all audit requests in the next two to three weeks – your daily allocation will be adjusted accordingly from tomorrow.

Please reach out to me if you have any questions or concerns. Thank you!

Kind regards,

S. 22 Irrelevant material

Team Coordinator

The Admissions & Scholarships Office

International & Future Students Division

Di Riddell Student Centre

Building 154 University Avenue

The Australian National University

CANBERRA ACT 2601

E: Admissions@anu.edu.au

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From: s. 22 Irrelevant material
To: s. 22 Irrelevant material
Cc: s. 22 Irrelevant material
Subject: RE: Documentation Audit - Semester 2 2025
Date: Wednesday, 27 August 2025 8:27:09 AM
Attachments: [Verification Of Previous Academic Records - STUDENT NAME \(DOB XXXXXXXX ANU ID - XXXXXXXX\) .msg](#)
[image002.png](#)
[image004.png](#)
[image005.jpg](#)

Hi All,

Apologies, I noticed that the draft template I sent out yesterday was blank. Please see the attached email template to use for the audit. Thank you.

Kind regards,

s. 22 Irrelevant material

Team Coordinator

The Admissions & Scholarships Office

International & Future Students Division

Di Riddell Student Centre

Building 154 University Avenue

The Australian National University

CANBERRA ACT 2601

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From: s. 22 Irrelevant material
Sent: Tuesday, 26 August 2025 3:50 PM
To: s. 22 Irrelevant material
Cc: s. 22 Irrelevant material
Subject: Documentation Audit - Semester 2 2025
Importance: High

Hi Team,

We will be starting our documentation audit process for Semester 2, 2025 (3540 to 3560) from tomorrow. The process will be similar as last time, please read the below instructions before proceeding with the audits.

All data is saved on the SharePoint site, here: [Audit Master list - 3540 to 3560.xlsx](#) [Resources > Documentation Audit > 3540 to 3560]

Please work in the “Awaiting Verification” tab of the spreadsheet. At the end of each day, I will move the completed list to the respective tabs on the spreadsheet so I would really appreciate everyone using the **correct color code**. Please see below, it’s also on the spreadsheet.



Step one

Check if the application requires auditing. Check which qualification was used for the Basis of Admission (BoA) and check the assessment comments in SAS to see if the application has already been audited during assessment process. If you are unsure which qualification was used for BoA then please let me know.

Audit is **not** required if:

- It is a verifiable secondary result – GCE A Levels, CBSE, AISSC, IB. Please note: **Gaokao** is not a verifiable secondary result which means that audit is required.
- completed previous qualification at ANU
- Partnership Student
- BoA is work experience instead of academic qualification
- Back-to-source audit already completed.

Please mark **green** and put detail in the comment column of the spreadsheet (e.g. Audit not required - IB already verified during assessment or Audit not required - partnership student etc.) If you are unsure whether audit is required or not for an application, please let me know.

Step two

If audit **is** required, first check the list of successful back-to-source contacts, at [Back to Source Successful Contacts - Master.xlsx](#) [Resources > Documentation Audit] . This is a list of known successful verification contacts / websites. If you come across other successful contacts / online verifications through the audit process, please let a TC/DM know.

- If the issuing institution is not listed here, then please check the institution's official website for an online verification link, or email address (preferably of the Registrar's office or similar). *Note: If Registrar's email address is not listed on their official website, then please send the initial email to any other email address that is listed in the university's official website.*
- If online verification is possible, then it is not necessary to send an email (as long as the online verification confirms their results as well as graduation).
- If you are unable to find any email address for that institution or if the institution requires payment for verification, please mark it as **Blue** with a comment - Will need face-to-face audit (no email for institution, or requires payment)
- If the student has withdrawn/changed intake, then mark it as **Grey** with a comment - Student has withdrawn from current intake
- If the qualification that is being audited is from an Australian or New Zealand Institution, then that institution may support verification via **My eEquals**. To check if that institution is a My eEquals Participant, click on [Education Providers List — My eEquals Australia](#) . For example, Victoria university is one of the participating education providers. If qualification that we need to audit is from Victoria University, then mark it as **Pink** with a comment – My eEquals Qualification. I will later send a bulk email to all the students in this list.

Step three:

Email the issuing institution (template attached), to verify that the documents the student provided in their application are true and correct.

The email template is attached here – please remember to add:

- All the student information in both the email body, and subject line;
- Add the signed declaration giving permission to audit their documents (ideally page 4-5 of the OAD, but for domestic students, we will need to extract the relevant pages from the application form), and documents used in our assessment (transcripts and degree certificates); and
- Add your signature.

Step four

Once you have sent the email, please add a comment in SAS: "Conducted back-to-source audit for this student as

part of the 10% per semester", and mark on the spreadsheet that the audit request has been sent (mark **Orange**).

Verifications

Once we receive verifications back from institutions update the spreadsheet (mark **green** and put detail in the comments column of the spreadsheet) and add a comment in SAS – "Audit complete, documents verified by issuing institution". If you receive verification from a contact who is not already on the [Back to Source Successful Contacts - Master.xlsx](#) [Resources > Documentation Audit], please add the new successful contact to this list. We are aiming to send out all audit requests in the next two to three weeks so this will be a part of your daily allocation from tomorrow onwards.

Please reach out to me if you have any questions or concerns. Thank you!

s. 22 Irrelevant material

Team Coordinator

The Admissions & Scholarships Office

International & Future Students Division

Di Riddell Student Centre

Building 154 University Avenue

The Australian National University

CANBERRA ACT 2601

E: Admissions@anu.edu.au

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From: s. 22 Irrelevant material
To: s. 22 Irrelevant material
Subject: Email draft - Audit email to applicants for in person verification.
Date: Wednesday, 22 October 2025 12:37:45 PM
Attachments: [image001.jpg](#)
[Audit email - In person Verification Semester 2 2025.docx](#)

Hello s. 22 Irrelevant material

Please find the attached draft for review. I've only added additional information under the "Come and see us!" option and the rest is the same as we have been using in our previous audit follow up emails.

Please let me know if you would like to add or update anything in the draft. Thank you

Kind regards,

s. 22 Irrelevant material

s. 22 Irrelevant material

Team Coordinator

The Admissions & Scholarships Office

International & Future Students Division

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Dear Student name [ANU ID: 1234567],

Congratulations on commencing your program at the Australian National University (ANU) this semester.

As part of our quality assurance process, the ANU audits a random sample of qualifications from all newly commencing students. Your application has been selected to be a part of this verification process. As part of this process, we have contacted your previous institution, but unfortunately, they haven't responded to our request to verify your documentation. Therefore, we require you to complete one of the three options listed below.

Please do not be concerned about this process; as mentioned above, participants are randomly selected – you are not under suspicion at all.

Online verification

If your previous institution supports an online verification service, please provide a link to the verification platform and any information (access codes) required to complete the verification. **Please note we cannot log in to your student account to verify your qualifications; please don't send us your login details.**

Direct from the Institution

You can contact your previous institution and request that they send an email to acceptance@anu.edu.au with the following information:

- Your full name and date of birth;
- Confirmation of your previous study;
- Provide a copy of your academic qualifications which include:
 - o Degree Certificate
 - o Final official transcript
 - o Graduation Certificate (where applicable).

Come and see us!

You can bring your original academic documents to us at the [Student Hub](#) located in **Level 1, Di Riddell Student Centre** on Mondays, between 27 October 2025 to 24 November 2025. *Photocopies of your academic documents will not be accepted.*

Availability for In-Person Verification

Date	Morning	Afternoon
Monday, 27 October 2025	10am to 12pm	2pm to 4pm
Monday, 3 November 2025	10am to 12pm	2pm to 4pm
Monday, 10 November 2025	10am to 12pm	2pm to 4pm
Monday, 17 November 2025	10am to 12pm	2pm to 4pm
Monday, 24 November 2025	10am to 12pm	2pm to 4pm

You do not need to schedule an appointment for the drop-in sessions listed above.

Upon arrival, please scan the QR code displayed at the front office, follow the on-screen instructions, and take a seat in the waiting area. You will be called by an Admissions Officer when it's time to proceed with the verification.

Please note that in-person verification will not be available outside of these scheduled sessions. If you're unable to bring your original documents during the specified times, please reach out to our team at acceptance@anu.edu.au for further advice. We can arrange an extension for you to provide your documents before Semester 1 begins in 2026.

This process is essential to ensure the integrity of our admission processes. If you do not take the necessary action, a hold may be placed on your ANU account which would prevent you from enrolling in your upcoming semesters.

Should you have any questions, please do not hesitate to contact us.

Kind Regards,

s. 22 Irrelevant material

Team Coordinator
The Admissions & Scholarships Office
International & Future Students Division

Di Riddell Student Centre
Building 154 University Avenue
The Australian National University
CANBERRA ACT 2601

E: Admissions@anu.edu.au
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CRICOS Provider No. 00120C
TEQSA Provider: PRV12002 (Australian University)



*QS World University Rankings 2025

From: [DSRA - Acceptance](#)
To: s. 22 Irrelevant material
Cc: s. 22 Irrelevant material
Subject: Documentation Audit - Semester 1, 2026
Date: Tuesday, 21 April 2026 7:58:46 AM
Attachments: [image001.png](#)
[Verification Of Previous Academic Records - STUDENT NAME \(DOB XXXXXXXX ANU ID - XXXXXXXX\) .msg](#)
Importance: High

Hi Team,

It's time for Semester 1, 2026 audit!

We will begin the audit process by emailing institutions to request verification. The list of student that we need to audit is saved on the SharePoint site, here: [Audit Master list - 3570 to 3630.xlsx](#) [Resources > Documentation Audit > 3570 to 3630]. Please refer to the "[Awaiting verification](#)" tab of the spreadsheet.

Step One

Check whether each application requires auditing. This process should now be simpler, as I have already removed students with the following qualifications from the list in the "Awaiting Verification" tab:

- Verifiable secondary results (e.g. GCE A Levels, CBSE, AISSC, IB). Please note that Gaokao is not considered a verifiable secondary result, so these applications still require auditing.
- Students who completed a previous qualification at ANU
- Cases where the Basis of Admission (BoA) is work experience rather than an academic qualification
- Australian or New Zealand qualifications (I will send a separate email to these students, as they are eligible for verification via the My eQuals service)

Therefore, all applications currently allocated to you should require auditing. However, there may still be a few exceptions that I was unable to remove when running the report. As you review each application, please note that the following do not need to be audited:

- Partnership students
- Applications where a back-to-source audit has already been completed (See SAS comments to confirm)

Additionally, the spreadsheet now includes populated fields for **Qualification being audited (Column N)** and **Institution name (Column O)** for most students, meaning you do not need to manually enter these details from SAS. That said, there are still some students in the list where one or both fields are empty/incomplete. For these cases, please enter the details manually while reviewing the student's documents.

Step Two

Once you have confirmed that the student is required to be audited, check the list of successful back-to-source contacts, at [Back to Source Successful Contacts - Master.xlsx](#) [Resources > Documentation Audit] . This is a list of known successful verification contacts / websites.

- If the issuing institution is not listed here, then please check the institution's official website for an online verification link, or email address (preferably of the Registrar's office or similar) Note: If Registrar's email address is not listed on their official website, then please send the initial email to any other email address that is listed in the university's official website.

- If online verification is possible, then it is not necessary to send an email (as long as the online verification confirms their results as well as graduation).
- If you are unable to find any email address for that institution or if the institution requires payment for verification, please mark it as **Blue** with a comment - Will need face-to-face audit (no email for institution, or requires payment)
- If the student has withdrawn/changed intake, then mark it as **Grey** with a comment - Student has withdrawn from current intake

Step Three

Email the issuing institution (template attached), to verify that the documents the student provided in their application are true and correct.

The email template is attached here – please remember to add:

- All the student information in both the email body, and subject line;
- Add the signed declaration giving permission to audit their documents (ideally page 4-5 of the OAD, but for domestic students, we will need to extract the relevant pages from the application form), and documents used in our assessment (transcripts and degree certificates); and
- Add your signature.

Step Four

Once you have sent the email, please add a comment in SAS: "*Conducted back-to-source audit for this student as part of the 10% per semester*", and mark on the spreadsheet that the audit request has been sent (mark **Yellow**).

Verifications

Once we receive verifications back from institutions update the spreadsheet (mark **green** and put detail in the comments column of the spreadsheet) and add a comment in SAS – “Audit complete, documents verified by issuing institution”. If you receive verification from a contact who is not already on the  [Back to Source Successful Contacts - Master.xlsx](#) [Resources > Documentation Audit], please add the new successful contact to this list.

If you have any further questions, please let me know.

Kind regards,





Deputy Manager (acting)

The Admissions & Scholarships Office
International & Future Students Division
Di Riddell Student Centre
Building 154 University Avenue
The Australian National University
Canberra ACT 2601

admissions@anu.edu.au

TEQSA Provider ID: PRV12002 (Australian University) | CRICOS Provider Code: 00120C

The Australian National University acknowledges, celebrates and pays our respects to the Ngunnawal and Ngambri people of the Canberra region and to all First Nations Australians on whose traditional lands we meet and work, and whose cultures are among the oldest continuing cultures in human history.

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