

Granting of Awards Procedure – BHI

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| Related Policy | Granting of Awards Policy- BHI | |
| Procedure | Responsibility | |
| <p>1. Verifying the course/training package completion rules</p> <p>a) Student Management System to be checked to ensure specified completion rules for all higher education programs, national training packages, accredited courses and internally approved courses are entered.</p> <p>b) Students are fully informed of the completion rules which apply to the course/qualification in which they are enrolled.</p> <p>c) Check that VET nationally approved/accredited courses with enrolments are included on the entity's Scope of Registration</p> <p>d) Students are enrolled in the current version of the training package or curriculum. NB Students who have enrolled in a previous version of a training package or course are eligible to complete that course, providing they have been in continuous study at the Institute and the units of competency/subjects or their equivalents are still offered.</p> | <p>Student Administration Course Administrator</p> <p>Head of School/delegate</p> <p>Head of School/delegate</p> | |
| <p>2. Create the Register of Teaching School Awards Approval Officers</p> <p>a) In conjunction with the Head of School, obtain the names of each Teaching School's Award Approval Officer(s) and create and/or amend a register of signatures and email distribution list.</p> <p>b) Inform Award Approvals Officer(s) of the responsibilities of the role.</p> <p>c) Provide training for new Awards Approval Officers.</p> <p>d) Check all applications for qualifications and certificates for appropriate Awards Approval Officer's signature and reject those that do not.</p> | <p>Student Administration Awards Administrator</p> <p>Head of School</p> <p>Student Administration Awards Administrator</p> | |
| <p>3. Applying for a qualification or certificate for an externally recognised or accredited course - Non-apprentice/Non-trainee (Types 10, 11, 12, 13, 14, 21, 24, 31, 34, 41, 44)</p> <p>a) Obtain the appropriate award application form from Student Administration or the Teaching School within 5 days after the final successful assessment for their course.</p> <p>b) Complete the appropriate application form and lodge it with the relevant Teaching School for verification of eligibility to be granted a qualification or certificate, within 14 days after the final successful assessment for their course</p> <p>c) Ensure current address is lodged with Student Administration so that any correspondence will be directed to the correct address</p> | <p>Student</p> | |

- d) Ensure that any study towards the qualification or certificate completed at other institutions or in other courses at Box Hill Institute have already been formally recognised by Box Hill Institute as relevant via the submission of an RPL/RCC/Credit Transfer Application.
- e) Complete the appropriate application form on behalf of the student (if not already completed by the student) within 14 days after the final successful assessment for the student in the course.
- f) Run a V4 Academic Progress Report and attach it to the application form. (*Instructions for running a V4 Academic Transcript Report can be obtained on the Registrar's Site on the Staff Web*)
- g) Verify the student has achieved the requirements for the qualification or certificate by referring to the Academic Progress Report and other documentation. (*The Awards Approval Manual can be obtained on the Registrar's Site on Staff Web*)
- h) If verified insert the completion date on the application form.
- i) Indicate the distribution method of the qualification or certificate.
- j) Confirm the approval of the application by signing the form.
- k) Forward the form to the Student Administration Awards Administrator for completion processing, Unique Student Identifier (USI) checking, and the production of the qualification or certificate within 14 days after the final successful assessment for the student in the course.
- l) Issue the qualification, certificate or statement of attainment within 28 days of the student successfully meeting the requirements of the training product.
If not verified return the application to the student with advice on why the application has been denied and informing them of the appeals process.
For Certificate Types 21-44, certificates will not be issued until a valid USI has been supplied and verified per student, excluding off-shore students.

Teaching School
Awards Approval
Officer

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| <p>4. Applying for a qualification or certificate for an externally recognised or accredited course - Apprentice/Trainee) (Types 22, 32)</p> <p>a) Obtain the appropriate award application form from Student Administration or the Teaching School within 5 days after the final successful assessment for their course, and once both off-the-job and on-the-job training is complete.</p> <p>b) Obtain appropriate written sign-off from the student's employer confirming the student's proficiency as an employee in the workplace, has been received.</p> | <p>Student</p> |
| <p>c) Complete the appropriate application form and lodge it with the relevant Teaching School for verification of eligibility to be granted a qualification or certificate, within 5 days after the final successful assessment for their course, and once both off-the-job and on-the-job training is complete.</p> <p>d) Ensure current address is lodged with Student Administration so that any correspondence will be directed to the correct address.</p> | |
| <p>e) Ensure that any study towards the qualification or certificate completed at other institutions or in other courses at Box Hill Institute have already been formally recognised by Box Hill Institute as relevant via the submission of an RPL/RCC/Credit Transfer Application.</p> <p>f) Complete the appropriate application form on behalf of the student (if not already completed by the student) within 5 days after the final successful assessment for their course, and once both off-the-job and on-the-job training is complete.</p> <p>g) Run a V4 Academic Progress Report and attach it to the application form. (<i>Instructions for running a V4 Academic Transcript Report can be obtained on the Registrar's Site on the Staff Web</i>).</p> <p>h) Verify the student has achieved the requirements for the qualification or certificate by referring to the Academic Progress Report and other documentation. (<i>The Awards Approval Manual can be obtained on the Registrar's Site on Staff Web</i>)</p> <p>i) Verify the appropriate written sign-off from the student's employer confirming the student's proficiency as an employee in the workplace, has been received</p> <p>j) If verified insert the completion date on the application form.</p> <p>k) Indicate the distribution method of the qualification or certificate.</p> <p>l) Confirm the approval of the application by signing the form.</p> <p>m) Forward the form to the Student Administration Awards Administrator for USI checking and completion processing, the updating of DELTA, and the production of the qualification or certificate.</p> <p>n) Issue the qualification, certificate or statement of attainment within 28 days of the student successfully meeting the</p> | <p>Teaching School Awards Approval Officer</p> |

requirements of the training product.

If not verified return the application to the student with advice on why the application has been denied and informing them of the appeals process.

Certificates will not be issued until a valid USI has been supplied and verified per student, excluding offshore students.

5. Applying for a certificate for an internally accredited course (Types 19, 25, 29, 35, 39, 45, 46, 47, 48, 49)

- a) Complete the appropriate award application form within 5 days after the final successful assessment or participation for their course.
- b) For an internally accredited course with more than one subject or unit of competency, run a V4 Academic Progress Report and attaches it to the application form. (*Instructions for running a V4 Academic Transcript Report can be obtained on the Registrar's Site on the Staff Web*)
- c) Verify the student has achieved the requirements for the training product by referring to the Academic Progress report and other documentation. (*The Awards Approval Manual can be obtained on the Registrar's Site on Staff Web*)
- d) For an internally accredited course with one subject or unit, ensure the student's final result has been recorded in the Student Management System.
- e) For certificate types 45, 46, 47 and 49 verify the student has met the 80% attendance requirement of the course to be eligible for a certificate (if applicable).
- f) Indicate the distribution method of the certificate/s.
- g) Insert the course completion date on the application form.
- h) Confirm approval of the application by signing the application form.
- i) Forward the form to the Student Administration Awards Administrator within 14 days after the final successful assessment or participation for their course, for USI checking for Type 48 certificates, completion processing, and the production of the certificate/s.
- j) Issue the certificate or statement of attainment within 28 days of the student successfully meeting the requirements of the training product.

If not verified return the application to the student with advice on why the application has been denied and informing them of the appeals process.

For Type 48 certificates, certificates will not be issued until a valid USI has been supplied and verified per student, excluding offshore students.

6. Currency of the qualification or certificate

The student must apply for their qualification/certificate within 5 days of the successful completion of their training package or course, for certificate types 11, 12, 13, 21, 24, 31, 34, 41, 44. For apprentices/trainees, the student must apply for their qualification/certificate within 5 days of the successful completion of their training package or course, including completion of both on-the-job and off-the-job components, for certificate types 22, 32. The Teaching School must apply for certificates within 5 days of a student's course completion for certificate types 25, 29, 35, 39, 45, 46, 47, 48, 49.

An application for a qualification or certificate submitted more than three years after course completion for certificate types 11-44, will only be considered in special circumstances and will be granted at the discretion of the Registrar.

Certificates will not be issued until a valid USI has been supplied and verified per student for all accredited VET study from 2015 onwards, excluding offshore students.

7. Granting a qualification or certificate for higher education (Types 11, 12, 13)

- a) Check all applications as they are received in Student Administration.
- b) Confirm the applicant's eligibility for the qualification or certificate by checking the Academic progress report, signatures, dates and all other items on the application form.
- c) Update the student's completion status in the Student Management System
- d) For applications which meet course completion criteria, and for who no outstanding fees or sanctions apply, have the qualification or certificate and its associated Final Statement of Completion prepared within twenty (20) days of receipt of the application and at least two (2) days prior to the scheduled graduation ceremony.
- e) Ensure the correct certificate formatting, stationery, and where required additional logo, is used in the printing of the Certificate and accompanying Final Statement of Completion or Higher Education Academic Transcript where relevant.
- f) Update the Awards Register with those certificates/qualifications prepared.
- g) Those qualifications or certificates that have been notated "hold for graduation ceremony" are retained in the Registrar's Centre until they are collected by a representative from the Teaching School.
- h) Prepare Signature Sheets for scheduled graduation ceremonies only on request from the Teaching School.
- i) Those qualifications or certificates not being retained for a graduation ceremony are posted to the applicants in special

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| <p>heavy-duty envelopes.</p> <ul style="list-style-type: none"> j) Qualifications or certificates held for graduation ceremonies but not collected at the event are to be returned to Student Administration by the Teaching School and mailed to the student in a heavy duty envelope. k) The Register of Awards is updated to that effect. l) Those forms not meeting the criteria are returned to the Teaching School with a memo explaining the discrepancy and a request for the discrepancy to be rectified. m) Once the discrepancy has been rectified by the Teaching School the application is returned to Student Administration and the process from dot point one is followed until the student is declared eligible or notified that they are not eligible to receive the qualification or certificate. n) Ensure that all applications for qualifications or certificates are lodged with Student Administration at least four weeks prior to a scheduled Graduation Ceremony o) Ensure that all application forms are completed and the V4 Academic Progress Report is run and checked for eligibility prior to submission to Student Administration p) Rectify any discrepancies identified by the Student Administration Awards Officer q) Provide a final list of students who will be attending the centre's Graduation Ceremony to the Student Administration Awards Officer at least one (1) week prior to the ceremony r) At least one (1) day prior to the scheduled Graduation Ceremony check prepared certificates against the Graduation Ceremony attendance listing to ensure a certificate has been produced for all eligible students who are attending the Graduation Ceremony s) Inform any student who is not eligible to receive a qualification or certificate of their ineligibility at least one week prior to a Graduation Ceremony or as soon as it is established | <p>Teaching School Awards Approval Officer</p> |
| <p>8. Granting a certificate for an internally accredited higher education qualifications (Type 19)</p> <ul style="list-style-type: none"> a) Check all award applications as they are received in Student Administration. b) Where appropriate confirm the student's eligibility for the certificate by checking the Academic Progress report, or the Institute's Student Management System Awards Program for the appropriate result for single unit courses, and also check signatures, dates and all other items on the application. c) Update the student's completion status in the Student Management System d) For those applications that are eligible, have the qualification or certificate prepared within twenty (20) working days of receipt of the application or at least two (2) days prior to the scheduled graduation ceremony. e) Ensure the correct certificate formatting, stationery, and where required additional logo, is used in the printing of the | <p>Student Administration Awards Administrator</p> |

Certificate and Final Statement of Completion

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| <ul style="list-style-type: none"> f) Update the Awards Register with those certificates/qualifications prepared. g) Those qualifications or certificates that have been notated “hold for graduation ceremony” are retained in the Registrar’s Centre until they are collected by a representative from the Teaching School h) Those qualification or certificates not being retained for a graduation ceremony are posted to the applicants in special heavy-duty envelopes. i) Qualifications or certificates held for graduation ceremonies but not collected at the event are returned to Student Administration by the Teaching School and mailed to the student in a heavy duty envelope. j) The Register of Awards is updated to that effect. k) Those forms not meeting the criteria are returned to the Teaching School with a memo explaining the discrepancy and a request for the discrepancy to be rectified. l) Once the discrepancy has been rectified by the Teaching School the application is returned to Student Administration and the process from dot point one is followed until the student is declared eligible or notified that they are not eligible to receive the qualification or certificate. m) Ensure that all applications for qualifications/certificates are lodged with Student Administration at least four weeks prior to a scheduled Graduation Ceremony. n) For multi-unit courses, ensure that all application forms are completed and the Academic Progress Report is run and checked for eligibility prior to submission to Student Administration Awards Officer. o) Rectify any discrepancies identified by the Student Administration Awards Officer. p) Provide a final list of students who will be attending the Graduation Ceremony to the Student Administration Awards Officer at least one week prior to the ceremony. q) At least one (1) day prior to the scheduled Graduation Ceremony check prepared qualifications/certificates against their Graduation Ceremony attendance listing to ensure a qualification/certificate has been produced for all eligible students who are attending the Graduation Ceremony. r) Inform any student who is not eligible to receive a qualification/certificate of their ineligibility at least one week prior to a graduation ceremony or as soon as it is established | <p>Teaching School Awards Approval Officer</p> |
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9. Applying for a Statement of Attainment

Students who have ended their study in a nationally recognised qualification or state-accredited course, but have not completed enough requirements to be entitled to the full qualification should receive a Statement of Attainment, providing they have a valid USI (excluding offshore students).

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| <p>a) Once it is evident that the student has ended their studies then an application for a Statement of Attainment should be lodged with the Student Administration Awards Administrator within 14 days after the final successful assessment or completion of the unit of competency for the student in the course.</p> | <p>Teaching School Awards Approval Officer</p> |
| <p>b) A Statement of Attainment will be produced and sent via post to the student's last recorded address on the Student Management System within 28 days of the student successfully meeting the requirements of the training product.</p> | <p>Student Administration Awards Administrator</p> |
| <p>c) For student's withdrawing from their nationally recognised qualification or state-accredited course prior to course completion through the official Institute withdrawal process via submission of a Course Exit form and where at least one unit of competency has been successfully completed prior to the student's official withdrawal, a Statement of Attainment will be automatically issued to the student by post by the Senior Refunds and Registrar's Centre Administrator as part of the course exit process, providing a valid USI is on record for the student, excluding offshore students</p> | <p>Senior Refunds and Registrar's Centre Administrator</p> |

10. Replacement of a qualification /certificate

A replacement qualification/certificate will only be issued where the original has genuinely been lost in the post or destroyed in circumstances beyond the recipient's control.

- a) Complete an application for Replacement Award (Type 51/55) declaring the original qualification/certificate was never received in the post or describing the circumstances under which the original was lost or destroyed.
- b) Pay the prescribed replacement fee as determined annually by the Registrar.
- c) Obtain from records held in Student Administration the original Certificate Number and Date of Issue.
- d) Obtain from records held in Student Administration the original course name.
- e) Issue a replacement qualification/certificate (type 51/55 unless specified otherwise by the Registrar as at Item f), that looks similar to the original but will not include the Institute Seal and will include the statement
"This qualification/certificate is a duplicate and has been issued at the request of the recipient of the qualification/certificate, who has declared the original to be lost or destroyed."
- f) Reproduction of the original certificate in its original format and containing the Institute seal will be in exceptional circumstances or where the original certificate was never received by the student, and, at the discretion of the Registrar.

Student

Student
Administration
Awards Administrator

11. Refusing to grant a qualification/certificate

When it cannot be established that a student has met the eligibility criteria for a qualification/certificate then the application will be denied.

- a) The Teaching School is informed in writing that based on the student's result records held in the student management compared to the required qualification packaging/course completion rules for the relevant course; the student is not eligible to be granted a qualification/certificate.
- b) The student is notified in writing that they are not eligible to be granted a qualification/certificate and given clear reasons why the qualification/certificate has not been granted.
- c) The student is informed of the appeals process.

Student
Administration
Awards Administrator

Teaching School
delegate

When a student has outstanding fees or fines with the Institute, a hold sanction may be placed on the student's entire record. All certificates and results may not be issued to the student unless specified otherwise by the Registrar, until the outstanding fees/fines have been settled, and the hold sanction removed.

- a) The Teaching School is informed in writing that there is a hold sanction on the student's record, and that the certificate or results are unable to be issued until the reason for the hold is resolved between the student and the Institute, and the hold sanction removed.
- b) The student is notified in writing that they are not able to be granted a qualification/certificate until the reason for their hold sanction has been settled, and the hold sanction removed.
- c) The student is informed of the appeals process.

When a student (excluding offshore students) has undertaken an accredited VET course, a short or long course containing at least one accredited VET unit from 2015 onwards, the student must have a valid and verified Unique Student Identifier (USI) recorded against their record in the Institute's Student Management System to be able to receive a statement of attainment or certificate. A hold sanction will be placed on the student's record where no USI exists under these circumstances. A certificate or statement of attainment may not be issued to the student unless specified otherwise by the Registrar, until a valid and verified USI has been recorded, and the hold sanction removed.

- a) The Teaching School is informed in writing that there is a hold sanction on the student's record, and that the certificate or statement of attainment are unable to be issued until a valid USI has been supplied and verified, and the hold sanction removed.
- b) The student is notified in writing that they are not able to be granted a qualification/certificate until a valid USI has been supplied and verified, and the hold sanction removed.

12. Appealing against non-granting of a qualification/certificate or a replacement qualification/certificate.

Students may appeal against non-granting of a qualification/certificate or a replacement qualification/certificate if they believe that:

- The Institute did not carry out the above procedures
- Personal bias or bad faith was involved in the decision
- The student was discriminated against (as specified by the Victorian Equal Opportunity Act 1995 or the Australian Sex Discrimination Act 1984).
- The student believes that they are eligible to be granted the qualification/certificate.

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| <p>Within five (5) working days of being notified that a qualification/ certificate has not been granted or the application for a replacement has been denied, the student should send an appeal in writing to the Registrar, including:</p> <ul style="list-style-type: none"> • Name and address • Course Name and Code • Grounds for appeal • Relevant documentary evidence. <p>Within five (5) working days of receipt of the appeal the Registrar will convene a meeting of the Appeals Panel, which includes:</p> <ul style="list-style-type: none"> • The Executive Director Learning & Academic Affairs • The General Manager Health Sciences & Access/Students • The Centre Manager of the Teaching School • The Registrar <p>The Appeals Panel will:</p> <ul style="list-style-type: none"> • Consider the grounds for appeal • Determine if the appeal should be supported or denied • Review any further documentation supplied by the applicant in support of their appeal • Establish any possibilities with the Head of School for further RPL/RCC and skills testing • Make a decision to support or deny the appeal <p>Within three (3) working days the Registrar will write to the student and informs them of the decision of the Appeals Committee.</p> | <p>Student</p> <p>Registrar</p> <p>Appeals Panel</p> <p>Registrar</p> |
| <p>13. Certification Register</p> <p>The Institute Certification Register is the official register of all certificates issued to graduates, and is maintained by the Student Administration Awards Administrator.</p> | <p>Student Administration Awards Administrator</p> |
| <p>The information listed within the register will include but not be limited to:</p> <ul style="list-style-type: none"> ○ Student first and last name ○ Nomenclature for higher education qualification or National code and title of qualification. ○ Certificate number where relevant ○ Date of issue | |

14. Government Reporting

Completion data must be collated throughout and at the end of each year, and is used for:

- Submission to by state and federal governments as part of periodic regulatory student statistical reporting compliance requirements throughout the year
 - Inclusion in the Annual Performance Summary
 - Strategic decision making for the approaching year.
- a) For all qualification/ skill sets/units of competency on the scope of registration provide:
- Number of enrolments
 - Number of completions
 - Number of withdrawals

Registrar

Registrar

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| Approval Body | CEO |
| Document ID | PROSA06A |
| Approval Date | 13 January 2016 (minor amendments to incorporate regulatory requirements) 8 April 2019 Minor administration changes to remove reference to 'BHIG' and 'CAE' |

Associated Files:

1. Granting of Awards Policy – BHI
2. Application for Award Internally Accredited Course (Types 25, 35, 19, 29, 39)
3. Application for Award Externally Accredited Course (Types 10, 11, 12, 13, 14, 21, 31, 41, 24, 34, 44)
4. Application for an Award Short Course-Internally Accredited (Types 45, 46, 47, 48, 49)
5. Application for Award Apprentice Only (Type 22a, 32a)
6. Application for Award Trainees Only (Type 22b, 32b)
7. Off-the-job Apprentice Completion Notification
8. Application for Replacement award (Type 51, 55)
9. Statement of Attainment Application