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GRANTING OF AWARDS PROCEDURE

Version 2.0

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Authorised by: CEO



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Document: Granting of Awards Procedure

Document No.: SXP-REG-PRO001

Process Area: Student Experience



1 Document Control

Version	Date	Amended by	Changes Made
1.0	14/11/2012	Registrar	Initial document
1.1	13/01/2016	Registrar	Minor amendment to incorporate regulatory requirements
2.0	04/01/2022	Registrar	Updated to new template and amendments to incorporate minor procedural changes, terminology and legislation updates.

2 Purpose

Procedure to support the granting of awards policy.

3 Scope

Applies to Box Hill Institute in relation to the granting of awards.

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4 Definitions

Term	Definition
ACFE	Adult Community and Further Education Board (regulator for pre-accredited courses)
AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority (for VET courses)
Award	A certificate representing the completion of a student's study in a course with the Institute, and may include: Qualification award (HE) - issued by an approved higher education provider when an individual has completed all required subjects of a higher education course; or Qualification award (VET) - issued by a registered training organisation when an individual has completed all required components from nationally recognised qualifications/accredited courses in line with the qualification packaging rules; or Pre-accredited course certificate of participation – issued by a provider approved by the ACE Board for pre-accredited course delivery; or Institute approved award – issued by Box Hill Institute when an individual has completed all required units of an Institute approved course.
BQS	Box Hill Quality Management System
Course	One or more units comprising a course of study, which has a title, and a code in the Student Management System maintained by the Registrar and leads to an award
HE	Higher Education (usually Degree courses)
HESF	Higher Education Standards Framework
PROV	Public Records Office of Victoria
RPL/RCC	Recognition of prior learning / recognition of current competency – where prior study completed or skills attained are formally recognised against national units
RTO	Registered Training Organisation
SMS	Student Management System
Statement of Attainment	A statement of attainment is issued by a registered training organization or higher education provider when an individual has ended their study and completed one or more units of competency/subjects in partial completion of a nationally recognized VET qualification, skill set containing accredited/national units of competency, or a higher education qualification.
TEQSA	Tertiary Education and Quality Standards Agency (for HE courses)
Testamur	An official certification document that confirms that a qualification has been issued to an individual. In Australia, it may also be called an 'award', 'certificate' or 'parchment'.
The Institute	Box Hill Institute (BHI)
USI	Unique Student Identifier
VCAA	Victorian Curriculum and Assessment Authority (governing senior secondary studies)
VCAL	Victorian Certificate of Applied Learning (senior secondary qualification)
VCE	Victorian Certificate of Education (senior secondary qualification)
VET	Vocational Education and Training (Certificate I to VET Graduate Diploma level courses)

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5 Procedure

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Procedure	Responsibility
<p>5.1 Verifying the course/training package completion rules</p> <p>a) Student Management System (SMS) to be checked to ensure specified completion rules for all higher education programs, national training packages, accredited courses, pre-accredited courses and internally approved courses are entered at course set-up stage in the SMS.</p> <p>b) Check that VET nationally approved/accredited courses with enrolments are included on the entity's Scope of Registration</p> <p>c) Students are fully informed of the completion rules which apply to the course/qualification in which they are enrolled.</p> <p>d) Students are enrolled in the current version of the training package or curriculum.</p> <p>Note - 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 course is still within its prescribed transition period as specified in the Standards for RTOs 2015, and the units of competency/subjects or their equivalents are still offered by Box Hill Institute.</p>	<p>Student Administration Course Administrator</p> <p>Teaching Faculty Dean / Faculty Teaching Managers and/or Coordinators</p>
<p>5.2 Create the Register of Teaching Faculty Awards Approval Officers</p> <p>a) In conjunction with the Teaching Faculty Dean, obtain the names of each Teaching Faculty'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>Awards Administrator - Student Administration</p> <p>Teaching Faculty Dean</p> <p>SMS Trainer & Documenter</p> <p>Awards Administrator - Student Administration</p>
<p>5.3 Student responsibilities prior to course completion</p> <p>a) Ensure any study towards the course that was 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>b) Ensure all personal details registered with Student Administration including full name, postal address, phone contact number/s and email address are up-to-date. Any changes must be advised via the submission of a Personal Details Variation form to Student Administration.</p>	<p>Student</p>



<p>c) Ensure all outstanding fees are settled, and any actions that have resulted in a sanction being applied to their record addressed. This may include but not be limited to the returning of all outstanding library or other items, and payment of outstanding fines.</p> <p>d) For students studying a VET or Higher Education course or units in Australia, ensure correct USI is recorded with Student Administration, unless a formal USI exemption has been approved.</p>	<p>Student</p>
<p>5.4 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) Run a weekly check of Student Management System to identify students who may have met course completion requirements over the past week, in line with the BHI Student One Guidelines for Award Eligibility Checking.</p> <p>b) Verify that all course completion requirements including any course specific requirements (i.e. work placement) have been met/achieved.</p> <p>c) For students determined to be eligible for their award, complete the appropriate award application form within 2 weeks after the student's final passed unit end date, attach the successful award eligibility check from the student management system, prior to submitting to Student Administration for final processing. Completion of the award application includes:</p> <ul style="list-style-type: none">• attaching the successful award eligibility check from the student management system• inserting the course completion date• indicating the distribution method of the certificate• confirming the approval of the student's course completion by signing the form. <p>d) Submit to Student Administration for final processing within 2 weeks after the student's final passed unit end date.</p>	<p>Teaching Faculty Awards Approval Officer</p>
<p>5.5 Applying for a qualification or certificate for an externally recognised or accredited course - Apprentice/Trainee) (Types 22, 32)</p> <p>a) Run a weekly check of Student Management System to identify students who may have met course completion requirements over the past week, in line with the BHI Student One Guidelines for Award Eligibility Checking.</p> <p>b) Verify that all course completion requirements including both on-the-job and off-the-job requirements have been met/achieved. This may include a cross-check with the government's apprenticeship administration system.</p> <p>c) Issue the Award Application to the student's employer and request written sign-off from the employer confirming the student's proficiency as an employee in the workplace.</p> <p>d) Upon receipt of the employer sign-off, for students determined to be eligible for their award, complete the remainder of the award application form within 5 days, attach the successful award eligibility check from the student management system, prior to submitting to Student Administration for final processing.</p>	<p>Teaching Faculty Awards Approval Officer</p>

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5.8 Processing and granting an award/qualification/certificate

- a) Register the award application as being received in Student Administration (short courses and pre-accredited courses excepted).
- b) Check all applications as they are received in Student Administration for any outstanding fees or sanctions.
- c) Check applications for VET Award Types 21,22,24,31,32,34,41,44, 48 as they are received in Student Administration for valid USI (unless USI exemption in place with the USI Register).
- d) Where either outstanding fees, active sanctions or missing USIs are identified:
 - update the Award Applications Received register with this note, and
 - notify the Teaching Faculty Awards Approval Officer that the application is unable to be progressed until the issue has been resolved
 - notify the student that the application is unable to be progressed until the issue has been resolved
 - put aside the application until the issue has been resolved
 - check the application fortnightly for issue resolution.
- e) Confirm the applicant's eligibility for the qualification or certificate by checking the Student One eligibility report, signatures, dates and all other items on the application form.
- f) Check that the student's course completion date is on or after the student's final unit end date for the course. For apprentice/trainees also check that the student's course completion date is on/after the employer's sign-off for on- the-job training.
- g) Update the student's completion status and student award issuance in the student management system.
- h) Print and issue the certificate within 2 weeks of receipt of the application, and no later than 4 weeks after the student's course completion date. Ensure non-short course certificates are accompanied by a record of results achieved.
- i) Ensure the correct certificate formatting and stationery is utilised depending on the course Award Type Classification, and where required for non-accredited training additional logos added.
- j) Update the Awards Register with those certificates/qualifications prepared.
- k) For apprentice/trainees only update the student's completion status in the apprenticeship administration system.
- l) For non-VET certificates that have been notated "hold for graduation ceremony" ensure they are retained in Student Administration until they are collected by a representative from the Teaching Faculty or Marketing Graduations Team.
- m) For certificates not being retained for a graduation ceremony, ensure they are posted to students in heavy-duty envelopes to protect them during transport.

Awards Administrator
- Student
Administration



<p>n) Certificates held for graduation ceremonies but not collected at the event are to be returned to Student Administration by the Teaching Faculty or Marketing Graduations Team and posted to the student in a heavy duty envelope.</p>	
<p>o) The Register of Awards is updated to that effect in the student management system to reflect the changed certificate distribution method to the student.</p> <p>5.9 Processing and granting a certificate of participation for pre-accredited courses</p> <ul style="list-style-type: none"> • Check that each student is eligible for the award • Check students for any outstanding fees or sanctions • Check that each student’s course completion date is on or after the student’s final unit end date for the course • Prepare the certificates in line with ACFE’s guidelines and formatting • Issue certificates • Update the student’s completion status and student award issuance in the student management system. <p>5.10 Statement of Attainment</p> <p>Students who have ended their study in a nationally recognised qualification, accredited course or higher education course, but have not completed enough requirements to be entitled to the full qualification should receive a Statement of Attainment for units/subjects successfully completed prior to their course exit, providing they have a valid USI (excluding offshore students) and have met all fee requirements, in recognition of their partial completion of the qualification.</p> <ul style="list-style-type: none"> • For student’s withdrawing from a 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/subject has been successfully completed, a Statement of Attainment will be automatically issued to the student by post as part of the course exit process, providing all USI and fee requirements have been met. • Where a student has not successfully completed any full units of competency/subjects whilst enrolled with the Institute, they will not receive a Statement of Attainment upon leaving the qualification. Such students will receive a Statement of Results at year-end reflecting their unit status at Course Exit, providing all USI and fee requirements have been met. • The Registrar may in special and extenuating circumstances authorise the issuance of a Certificate of Participation to accompany a Statement of Attainment or a Statement of Results to reflect a student’s participation in a course, irrespective of their course completion status. Where a faculty believes extenuating circumstances have prevailed impacting a student’s ability to successfully complete their qualification, an application should be made in writing to the Registrar by the Teaching Faculty Manager detailing the nature of the extenuating/special circumstances for Registrar consideration and approval/non-approval. <p>5.11 Replacement of a certificate</p> <p>A replacement certificate will be issued where the original has genuinely been lost or destroyed in circumstances beyond the recipient’s control.</p>	<p>Awards Administrator - Student Administration</p> <p>Information Systems Management Team – Registrar’s Centre</p> <p>Senior Refunds and Registrar’s Centre Administrator</p> <p>Student Administration</p> <p>Teaching Faculty Manager</p> <p>Student</p>

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| <p>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.</p> <p>b) Pay the prescribed replacement fee as determined annually by the Registrar.</p> <p>c) Obtain from records held in the student management system or Student Administration:</p> <ul style="list-style-type: none">• the original certificate number and date of course completion.• the original course name. <p>d) For certificates originally issued prior to 2002, issue a replacement certificate (type 51/55) unless specified otherwise by the Registrar, that looks similar to the original but will not include the Institute seal and will include the statement:
<i>“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.”</i>
For certificates originally issued from 2002 onwards, issue a replacement certificate.</p> <p>e) Reproduction of the original certificate will be as close to original issuance as possible, but some formatting and stationary differences may be evident.</p> | <p>Awards Administrator
- Student
Administration</p> |
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5.12 Refusing to grant a qualification/certificate

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

- a) The Teaching Faculty 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.

Awards Administrator
- Student Administration

Teaching Faculty Awards Approval Officer

When a student has outstanding fees or fines with the Institute, or a missing USI where one is required, 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 Chief Financial Officer or Registrar, until the outstanding fees/fines/missing USI have been settled, and the hold sanction removed.

- d) The Teaching Faculty is informed in writing that there is a hold sanction on the student’s record, and that the certificate is unable to be issued until the reason for the hold is resolved between the student and the Institute, and the hold sanction removed.
- e) 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.
- f) The student is informed of the appeals process.

Awards Administrator
- Student Administration

Teaching Faculty Awards Approval Officer

5.13 Appealing against non-granting of a certificate or a replacement certificate.

Students may appeal against non-granting of a certificate or a replacement 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 in the Equal Opportunity Act 2010).
- The student believes that they are eligible to be granted the certificate.

Within five (5) working days of being notified that a 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:

- Name and address
- Course Name and Code
- Grounds for appeal
- Relevant documentary evidence.

Student

Registrar

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<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 Director Academic Quality (or delegate)• The Executive Director Educational Delivery (or delegate)• The relevant Teaching Faculty Dean• 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 Teaching Faculty Dean for further RPL/RCC and skills testing• Make a decision to support or deny the appeal. <p>Within five (5) working days the Registrar will write to the student and inform them of the decision of the Appeals Committee.</p>	<p>Appeals Panel</p> <p>Registrar</p>
<p>5.14 Awards Register</p> <p>The Institute Awards Register is the official register of all certificates issued to graduates, and is maintained by the 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 course completion• Date of issue <p>5.15 Senior secondary VCE/VCAL certificates issued by VCAA</p> <p>Students studying VCE/VCAL with the Institute if eligible will have a certificate issued directly to them by VCAA upon course completion, as detailed in VCAA's VCE and VCAL Administrative Handbook. These course completions and certificate issuances must be recorded in the Institute's student management system against each student.</p> <p>In December/January of each year:</p> <ul style="list-style-type: none">• Obtain VCAA's VCE and VCAL certificate issuance list from Head Foundation Studies• Record course completion and certificate issuance in student management system against each student's record, marked "Issued by VCAA". <p>5.16 Graduation Attendance Acknowledgments</p> <p>For students attending a graduation ceremony after their course completion certificate has already been issued, a Graduation Attendance Acknowledgment certificate only will be issued at the graduation ceremony for the relevant course.</p>	<p>Awards Administrator - Student Administration</p> <p>Awards Administrator - Student Administration</p> <p>Awards Administrator - Student Administration</p>

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5.18 Certificate Award Type Summary

Certificate Award types are detailed in this matrix. Updates may be made periodically as required by the Registrar.

CATEGORY		EXTERNALLY ACCREDITED			
		TYPE 1 Externally Accredited	TYPE 2 Apprentice/ Trainee	TYPE 3	TYPE 4 External Accreditation with modifications
	HE				
1	Bachelor & Master Degree	10/11			
1	Associate Degree	12			
1	Graduate Certificate Undergraduate Certificate	13			
1	Diploma (Higher Ed only)	14			
	VET				
2	Diploma Adv. Diploma Vocational Graduate Cert. Vocational Graduate Dipl.	21	22		24
3	Certificates I- IV	31	32		34
4	Short Courses	41		43 (S/C SOA)	44
5	Replacements	51 (pre 2002 A's)	52 (pre 2002 A's)		

CATEGORY		INTERNALLY ACCREDITED (BHI APPROVED)				
		TYPE 5 Internal Accreditation (With Course Hours)	TYPE 6 Internal Accreditation (No Hours)	TYPE 7 Internal Accreditation (Completion with certificate No)	TYPE 8 Internal Accreditation with National Units	TYPE 9 Internal with Modifications
	VET					
2	Diploma Adv. Diploma Voc. Grad Cert. Voc. Grad Dip.	25				29
3	Certificates I- IV	35				39
4	Short Courses	45 (Attendance & Hours)	46 (Attendance)	47 (Completion with Cert. No)	48 (S/C SOA)	49 (Includes ACFE Pre-Accredited)
5	Replacements	55 (pre 2002 B's)				59 (letter only)

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6 Related Documents

- Granting of Awards Policy
- BHI Student One Guidelines for Award Eligibility Checking
- Box Hill Institute Certificate/Award Type Summary
- Student Enrolment Policy and Procedure

6.1 Documents

Term	Definition
AQF	Australian Qualifications Framework
ASQA Standards	Australian Skills Quality Authority (ASQA) Standards for RTOs 2015
Equal Opportunity Act (2010)	The Equal Opportunity Act 2010 objectives are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality.
Higher Education Standards	Higher Education Standards Framework (Threshold Standards) 2021
Pre-accredited certificate guidelines	Guidelines for use of Certificate of Participation for Pre-accredited Training (ACFE)
VCE and VCAL Administrative Handbook	Annual manual produced by VCAA outlining required administrative procedures for senior secondary students undertaking VCE or VCAL.

6.2 Risk/Opportunity Assessment

Opportunity	Likelihood	Severity	Assessment Method (if applicable)	Mitigation
Increased compliance	Likely			

7 Related Forms

- Award Application forms (Externally accredited / Internally Approved / Apprentice / Trainee / Short Course)
- Statement of Attainment Application Form
- Request for Replacement Certificate
- Personal Details Variation Form

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8 Procedure Owner


The Executive Director Student Experience is the owner of this procedure.

Executive Director Signature	Date Endorsed	Name/Title
	14/01/22	Jennifer Newport Executive Director Student Experience Box Hill Institute

Author	Name
Registrar	Carolyn Luscombe

9 Approval Body

The CEO is the approval body.

Signature	Date	Name/Title
	19 / 1 /2022	Vivienne King CEO Box Hill Institute

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