



# Granting of Awards Procedure

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## PROSA06 Granting of Awards Procedure

The process for granting qualification/certificates consists of thirteen (13) components:

1. [Qualification/Certificate Types](#)
2. [Verifying the course/training package completion rules](#)
3. [Create the register of Teaching Centre Awards Approval officers](#)
4. [Applying for an award - externally recognised or accredited course or training package](#)
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6. [The currency of the qualification/certificate](#)
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### 1. Qualification/Certificate Category and Types

See Attachment 1 at the end of this document

### 2. Verifying the course/training package completion rules

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**Student Administration Course Administrator** checks and records on the Student Management System the completion rules for all training packages and courses to ensure that qualifications and certificates issued have met the requirements as specified in nationally recognised training packages, state-accredited courses, or Box Hill Institute approved courses.

#### **Teaching Centre Manager:**

Ensures that processes are in place to inform students of the completion rules that apply to the course/qualification in which they are enrolled.

Ensures students are enrolled in the current version of a training package or course

Ensures that any courses with enrolments are included on the Institute Scope of Registration

Students who have been enrolled at Box Hill Institute in a previous version of a training package or course are eligible to complete that qualification, providing they have been in continuous study at Box Hill Institute and the units of competency/subjects or their equivalents are still offered.

### **3. Create the Register of Teaching Centre Awards Approval Officers** [Back to Top](#)

The **Student Administration Awards Administrator** at the commencement of each year:

Obtains the names of each Teaching Centre's Awards Approval Officer(s) and creates a register of their signatures.

Provides training for new Awards Approval Officers as required.

Updates the Awards Approval Officer email distribution group

Ensures all applications for qualifications and certificates bear the appropriate Awards Approval Officer's signature and reject those that do not.

**The Teaching Centre Manager:**

Supplies the Registrar with the name(s) and sample signature of their centre's Awards Approvals Officer(s)

Informs the Awards Approvals Officer(s) of the responsibilities of their role

### **4. Applying for a qualification or certificate for an externally recognised or accredited course (Types 11, 12, 13, 14, 21, 22, 24, 31, 32, 34, 41, 44)**

The **student:**

- Obtains the appropriate application form from Student Administration or the Teaching Centre within three (3) years of the final year of study
- Completes the appropriate application form and lodges it with their teaching centre for verification of eligibility to be granted a qualification or certificate
- Ensures that their current address is lodged with Student Administration so that any correspondence will be directed to the correct address
- Ensures that any study towards the qualification or certificate completed at other institutions or in other courses at Box Hill Institute has already been formally recognised by Box Hill Institute via the submission of an RPL/RCC/Credit Transfer Application.

**The Teaching Centre Awards Approval Officer:**

- Completes the appropriate application form on behalf of the student (if not already completed by the student).
- Runs 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*

- Verifies the applicant 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*
- If verified inserts the completion date on the application form.
- Indicates the distribution method of the qualification or certificate.
- For apprentices and trainees, indicates the appropriate written sign-off from the student's employer confirming the student's proficiency as an employee in the workplace, has been received
- Confirms the eligibility of the application by signing the form.
- Forwards the form to the Student Administration Awards Officer for the production of the qualification or certificate.
- If not verified returns the application to the student with advice on why the application has been denied and informing them of the appeals process.

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

### **The Teaching Centre Awards Approval Officer**

- Completes the appropriate application form.
- For an internally accredited course with more than one subject or unit of competency, runs 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*
- Verifies the applicant has achieved the requirements for the 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*
- For an internally accredited course with one subject or unit, ensures the student's final result has been recorded in the Student Management System.
- For certificate types 45, 46, 47 and 49 verifies the student has met the 80% attendance requirement of the course to be eligible for a certificate (if applicable).
- Indicates the distribution method of the certificate/s.
- Inserts the course completion date on the application form.
- Confirms the student's eligibility by signing the application form.

- Forwards the form to the Student Administration Awards Officer for production of the certificate/s.

### **The currency of the qualification or certificate**

The student must apply for their qualification/certificate within three (3) years of the completion of their training package or course, for certificate types 11, 12, 13, 14, 21, 22, 24, 31, 32, 34, 41, 44.

The teaching centre must apply for certificates within 8 weeks 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 outside the three-year period of eligibility for certificate types 11-44, will only be considered in special circumstances and will be granted at the discretion of the Registrar.

### **7. Granting a qualification or certificate for an externally recognised or accredited course (Types 11, 12, 13, 14, 21, 22, 24, 31, 32, 34, 41, 44)**

#### **The Student Administration Awards Officer:**

- Checks all applications as they are received in Student Administration.
- Confirms the applications eligibility for the qualification or certificate by checking the Academic progress report, signatures, dates and all other items on the application form.
- For those applications that are eligible, have the qualification or certificate and its associated Final Statement of Completion prepared within twenty (20) days of receipt of the application or at least two (2) days prior to the scheduled graduation ceremony.
- Ensures the correct certificate formatting, stationary, and where required additional logo, is used in the printing of the Certificate and Final Statement of Completion
- Updates the Awards Register with those certificates/qualifications prepared.
- 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 Centre.
- Prepares Signature Sheets for scheduled graduation ceremonies only on request from the Teaching Centre.
- Those qualifications or certificates not being retained for a graduation ceremony are posted to the applicants in special heavy-duty envelopes.
- Qualifications or certificates held for graduation ceremonies but not collected at the event are returned to Student Administration by the Teaching Centre and mailed to the student in a heavy duty envelope.
- The Register of Awards is updated to that effect.

- Those forms not meeting the criteria are returned to the Teaching Centre with a memo explaining the discrepancy and a request for the discrepancy to be rectified.
- Once the discrepancy has been rectified by the Teaching Centre 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.

**The Teaching Centre Awards Approval Officer:**

- Ensures that all applications for qualifications or certificates are lodged with Student Administration at least four weeks prior to a scheduled Graduation Ceremony
- Ensures that all application forms are completed and the V4 Academic Progress Report is run and checked for eligibility prior to submission to Student Administration
- Rectifies any discrepancies identified by the Student Administration Awards Officer
- Provides 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
- At least one (1) day prior to the scheduled Graduation Ceremony checks prepared certificates against their Graduation Ceremony attendance listing to ensure a certificate has been produced for all eligible students who are attending the Graduation Ceremony
- Informs 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.

**8. Granting a Certificate for an internally accredited course (Types 19, 25, 29, 35, 39, 45, 46, 47, 48, 49)**

**The Student Administration Awards Officer:**

- Checks all award applications as they are received in Student Administration.
- Where appropriate confirms 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 checks signatures, dates and all other items on the application.
- 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.
- Ensures the correct certificate formatting, stationary, and where required additional logo, is used in the printing of the Certificate and Final Statement of Completion
- Updates the Awards Register with those certificates/qualifications prepared.

- 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 Centre.
- Prepares Signature Sheets for scheduled graduation ceremonies only on request from the Teaching Centre.
- Those qualification or certificates not being retained for a graduation ceremony are posted to the applicants in special heavy-duty envelopes.
- Qualifications or certificates held for graduation ceremonies but not collected at the event are returned to Student Administration by the Teaching Centre and mailed to the student in a heavy duty envelope.
- The Register of Awards is updated to that effect.
- Those forms not meeting the criteria are returned to the Teaching Centre with a memo explaining the discrepancy and a request for the discrepancy to be rectified.
- Once the discrepancy has been rectified by the Teaching Centre 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.

#### **The Teaching Centre Awards Approval Officer:**

- Ensures that all applications for qualifications/certificates are lodged with Student Administration at least four weeks prior to a scheduled Graduation Ceremony
- For multi-unit courses, ensures 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.
- Rectifies any discrepancies identified by the Student Administration Awards Officer.
- Provides 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.
- At least one (1) day prior to the scheduled Graduation Ceremony checks 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.
- Informs 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.

#### **Applying for a Statement of Attainment**

Students who have ended their study in a nationally recognized qualification or state-accredited course, but have not completed enough requirements to be entitled to the full qualification should receive a Statement of Attainment

Once it is evident that the student has ended their studies the **Awards Approval Officer** should lodge an application for a Statement of Attainment with the **Student Administration Awards Officer**.

The **Student Administration Awards Officer** will produce a Statement of Attainment for the student and send it via post to their last recorded address on the Student Management System.

For student's withdrawing from their nationally recognized 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, Registrar's Centre**, as part of the course exit process.

## 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.

### The **Student**

- Completes 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.
- Pays the prescribed replacement fee as determined annually by the Registrar

### The **Student Administration Awards Officer**

- Obtains from records held in Student Administration the original Certificate Number and Date of Issue.
- Obtains from records held in Student Administration the original course name.
- Issues a replacement qualification/certificate (type 51/55 unless specified otherwise by the Registrar as at dot point 4), 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."*
- 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.

## 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.

### The **Student Administration Awards officer**

- Informs the Teaching Centre in writing that in their opinion the student is not eligible to be granted a qualification/certificate.

## The **Teaching Centre**

- Notifies the applicant in writing that they are not eligible to be granted a qualification/certificate and gives clear reasons why the qualification/certificate has not been granted.
- Informs the student of the appeals process.

## **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.

## The **Student**

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, send an appeal in writing to the Registrar, including:

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

## The **Registrar**

Within five (5) working days of receipt of the appeal convenes a meeting of the Appeals Panel, which includes:

- The Executive Director Learning & Academic Affairs
- The General Manager Health Sciences & Access/Students
- The Centre Manager of the Teaching Centre
- The Registrar

## **Hearing appeals against non-granting of qualification or certificate or a replacement qualification/certificate.**

## The **Appeals Panel**

- Considers the grounds for appeal
- Determines if the appeal should be supported or denied

- Reviews any further documentation supplied by the applicants in support of their appeal
- Establishes any possibilities with the Teaching Centre Manager for further RPL/RCC and skills testing
- Makes a decision to support or deny the appeal
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### The Registrar

Within three (3) working days writes to the student and informs them of the decision of the Appeals Committee.

### Forms

[Application for Award Internally Accredited Course \(Types 25, 35, 19, 29, 39\)](#)

[Application for Award Externally Accredited Course \(Types 11, 12, 13, 14, 21, 31, 41, 24, 34, 44\)](#)

[Application for an Award Short Course-Internally Accredited \(Types 45, 46, 47, 48, 49\)](#)

[Application for Award Apprentice Only \(Type 22a, 32a\)](#)

[Application for Award Trainees Only \(Type 22b, 32b\)](#)

[Off-the-job Apprentice Completion Notification](#)

[Application for Replacement award \(Type 51, 55\)](#)

[Statement of Attainment Application](#)

**Attachment one: Qualification/Certificate Category and Types**

		EXTERNALLY ACCREDITED			INTERNALLY ACCREDITED (BHI APPROVED)				
CATEGORY		TYPE 1	TYPE 2	TYPE 4	TYPE 5	TYPE 6	TYPE 7	TYPE 8	TYPE 9
		Externally Accredited or Approved	Apprentice/ Trainee	External Accreditation with modifications	Internal Accreditation (Attendance & Hours)	Internal Accreditation (Growth & Pathways Attendance)	Internal Accreditation (With certificate number for licensing)	Internal Accreditation (with National Modules/ Units) (S/C SOA)	Internal with Modifications
<b>Higher Education (HE)</b>									
1	Bachelor Degree	<b>11</b>							
1	Associate Degree	<b>12</b>							
1	Graduate Certificate & Graduate Diploma (Higher Education)	<b>13</b>							
1	Diploma (Higher Education)	<b>14</b>							
<b>Vocational Education &amp; Training (VET)</b>									
2	Diploma Advanced Diploma Vocational Graduate Certificate Vocational Graduate Diploma	<b>21</b>	<b>22</b>	<b>24</b>	<b>25</b>				<b>29</b>
3	Certificates I to IV	<b>31</b>	<b>32</b>	<b>34</b>	<b>35</b>				<b>39</b>
4	Short Courses	<b>41</b>		<b>44</b>	<b>45</b>	<b>46</b>	<b>47</b>	<b>48</b>	<b>49</b>
5	Replacements	<b>51</b> ( <b>&amp; pre 2002 A's</b> )			<b>55</b> ( <b>&amp; pre 2002 B's</b> )				<b>59</b> ( <b>completion letter only</b> )

Off shore sites – Certificates in line with above criteria, but altered stationary with additional site specific logos, and, where required signatories.