

Bendigo Kangan Institute

Certificates and Statements Procedure

1.0 Purpose

This procedure establishes mandatory administrative requirements for creating, issuing and reissuing qualifications, certificates and statements, ensuring compliance with the Outcomes Standards for RTOs 2025 for AQF qualifications, whether whole or part, and with Board of Studies requirements for internally accredited courses.

2.0 Scope

This procedure is applicable to all employees responsible for administering student Certificates and/or Statements.

3.0 Legislative References

- Australian Qualifications Framework
- VET Quality Framework
- National Vocational Education and Training Regulator Act 2011
- National Vocational Education and Training Regulator Regulations 2011
- National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- Standards for VET Accredited Courses
- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Student Identifiers (VET Exemptions) Instrument 2021
- National VET Data Policy / Data Provision Requirements
- NRT Logo Conditions of Use Policy

4.0 Procedural Steps

No.	Phases and steps	Name of role who actions
4.1	Certificate / Statement of Attainment Generation	

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Doc Custodian: Manager, Student Records Reporting and Systems

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4.1.1	Complete all course completion requirements in the BKI student management system before initiating a Certificate or Statement request. This includes ensuring all results are entered, all credit transfer results are processed and recorded against the qualification enrolment, and all apprenticeship and work/practical placement signoffs have been received. Initiate Certificate/Statement request <u>within 3 working days</u> of final result being entered into and visible within the BKI student management system.	Teacher
4.1.2	Check request and verify that the student has met the requirements of the qualification/unit against the Packaging Rules <u>within 3 working days of receipt of request from Teacher.</u>	Lead Educator
4.1.3	Submit Certificate / Statement request to Student Records <u>within 3 working days of receipt of request from Teacher.</u>	Lead Educator
4.1.4	Verify Certificate / Statement can be generated; • Ensure USI is valid (where a USI is required), correct and verified for certificate issue. • Ensure student has no HOLDS for the program that the certificate is relevant to. • Ensure Student Account Balance \$0 where applicable and/or required for the program that the certificate is relevant to. Return request by HEAT to relevant Department if request cannot be actioned and with a clear explanation for the return and action required to rectify the issue.	Student Records
4.1.5	Ascertain Certificate / Statement type required ensuring all variances have been taken into account.	Student Records
4.1.6	Generate Certificate / Statement of Attainment.	Student Records
4.1.7	Update the students record with Certificate information (including specific Certificate numbers) in the BKI student management system.	Student Records
4.1.8	Distribute Certificate / Statements via the eEquals system.	Student Records

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4.1.9	AQF Certificates must be issued within 30 calendar days of the requirements for the qualification being determined by BKI. Important Note: <u>The 30 days is deemed to commence</u> when the teacher adds the final result required for completion in the BKI student management system. AQF Certificates must be issued to the Student and under no circumstances be issued to a third party without the student's permission e.g. an employer or sponsor.	Teaching Departments & Student Records
4.1.10	BKI cannot issue a Certificate to a Third party without the written permission of the Student.	Teaching Departments & Student Records, Student
4.1.11	In the instance where there are pre-requisite requirements for students to hold: a current and valid First Aid Certificate in order to undertake a mandatory work placement as part of their course of study; A Statement of Attainment will be issued for these units even in the circumstance where there are still outstanding fees owing. This exemption relates only to those units that are relevant to First Aid accreditation and Worksafe accreditation units (eg: Prepare work safely in the construction industry). The waiver/exemption does not apply to the production of a Statement of Attainment for any other units.	Teaching Departments & Student Records
4.2	Certificate Reprints	
4.2.1	Upon request for reprint, process payment.	E&A
4.2.2	Verify original Certificate was issued.	E&A and/or Student Records
4.2.3	Generate reprint. NOTE: Replacement Certificates are endorsed as being a replacement.	Student Records

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4.2.4	Distribute reprint to student as requested via My Equals or post.	Student Records
4.3	Issuing a Second or Subsequent Testamur/Certificate	

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No.	Phases and steps	Name of role who actions
4.3.1	Instances where this may occur are when a licensing or regulating body impose specific currency requirements such that a certificate previously issued is no longer acceptable, and the student is required to re-enrol in the qualification to demonstrate partial or complete current competency. Issuing a second or subsequent Testamur/Certificate for a qualification for which a certificate has already been issued can occur however must not have the same completion date as the original Qualification Requests must be made via HEAT by lodging a request for a certificate.	Student Records
4.4	USI Collection Requirements	
4.4.1	The Unique Student Identifier (USI) must be updated in accordance with the collection regulations as stipulated by NCVER.	Student Records
4.5	Non-Compliant Requests	
4.5.1	Upon receiving the request, verify that the request is either; - For an old program that is no longer on the BKI Scope of Registration, - Not compliant to standard approval processes (e.g., not approved by the Lead Educator), - Training completed but Certificate never issued Refer request to Head of Quality and Assurance for further instructions if not resolved in the first instance. NOTE: Guiding principle is to not disadvantage the student. Seek evidence of completion that shows the accurate completion dates. The date on the certificate should indicate the date that the course was completed; issue date or print date can be the current date for the NAT130 files.	Student Records Head of Quality and Assurance
4.6	Statement of Results	

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No.	Phases and steps	Name of role who actions
4.6.1	A Statement of Results will be issued at the competition of each year at no cost to the student. These will be generated and sent electronically in late January of the following year. A hard copy statement of the electronic version will be provided free of charge on request. Additional request by the student outside of the annual process will be at a cost to the student.	Student Records
4.7	Withdrawn Students	
4.7.1	A Statement of Attainment must be issued if a Student withdraws from an AQF Qualification after paying for and completing one or more AQF Units	Teaching Department Student Records
4.8	Superseded or Deleted Programs	
4.8.1	BKI must not issue a new qualification or statement of attainment for a training product that is superseded and has been removed from its scope of registration (except as a replacement for a previously issued qualification or statement of attainment). Any requests of this nature should be sent to Head Quality Assurance for review.	Head of Governance, Risk and Compliance
4.8.2	Where an AQF training product is no longer current and has not been superseded, all enrolled Students' training and assessment must be completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF training product was removed or deleted from the National Register. Two years after a training product is removed or deleted, ASQA will remove the training product from BKI's RTO's scope of registration. From that date, BKI must not issue that training product (except as a replacement for a previously issued training product). Any requests should be sent to Manager Academic Governance for approval.	Head of Governance, Risk and Compliance
4.9	Issuing a Posthumous Award	

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No.	Phases and steps	Name of role who actions
4.9.1	Issuance of posthumous awards will be considered on a case by case basis. Requests should be referred to the Registrar for review of the academic record and consultation with the relevant Teaching Department. Records will only be released to persons authorised to act on behalf of/manage the deceased student's affairs. The posthumous nature of the award will be indicated on the student's official transcript. There will be no charge for these type of awards.	Registrar
4.10	Revoking an Award	
4.10.1	When an issue or error is identified in issuing a Testamur/SoA, a relevant staff member will investigate and confirm whether or not an error has occurred. If an error has occurred, document the nature of the error and whether not rectification actions are possible. This should be in collaboration and documented in an email with the Director and Registrar. Education Manager to monitor rectification activity and provide a weekly update on progress to Director and Registrar. The timeframe for resolution is 10 days consistent with the Feedback Procedure. Registrar advises Chief Quality and Learning Officer and Chief Industry Engagement and Education Delivery Officer	Program Lead Department Manager Director Registrar
4.10.2	If rectification <u>is possible</u> but unable to rectify the issue with the impacted student/s within a three-month period, make a recommendation to the Registrar to revoke the award/s. Examples include: Student does not wish to undertake a required unit to complete the qualification. Unable to contact student after multiple attempts.	Department Manager and/or Director
4.10.3	If rectification is not possible, move to step 4.10.4 Examples include: - Qualification not on BKI scope of registration - Fraudulent activity.	Department Manager and/or Director

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4.10.4	In collaboration with Chief Customer Experience and Technology Officer and Chief Industry & Education Officer, Registrar requests approval from the CEO to revoke an award/s.	Registrar CCE&TO CI&EO, CEO
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No.	Phases and steps	Name of role who actions
4.10.5	Once approval is received, notify impacted student/s and request the return of Testamur/Certificate/Statement of Attainment. Student should be notified of the process to appeal the cancellation, the method for appeal and the timeframe in which this is to be submitted in accordance with the Feedback Policy and Procedure.	Registrar
4.10.6	Once any appeal to cancel has been resolved or the timeframe to appeal has passed, student record to be updated indicating that the testamur has been cancelled, the date the documentation was recalled, the date the documentation was returned or revoked on My Equals and the reason in the BKI student management system. The USI record must also be updated. Once documentation returned if printed, it should be destroyed, and a note of destruction date maintained on the student record. Documentation relating to the investigation is stored in the Complaints Register.	Student Records
4.11	Requests For New Certificate Type	
4.11.1	All requests for a new Certificate type, including dual badged certificates, should be sent to the Registrar for approval. All requests must contain an email outlining the request. Where approval is given, the Certificate will be developed by Marketing in line with the BKI brand guidelines.	Registrar, Head of Governance, Risk and Compliance, Marketing

Certificate Type Listing in JR+:

Certificate Name	Type
Certificate of Award	Certificate: National Full Qualification
Statement of Result	Cumulative record of all results for a student
Certificate of Participation	Statement / Certificate of Participation-Short Course/Industry

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Statement of Attainment	Statements of Attainment - Module/Units achieved under the program enrolment
International Award	Special Requirement for International students

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ELICOS / EAP Certificate	4 Types of Certificates for ELICOS & IELTS courses
Statement of Results - Special Requirement for LRD (VICPOL) Security Courses	Cumulative record of all results for Security courses

5.0 Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer	Conferral of awards Approval of Posthumous awards Revocation of award
Registrar	Development and implementation of appropriate procedures and practices.
Head of Governance, Risk and Compliance	Provides guidance and approval for non-compliant, superseded and deleted courses certificate Requests.
Student Records	Certificates, statements of attainment and/or participation: • Production and recording issue details • Providing to the student in the requested manner • Verifying replacement requests for competency ID cards and reissue where appropriate.
Department Manager	Reviewing, and approving if appropriate, requests for qualifications, certificates and statements. May delegate approvals to Lead Educator. Monitors rectification activity for identified certificate or statement errors and provides progress updates to the Director and Registrar within required timeframes.

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Program Lead	Verifies student completion against qualification, unit and packaging rule requirements and submits approved certificate or statement requests to Student Records.
Teachers	Finalising course completion for qualifications in Banner advising Senior Educator to verify course completion in the case of full AQF certificates.
Marketing	Finalize any new approved or amended testamur templates to align with institute brand style guides
Teaching Department	Ensures teaching area obligations are met for certificate and statement requests, including completion confirmation, withdrawn student statements and consultation on posthumous awards.
Director	Supports investigation, documentation and escalation of certificate or statement errors and contributes to recommendations where rectification or revocation action is required.
Enquires and Admissions	Processes payments for certificate reprint requests and verifies, where required, that the original certificate was issued before reprint action proceeds.
Manager Academic Compliance	Reviews and approves requests relating to training products that are no longer current, removed or deleted from the National Register, where approval is required before issuing action proceeds.

6.0 Definitions

Word/Term	Definition
AQF	The Australian Qualifications Framework provides the hierarchy of educational qualifications in Australia.
ASQA	Australian Skills Quality Authority are the National Regulator for Australia's vocational education and training sector. ASQA regulates courses and training.
Board of Studies	The Institute's senior academic governance body. Provides advice on Matters relating to learning, teaching and assessment to the Institute Board and CEO.
Certificates	The certification issued on completion of an Institute accredited or registered program.
Competency Cards	Wallet sized identification card for formally assessed AQF units relating to use and operation of plant or industrial equipment that do not require Worksafe certificates of competency to operate. BKI Stopped issuing Competency card in 2023 due to risk of fraudulent activity.

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Eligibility for Certificate	Successful completion of the required units or modules in accordance with the qualification packaging rules to be granted a qualification or certificate.
Institute Accredited Course	An Institute course (non AQF Qualification where competency is assessed: Consisting of units from Training Packages and modules from State accredited courses where delivery and assessment plans fully satisfy the applicable Outcome Standards Consisting of local modules that are not part of Training Packages or State accredited courses but which satisfy the applicable Outcome Standards
Institute Registered Course	An Institute course (non AQF Qualification) where competency may be assessed, or Participation only recorded.
Packaging Rules	The mandatory qualification requirements that specify the total number and combination of core and elective units or modules a student must successfully complete to be eligible for the award of a qualification. Packaging rules are published in the relevant training package or accredited course and must be applied when confirming qualification completion and certificate eligibility.
Qualification	The certification issued on completion of an AQF accredited program.
Outcome Standards	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (known as Outcome Standards)
Statement of Attainment	The Certification issued on completion of an AQF accredited units and modules where a qualification has not been completed, or where directed by training.gov.au
Statement / Certificate of Participation	A Statement/Certification issued on completion of an Institute registered program
Statement of Results	A record issued by BKI of all learning leading to an AQF qualification or an accredited unit in which a student is enrolled.
Testamur	An official certificate that confirms a student has completed an award course
USI	Unique Student Identifier as per Student Identifiers Act
VQF	VET Quality Framework Outcome Standards 2025

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7.0 Related Documents

Document Name
Feedback Policy and Procedure (Complaints and Compliments)
Certificates and Statements Policy
Training and Assessment Policy

8.0 Version Control and Change History

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
14	27 Aug 2021	Registrar	Clarity on amount of credit transfer allowable Inclusion of process for revocation of testamurs Inclusion of process for issuing of posthumous testamurs. Inclusion of process for requesting a new certificate type.	Chief Governance and Quality Officer
14.1	18 Mar 2022	Registrar	Minor changes to reflect template.	Head of Legal, Governance, Risk and Compliance
15.0	18 May 2023	Registrar	Amendment to reference JR+, clarification on how statement of results is issued.	Head of Legal, Governance, Risk and Compliance
15.1	30 June 2025	Registrar	Updates from new VQF Outcome Standards 2025 & Competency Cards removed as we stopped issuing in 2023	Chief Customer Experience and Technology Officer
15.2	14/08/2026	Manager, Student Records Reporting and Systems	Updated Roles	Registrar

9.0 Document Custodian and Approval Authority

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Document Custodian	Approval Authority	Approval Date	Issue Date	Scheduled Review Date
Manager, Student Records Reporting and Systems	Registrar	14/08/2026	14/08/2026	14/08/2028

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