

CERTIFICATION ISSUANCE PROCEDURE

STEP 1 – Issuing Certification Documentation

No.	Who	Actions
1.1	Assessor	<ul style="list-style-type: none"> a) Monitors / tracks completion of course / qualification by student. b) Completes 'Certificate Issuance Authority Form'. c) Forward completed 'Certificate Issuance Authority Form' to admin for processing.
1.2	Admin	<ul style="list-style-type: none"> a) Review assessment documentation for each student, keeping a track on client eligibility for certification. b) Reviews 'Certificate Issuance Authority Form' submitted by Assessors. c) Completes 'Certificate Issuance Authority Form' for approval. d) For student who are eligible for the issuance of certification documentation, verify that all outstanding fees are paid in full. e) For students with outstanding invoices: <ul style="list-style-type: none"> i. Send email to client requesting full payment, advising certification documentation cannot be supplied when payment of invoices is outstanding. ii. Check regularly for payment. iii. Once payment received progress to Step 1.2 f. f) For students with NO outstanding invoices: <ul style="list-style-type: none"> i. Print the certification documentation for all successful students, as relevant, and in accordance with certification issuance form. ii. Provide completed form and printed certification documentation to Director for final verification, signatory and approval for distribution.

STEP 2 – Authorisation by Chief Executive Officer

No.	Who	Actions
2.1	Chief Executive Officer (CEO)	<ul style="list-style-type: none"> a) Review 'Certificate Issuance Authority Form' and documentation supplied; verify eligibility and compliance of certification documentation. b) If approved, sign certification documentation for distribution and note on 'Certificate Issuance Authority Form'. c) If NOT approved, return all documentation to Admin, and note on 'Certificate Issuance Authority Form'

STEP 3 – Processing Certification Documentation

No.	Who	Actions
3.1	Admin	<ul style="list-style-type: none"> a) If approved: <ul style="list-style-type: none"> i. Take photocopy of signed certification documentation. ii. Place all documentation and photocopy of signed certification documentation on client file. iii. Forward signed certification documentation to client nominated address. iv. Enter note on client records in Student Management System. b) If NOT approved. Destroy documentation.