

## CERTIFICATION ISSUANCE PROCEDURE

### STEP 1 – Issuing Certification Documentation

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

### STEP 2 – Authorisation by Chief Executive Officer

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

### STEP 3 – Processing Certification Documentation

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