CNSW
COLLEGE OF NEW SOUTH WALES

CERTIFICATE ISSUANCE PROCEDURE

College of New South Wales Certificate Issuance Procedure	
PURPOSE	This process serves as the guide and reference document for the issuance of certification documentation of **College of New South Wales**. Changes to this procedure must only be made upon approval of the Admin Coordinator.
ROLE UNDERTAKING TASK	Admin Team
DOCUMENT UPDATE	June 2023

Step 1 – Recording Final Assessment		
No.	**Who**	**Actions**
1.1	**TRAINER AND ASSESSOR**	a. Monitors / tracks completion of course / qualification by student. b. Update unit results in SMS Trainer Portal. c. Sends the final assessment results to student (via Trainer Portal).
1.2	**ADMIN STAFF**	d. Assessment results are automatically updated in SMS. If they are not, update the unit results in SMS manually. e. For RPL/ Credit Transfer results, update the unit results in SMS. f. Update the student record with the descriptions of units completed. g. Run the SMS completion report weekly to check for completions.
Step 2 – Checking of Packaging Rules and other student requirements		
No.	**Who**	**Actions**
2.1	**ADMIN STAFF**	a. Do a final check on completed units to see if see if they align with packaging rules (if applicable). b. Check if the course requires work placement and if the requirement has been completed by the student (if applicable). c. Notify and send a request to the **TRAINER AND ASSESSOR** if the units are not aligned to the packaging rules (if applicable). d. Notify and send a request to the student if the work placement requirement has not been completed (if applicable).

2.2	**TRAINER AND ASSESSOR**	e. Assess required units as per the packaging rules (if applicable). f. Update unit in Trainer Portal. g. Send back assessment results to **ADMIN STAFF**.
2.3	**Student**	h. Completes workplace requirement (if applicable). i. Submit all paperwork requirement.
2.4	**ADMIN STAFF**	j. Verify results by repeating step 2.1. k. If all requirements are completed and units are aligned proceed to Step 3.
Step 3 – Verification of USI and Outstanding Payment Check		
No.	**Who**	**Actions**
3.1	**ADMIN STAFF**	a. Completion is automatically updated in SMS. If it is not, update the enrolment status in SMS manually by setting it to "complete'' when recording the award/completion. b. For students who are eligible for the issuance of certification documentation, verify USI and that all outstanding fees are paid in full. c. Collect student's photo ID and confirm existing postal address on record/ request for the best address to post certification. d. For students with outstanding invoices: 1) Send email to student requesting full payment, advising certification documentation cannot be supplied when payment of invoices is outstanding. e. Check regularly for payment.
Step 4 – Add Award and Generate Certificate		
No.	**Who**	**Actions**
4.1	**ADMIN STAFF**	a. Enter details of the award in the SMS. 1) Record the date of completion. 2) Record the date when the status was changed. b. Check the unit end dates if they are aligned with the actual course end date. c. Adjust the award type based on the certification documentation to be issued.

		d. Check all necessary details before printing the certificate: 1) Name 2) Dates / Completion Dates 3) Unit Code 4) Result Type
4.2	**ADMIN STAFF**	e. Update the student status to inactive. f. Generate Award for the student. g. Print the certificate and check for certification compliance. h. Revise as required. If no revisions are needed, prepare the certificate to be sent to the student. i. Provide Certification to student within 30 days from student completion via post. j. Once the certificate is sent out, update student record in SMS. k. Tick “Parchment has been issued to client”.

VERSION CONTROL

Version Control Table			
Date	**Summary of Modifications**	**Modified by**	**Version**
21/02/2018	Procedure Creation	College of New South Wales	v. 1.0