

# SOP: Course Completion, Certification, and Record Keeping

## Purpose:

This SOP details the processes for **course completion, certification, and record keeping**, covering criteria for successful course completion, issuance of certificates, maintaining accurate records of participant achievements, and ensuring compliance with organizational and regulatory standards. The purpose is to guarantee that all learners receive proper recognition for their accomplishments and that all documentation is securely maintained for future reference and auditing purposes.

## 1. Scope

This procedure applies to all training courses offered by the organization, covering learners, trainers, administrative staff, and relevant stakeholders involved in the learning process.

## 2. Definitions

- **Learner:** Any individual participating in a course.
- **Certificate:** Document issued to learners who have met specified requirements.
- **Records:** Documentation including attendance, assessments, certificates, and related communications.

## 3. Responsibilities

- **Trainers:** Ensure accurate assessment and completion documentation.
- **Administration:** Oversee record keeping and certificate issuance.
- **Learners:** Meet the course completion requirements.

## 4. Procedure

### 4.1 Course Completion Criteria

- Learners must attend at least **XX%** of sessions (define as appropriate).
- All required assessments must be successfully completed (exams, assignments, projects, etc.).
- Minimum passing grade must be achieved as predefined in course syllabus.

### 4.2 Certification

- Upon course completion verification, administrative staff generate certificates using the standard template.
- Certificates must include: learner's name, course title, completion date, certificate ID, and authorized signature.
- Certificates are distributed electronically (PDF) and/or in print, as requested.
- A record of each certificate issued is maintained in the central database.

### 4.3 Record Keeping

- All records are stored securely, both electronically (password-protected system) and/or physically (locked cabinets).
- Records maintained include: attendance sheets, assessments, grades, certificates issued, and correspondence.
- Records are retained for at least **X years** (specify according to policy).
- Record disposal follows data privacy and organizational policies.

## 5. Compliance

- All processes must adhere to relevant data protection and privacy regulations (e.g., GDPR, FERPA).
- Periodic audits may be conducted to ensure integrity and compliance in record keeping and certification.

## 6. Review

- This SOP is reviewed annually or as necessary if processes, regulations, or organizational needs change.

## **7. References**

- Applicable regulatory guidelines
- Organizational policies on data protection and certification