



The Texas A&M University System
Texas A&M Engineering Extension Service

Standard Administrative Procedure

SAP 11.99.99.N0.01 - TEEX Certificates

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Summary

This document outlines procedures related to the creation and revision of agency certificate templates, as well as the issuance and distribution of TEEX certificates to participants. The procedures describe quality control mechanisms to ensure consistent creation of certificate templates. The *TEEX SAP 21.99.99.N0.01 Delivery Records* provides quality control measures for monitoring certificate issuance and distribution.

Definitions

Letter of Attendance – A letter generated via the TEEX student portal for participants that attend a course, but do not meet the minimum requirements to successfully pass the course. This would include participants that withdraw, are dismissed, or fail a course.

Student Management System (SMS) - TEEX systems that are used for the entry and storage of participant and class information (Course Class Maintenance [CCM], TEEXApps).

TEEX certificate – A certificate issued to a participant that has met the minimum requirements to complete a course (e.g., meets the attendance and assessments requirements).

Requirements

1. GENERAL

- 1.1. A standard TEEX certificate are provided to participants that meet the minimum requirements to successfully complete a course (e.g., attendance and assessments).
- 1.2. A standard TEEX certificate exists for each division which includes the following:
 - 1.2.1. TEEX logo only
 - 1.2.2. Agency Director and Division Director signatures.

2. CREATION OF ALTERNATIVE AGENCY CERTIFICATES

- 2.1. An alternative agency certificate may be initiated by the divisions under the following instances when TEEEX:
 - 2.1.1. has an executed agreement in place with a third-party organization that delivers training in partnership with TEEEX such as a Cooperative Learning Center (CLC) or conference, or
 - 2.1.2. establishes a new professional certificate program.
- 2.2. Each division will designate an individual(s) that is authorized to submit requests for new agency certificates to the Assistant Agency Director of the Strategic and Education Services (SES) department, or their designee, for initial approval to begin working with Marketing & Communication (MaC). The division representative must include a copy of the current agreement (when applicable, reference item 2.1.1) with their certificate request.
- 2.3. Upon approval from the SES Assistant Agency Director, the division representative is responsible for submitting artwork/logos to MaC and coordinating all certificate approvals within the division.
- 2.4. MaC maintains all templates and is the only department authorized to create agency certificates. Agency certificate templates must meet the formatting requirements established by the SES and MaC departments as prescribed in the *TEEX Brand Guide*.
- 2.5. Once MaC and the division have approved the certificate, MaC forwards the certificate to the TEEEX SMS Administrator (SES Department).
- 2.6. The TEEEX SMS Administrator requests the Network & Information System (NIS) department to upload it to the SMS.
- 2.7. MaC, when requested by the division, will work with TEEEX Digital Printing Services department to make paper certificates available.

3. REVISION OF AGENCY CERTIFICATES

- 3.1. Agency certificates must be revised when there is a change within the division or third-party partner that impacts a certificate, such as change in signature or logo.

4. ISSUANCE OF CERTIFICATES

- 4.1. Participants must meet the established course completion requirements for the course he/she attends to be eligible to receive a TEEEX certificate.
- 4.2. Participants that **do not meet** the established course completion requirements can obtain a Letter of Attendance in the TEEEX student portal.
- 4.3. TEEEX certificates must be generated from the TEEEX SMS to ensure proper tracking of certificates. TEEEX certificates cannot be generated outside of the SMS.

4.4. All TEEEX certificates contain a unique identification number on the bottom that includes the participant ID number and course number. This aids in fraud prevention and allows for verification.

5. DISTRIBUTION OF CERTIFICATES

5.1. TEEEX certificates cannot be emailed to the participant; participants must access their certificates via the TEEEX student portal.

5.2. Training programs may print TEEEX certificates to hand out at the end of class, utilizing certificate shells from TEEEX Digital Printing Services. If certificates are printed prior to the course completion, instructors must void unearned certificates and return them with class materials for destruction.

5.3. Participants may request a printed copy of their certificate through the TEEEX Student Records office.

Related Statutes, Policies, or Requirements

TEEX SAP 21.99.99.N0.01, *Delivery Records*

IACET Standard 8.2, 8.3

[TEEX Brand Guide](#)

Office of Responsibility

Strategic and Education Services (SES)

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