Texas A&M Engineering
TEEX
EXTENSION SERVICE

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

**Standard Administrative Procedure**

# SAP 11.99.99.N0.01  TEEX Certificates

Approved: October 14, 2005
Revised March 10, 2011
Revised: October 27, 2021
Revised: February 16, 2024
Next Scheduled Review: February 16, 2029

## 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

<u>Letter of Attendance</u> - 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.

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

<u>TEEX certificate</u> - A certificate issued to a participant that has met the minimum requirements to complete a course (e.g., meets the attendance and assessment requirements).

## Requirements

1. **GENERAL**

    1.1. A standard TEEX certificate is provided to participants that meet the minimum requirements to successfully complete a course (e.g., attendance and assessment(s)).

    1.2. A standard TEEX certificate template 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 CERTIFICATE TEMPLATES

2.1. An alternative agency certificate may be initiated by the divisions under the following instances when TEEX:

2.1.1. has an executed agreement in place with a third-party organization that delivers training in partnership with TEEX 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) who is authorized to submit requests for new agency certificates to the Associate 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 Associate Agency Director, the division representative is responsible for submitting artwork/logos to MaC and coordinating all certificate template approvals within the division.

2.4. MaC maintains all templates and is the only department authorized to create agency certificates templates. Agency certificate templates must meet the formatting requirements established by the SES and MaC departments.

2.5. Once MaC and the division have approved the certificate template, MaC forwards the template to the TEEX SMS Administrator (SES Department).

2.6. The TEEX SMS Administrator requests the Network & Information System (NIS) department to upload it to the SMS according to division specification.

2.7. MaC will work with TEEX Digital Printing Services department on a case-by-case basis to make paper certificates available, such as professional certificate programs.

## 3. REVISION OF AGENCY CERTIFICATES TEMPLATES

3.1. Agency certificate templates must be revised when there is a change within the division or third-party partner that impacts a certificate, such as a change in signature or logo. Revisions could be initiated by divisions (following steps 2.3 – 2.7 above without the approval by SES Associate Agency Director) or by MaC in collaboration with divisions.

## 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 TEEX certificate.

4.2. Participants who do *not* meet the established course completion requirements can obtain a Letter of Attendance in the TEEX student portal once the class in TEEXApps has been closed.

4.3. TEEX certificates must be generated from the TEEX SMS to ensure proper tracking of certificates. The only TEEX certificates permitted to be generated outside of the SMS are the custom certificates created by TEEX Digital Printing Services (DPS).

4.4. All TEEX 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. TEEX certificates cannot be emailed to the participant; participants are able to access their certificates and training history via the TEEX Student Portal or when applicable, the TEEX Learning Management System (LMS).

5.2. Training programs may print TEEX certificates to hand out at the end of class, utilizing certificate shells from TEEX 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 TEEX Student Records office for a printing and shipping certificate fee.

# Related Statutes, Policies, or Requirements
TEEX SAP 21.99.99.N0.01, *Delivery Records*
IACET Standard 8.2, 8.3

# Office of Responsibility
Strategic and Education Services (SES)
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