CERTIFICATION POLICY AND PROCEDURE

This Policy is designed to ensure that learners receive clear, fair, and transparent guidelines regarding the awarding of certificates upon successful completion of their programs.

This policy applies to all learners enrolled in programs leading to certification. It is relevant to:

- All learners who are required to meet specific program criteria for certification.
- Academic staff involved in the assessment, validation, and awarding of certificates.
- Administrative staff responsible for recording results, printing, distributing certificates, and managing certificate requests.
- Any other individuals involved in the certification process, including those handling duplicate certificate requests and maintaining the security and authenticity of certificates.

1. Who we are

1.1. ALX Holdings Limited, a private company registered in Mauritius under licence number GB24O3649 and with its registered office address at 5th Floor, The CORE Building, No. 62, ICT Avenue, Cybercity, Ebene, Mauritius ("ALX", "we" or "us"). Any reference to the Company includes its parent, subsidiaries, affiliates, and successors.

1.2. We act as a 'controller' of the personal data to all information collected through our website (www.alxafrica.com), "Website", "ALX Africa" or collected for the Services, as identified below.

2. Purpose and Scope

2.1. This Certification Policy outlines the process through which learners will be awarded certificates upon successful completion of their programs. The aim of this policy is to ensure fairness, transparency, and security in awarding certificates, and to provide learners with clear guidelines on the requirements for certification. The policy ensures that certificates reflect learners' achievements accurately and are issued securely.

2.2. This policy applies to all learners who are enrolled in programs that lead to certification. It covers:

    2.2.1. The criteria for awarding certificates

    2.2.2. The process for issuing, printing, and distributing certificates

    2.2.3. How results will be recorded and verified

    2.2.4. Procedures for requesting duplicate certificates

    2.2.5. How the integrity of certificates will be maintained

3. Principles

3.1.   The process is guided by the following principles; fairness, transparency, accountability, integrity, reliability, confidentiality and continuous improvement.

4. Definitions

Certificate	A formal document issued to a learner that acknowledges the successful completion of a program or qualification. It contains details such as the learner's name, the qualification awarded, the date of issue, and other relevant information.
Certification	The formal process through which a learner is recognized for completing all required components of a program, having met the necessary criteria for competence and achievement, and is awarded a certificate.
Duplicate Certificate	A replacement certificate can be downloaded via the Learning platform.
Transcript	An official record that outlines a learner's academic achievements, including the modules or courses completed, grades obtained, and overall performance. It may be issued alongside a certificate or as a standalone document.

5. Certification Process Overview

5.1.   All certificates are issued in compliance with the required standards and regulations. The process adheres to the highest standards to ensure that the certificate you receive is valid and trustworthy.

5.2.   Awarding Certificates

   5.2.1.   You will be awarded a certificate upon successfully completing all the requirements for your program. These requirements include:

   5.2.2.   Passing all Assessments: Achieving the required pass mark for each assessment in every module of the program.

   5.2.3.   Fulfilling Program-Specific Requirements: This may include completing practical components, meeting attendance requirements, or achieving certain milestones as outlined in your program's guidelines.

   5.2.4.   Meeting Deadlines: Submitting all required work and meeting the program's timelines for completion.

5.2.5.   Certificates are awarded to recognize your achievements and demonstrate that you have met the academic and practical standards for your program.

5.3.   Types of Certificates

5.3.1.   Different types of certificates may be issued depending on the program you are enrolled in:

5.3.2.   Certificate of Competence: Awarded to learners who have successfully met all program requirements and demonstrated competence in all necessary areas.

5.3.3.   Certificate of Attendance: Issued to learners who have attended the program but may not have completed all assessments or achieved the required outcomes.

5.3.4.   Professional Qualification Certificate: Awarded for programs that lead to a formal professional qualification.

5.3.5.   Specialized Program Certificates: Issued for short programs, sessions, or programs with a specific focus, detailing the competencies or skills acquired.

5.3.6.   Each certificate type will include specific details relevant to the program and its outcomes.

5.4.   How Your Results Are Managed

5.4.1.   Your results for each module are recorded and maintained in a secure system used by the institution. These results are managed as follows:

5.4.1.1.   Accurate Recording: Your grades and performance data are entered into the institution's Learning Management System (LMS) or equivalent database.

5.4.1.2.   Verification Process: Results undergo a thorough review process to ensure they are accurate and reflect your actual performance. This may involve checks by assessors, moderators, and academic staff.

5.4.1.3.   Confidential Storage: Your results are stored securely to protect your personal information and academic record.

5.5.   Issuing of Certificates

5.5.1.   Once you have successfully met all program requirements:

5.5.1.1.   Results Review: Your results will be reviewed and confirmed to ensure they meet the standards for certification.

5.5.1.2.   Certificate Preparation: A certificate will be prepared, including the following information:

5.5.2.   Your full name as recorded on your official documentation

5.5.3.   The qualification or recognition being awarded

5.5.4.   The date of issuance.

5.5.5.   Any additional information specific to the program, such as module completion details or special achievements.

5.5.6.   Printing and Distribution of Certificates

5.5.7.   After your certificate has been prepared:

5.5.7.1.   Printing: Certificates are printed on official stationery, following security measures to prevent tampering or unauthorized duplication.

5.5.7.2. Digitally: Sent electronically via email or accessed through a secure eHub.

    5.5.8. You will be notified when your certificate is ready and given instructions on how to receive it.

5.6. Duplicate Certificates

    5.6.1. If your certificate is lost, damaged, or destroyed, you can request a duplicate by following these steps:

    5.6.2. Submit a Request: Contact the designated office and complete a duplicate certificate request form.

    5.6.3. Identity Verification: Provide valid identification to confirm your identity and verify your records.

    5.6.4. Processing: A duplicate certificate will be issued, clearly marked as "Duplicate" to differentiate it from the original.

    5.6.5. Fees: A nominal fee may apply to cover the cost of issuing a duplicate.

    5.6.6. This process ensures that your achievements are accurately reflected while maintaining the integrity of the certification system.

6. Security and Authenticity

6.1. All certificates will be securely stored and verified before being issued to you.

6.2. You may be asked to verify your identity when requesting a certificate or duplicate, and fraud prevention measures will be in place to prevent unauthorized issuance

7. Meet Program Requirements

7.1. You must complete all required modules and assessments, and meet any attendance or other specific criteria outlined in your program to qualify for a certificate.

8. Preventing Fraud

8.1. To protect the integrity and authenticity of professional qualification certificates and specialized program certificates, the institution implements strict measures throughout the certification process. These measures are designed to prevent unauthorized duplication, tampering, or fraudulent issuance of these specific certificates.

8.2. Secure Certificate Design:

    8.2.1. Certificates are designed with features that make them difficult to replicate or forge.

    8.2.2. Security elements may include watermarks, unique serial numbers, holograms, or QR codes that can be verified digitally.

8.3. Controlled Printing Process:

    8.3.1. Certificates are printed on specialized stationery under secure conditions.

8.3.2. Access to printing equipment and materials is restricted to authorized personnel only.

8.4. Verification and Tracking:

8.4.1. Each certificate is assigned a unique identifier that allows it to be traced back to the issuing institution and the recipient.

8.4.2. Records of issued certificates are maintained in a secure system for verification purposes.

8.5. Secure Distribution:

8.5.1. Certificates are distributed through tracked and secure methods, ensuring they reach the intended recipient without risk of interception or loss.

8.5.2. For digital certificates, encrypted delivery methods and secure eHub are used to prevent unauthorized access.

8.6. Duplicate Certificate Control:

8.6.1. Duplicate certificates are clearly marked and issued only after thorough verification of the original recipient's identity and records.

8.7. Fraud Prevention:

8.7.1. Any suspected cases of certificate fraud are investigated thoroughly, with measures in place to address such instances, including legal action if necessary.

9. How to Contact us

5th Floor, The CORE Building,
No. 62, ICT Avenue,
Cybercity, Ebene,
Mauritius

Email: support@alxafrica.com

You agree that the only way to provide us legal notice is at the above email and physical address.