Graduation Department

Performance indicators: Certification Officer

KPI	Skillset/application	What is required
Identify and extract the master data list	SIS/ Excel	Access SIS, Reports, apply the filters, download the report, consolidate into 1 report
Manage and create order to data	Logic, filtering	Refer to the large set of data and apply appropriate filters to identify potential students Using logic around: Terms Programme durations Min credits required Extended parameters for credits Output: create lists
Certify students	Logic, ability to apply knowledge,	This process requires: Using the list identified as potential- Extract SOR Complete first round certification Send to PC for second signature Prepare the master schedule Prepare the rating Follow through with Exemptions Output: Extract SOR as per potential list

		Record/address errors Maintain electronic/paper based evidence of certification records Minutes of meeting Liaise with internal departments (e.g., Examinations, Finance, and Records) to resolve outstanding issues related to certification. Embed quality assurance checks throughout the certification and verification processes to ensure data integrity.
Prepare Master List	Copy , paste function, excel	Once a student has been signed off as eligible, the records need to be managed in a central excel file, with the established fields, numbers, order. Early communication to support teams to carry out their duties is also required
Other duties		Certification Officer- tasks extends to average check, exemptions, rating comments, top students, research awards, insertion of CIN number, envelope number, labels, merge of names, grad books, grad registers, Buying of trophies
Other duties		Preparing for despatch-pre and post graduation

Other duties:

Replacements and Verifications

Assist with Queries-Student service , Team Player

Reports Generation (relates to core function), others, NLRD

Process and Systems Innovation

General (skills and attitudes)

Attendance, general relationship with wider teams, approach to QA

Logic and order, eye for details,

Strong attention to detail and accuracy.

Excellent organisational and data management skills.

High integrity and confidentiality in handling sensitive information.

Effective written and verbal communication skills.

 Analytical and problem-solving abilities.

 Ability to multitask and work under pressure during peak certification periods.

Customer service orientation and professionalism.