Requesting Certificates

If a student has passed an award, they're entitled to a certificate. Once a course has been marked as *passed* for a student, you will be able to approve the certificate by going to **Certificates** and then **Request Certificates**.

There will be a list of all the students that have passed an award, to confirm that a certificate is required by the student, you have two options. You can either choose to produce *all* certificates by pressing **Approve All Certificates** or approve individual certificates by just pressing the **Approve** button next to the student's name.

Press **Approve** to confirm the individual certificate.

Press here to produce *all* certificates.

If searching for an individual student's certificate, you can use the search facilities at the top of the page. This is useful when many students have passed a course, and so, many certificates waiting to be approved.

The search tool will take you to the exact student you require, should you enter their full name, or will reduce the list down to whoever you wish to see. The **Reset** button will bring back the full list.

Search for students here.

Reset search criteria.

The **Generate Approved Certificates** button will turn all the certificates marked as *Approved* into PDF files.

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Requesting via the Client Hub

Clients can request certificates relating to awards they have passed via the Client Hub. In the **Awards** tab on the Client Hub, there will be a list of students associated with a particular family. The column on the left-hand side specifies if an award is in *progress* or *passed*. If an award has been passed, there will be an **Issued** date and a button that is either a shopping trolley or a trophy. If you press the **trolley** button it will pop up with a page where terms and conditions will need to be accepted before pressing **Purchase**. If your swim school charges for certificates, the fee will be added to the latest outstanding invoice or, if none are outstanding, a new invoice will be created. If your swim school does not charge for certificates, the client can click the trophy button and then confirm they want a certificate, this means certificates will only be printed for clients who want them.

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