



Certification Policy and Procedure

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Certification Policy and Procedure

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Certification Policy and Procedure

1.1 Change Control

Version	Author of Change	Date	Details of Change
2019.01	Gerhard van der Berg	July 2019	Policy updated & amended to suit new organisation structure of Sage

1.2 Record of Approvals

Level*	Committee Name	Date
1	Ravin Rughoonandan (Content Design Manager)	July 2019
2	Pragasen Moodley (Director, Learning Services AME)	July 2019
3	Candice Govender (Legal Director, AME)	July 2019
4	Pieter Bensch (Executive Vice President, AME)	July 2019

* Level of approval

Certification Policy and Procedure

2.1 Scope

The scope of the policy is to implement the necessary steps in the Certification process to be followed to ensure that all Certification Quality Measures are met and maintained.

2.2 Policy Statement

Certification is the next step in a learner's training and development path as a Sage software user. The learner must prove that he/she have the expertise to work with Sage software by achieving a Sage Certification.

Certification includes diagnostic tests and learning materials.

Certification involves passing an online exam, which you must complete within a certain time limit and can be taken whenever it suits the learner. It will involve a combination of:

- Multiple choice questions
- Multiple response questions
- True or False questions

Learner profile:

- Intermediate or advance level Sage users (depending on levels of certification).
- Learners wanting to prove they are an experienced Sage software user.
- Customers who want to recognise their employees' proficiency using Sage software.
- Learners who want to achieve certification to improve their resume and increase employability.

Business benefits:

- Achieve certification to formally recognise a learner's skill using Sage software.

Benefit as an employee:

- Official proof that the learner is a competent Sage user.
- Learn skills that will help the learner to be more productive in the workplace.
- A valuable qualification to add to the learner's resume.

Benefit as an employer or a learner:

- Increase employees' competency, efficiency and productivity.
- By providing great training, a business will increase employee morale.
- Simplifying employee selection and hiring process - Sage Certification marks an individual out as a competent Sage user.
- Encourage a culture of professional development and excellence amongst workforce.

2.3 Creation of Certification assessments

2.3.1 Create questions:

1. To create questions, the developer must sign into Sage University and go to the Test Engine section:

The screenshot shows the Sage University 'Question Bank' interface. At the top, there is a search bar and navigation tabs for 'My University', 'Find Training', 'Employee Resources', 'View Customer Pages', 'Reports', 'Content', and 'Admin'. Below the navigation, the 'Question Bank' section is active, displaying a list of questions. The list has columns for 'QUESTION', 'CATEGORY', 'DEFAULT LANGUAGE', 'AUTHOR', 'RESPONSE TYPE', 'ID', 'ACTIVE', and 'Options'. The first question is: 'Where will you set up a Recurring Invoice to recur every two weeks?' with a response type of 'Click On Image' and ID '237210'. Other questions include 'Which of the following item types are available in Sage Accounting?', 'Where on a Customer Invoice will you change the settings to only use inclusive amounts when processing?', and 'Which module in Sage Accounting will you use to process all your account payments and receipts?'. The interface also includes a 'Create New Question' link and a 'Search All Questions' filter.

2. The developer will click on the Create New Question option to add a question:

The screenshot shows the 'Create Question' form in the Sage University interface. The form is titled 'Question Properties' and contains the following fields and options:

- Question:** A large text area for entering the question text.
- Response Type:** A dropdown menu currently set to 'Select Response Type'.
- Question Image or Video:** A 'Choose File' button, a 'No file chosen' status, and an 'Upload' button. Below this, it says 'Browse and upload an image or video. Maximum file size is 50MB. Supported file types are .gif, .jpg, .bmp, .wmv, .flv, and .mp4.'
- Answer Explanation:** A text area for providing an explanation for the correct answer.
- Category:** A dropdown menu for selecting the assessment category.
- Active:** A checked checkbox indicating the question is active.

At the bottom of the form, there are 'Cancel' and 'Submit' buttons.

3. The designer will create the question, link the question to an assessment category and save.

2.3.2 Create certification assessments:

1. To create an assessment, the developer must sign into Sage University and go to the Test Engine section:

The screenshot shows the Sage University Test Engine interface. At the top, there is a search bar and navigation tabs for My University, Find Training, Employee Resources, View Customer Pages, Reports, Content, and Admin. Below the navigation is the 'Test Engine' section with a sub-section 'Assessment Engine'. There are buttons for 'Create New Assessment' and 'View Question Bank'. A dropdown menu shows 'English (US)' and a 'Show Inactive' button. A search bar is also present. Below this is a table of assessments with columns: Assessment Name, Version, Effective Date, Created By, Available Languages, Questions on Assessment, Questions in Pool, and Options. The table lists various assessments such as '100C - Sage 100 Contractor - Accounts Payable Assessment v20' and '100C - Sage 100 Contractor - Accounts Receivable Assessment v20'.

Assessment Name	Version	Effective Date	Created By	Available Languages	Questions on Assessment	Questions in Pool	Options
100C - Sage 100 Contractor - Accounts Payable Assessment v20	1.0	1/19/2017	Kirby, Chris	English (US)	25	61	[Icons]
100C - Sage 100 Contractor - Accounts Payable Assessment v20	1.0	1/25/2018	McClure, Camara	English (US)	25	61	[Icons]
100C - Sage 100 Contractor - Accounts Payable Assessment v20(Additional attempts if needed)	1.0	1/12/2017	Kirby, Chris	English (US)	25	61	[Icons]
100C - Sage 100 Contractor - Accounts Payable Assessment v20_Canada Only	1.0	1/19/2017	Kirby, Chris	English (US)	25	53	[Icons]
100C - Sage 100 Contractor - Accounts Payable Assessment v20_Canada Only (Additional attempts if needed)	1.0	1/12/2017	Kirby, Chris	English (US)	25	53	[Icons]
100C - Sage 100 Contractor - Accounts Receivable Assessment v20	3.0	2/16/2017	Kirby, Chris	English (US)	25	62	[Icons]
100C - Sage 100 Contractor - Accounts Receivable Assessment v20(Additional attempts if needed)	1.0	2/13/2017	Mills, Carol	English (US)	25	62	[Icons]
100C - Sage 100 Contractor - Accounts Receivable Assessment v20_Canada Only	1.0	1/11/2017	Kirby, Chris	English (US)	25	56	[Icons]
100C - Sage 100 Contractor - Accounts Receivable Assessment v20_Canada Only (Additional attempts if needed)	1.0	1/12/2017	Kirby, Chris	English (US)	25	56	[Icons]
100C - Sage 100 Contractor - Advanced Report Writer Assessment	1.0	3/23/2013	Campbell, Cindy	English (US)	1	1	[Icons]
100C - Sage 100 Contractor - Construction Accounting Implementation Documentation 1	1.0	3/25/2013	Campbell, Cindy	English (US)	1	1	[Icons]
100C - Sage 100 Contractor - Construction Accounting Implementation Documentation 2	1.0	3/25/2013	Campbell, Cindy	English (US)	1	1	[Icons]
100C - Sage 100 Contractor - Construction Accounting Implementation Documentation 3	1.0	3/25/2013	Campbell, Cindy	English (US)	1	1	[Icons]
100C - Sage 100 Contractor - General Ledger Assessment v20	1.0	1/11/2017	Kirby, Chris	English (US)	30	69	[Icons]
100C - Sage 100 Contractor - General Ledger Assessment v20(Additional attempts if needed)	1.0	1/12/2017	Kirby, Chris	English (US)	30	69	[Icons]
100C - Sage 100 Contractor - General Ledger Assessment v20_Canada Only	1.0	1/11/2017	Kirby, Chris	English (US)	30	69	[Icons]
100C - Sage 100 Contractor - General Ledger Assessment v20_Canada Only (Additional attempts if needed)	1.0	1/12/2017	Kirby, Chris	English (US)	30	69	[Icons]
100C - Sage 100 Contractor - Inventory and Parts Assessment v20	1.0	1/11/2017	Kirby, Chris	English (US)	30	62	[Icons]

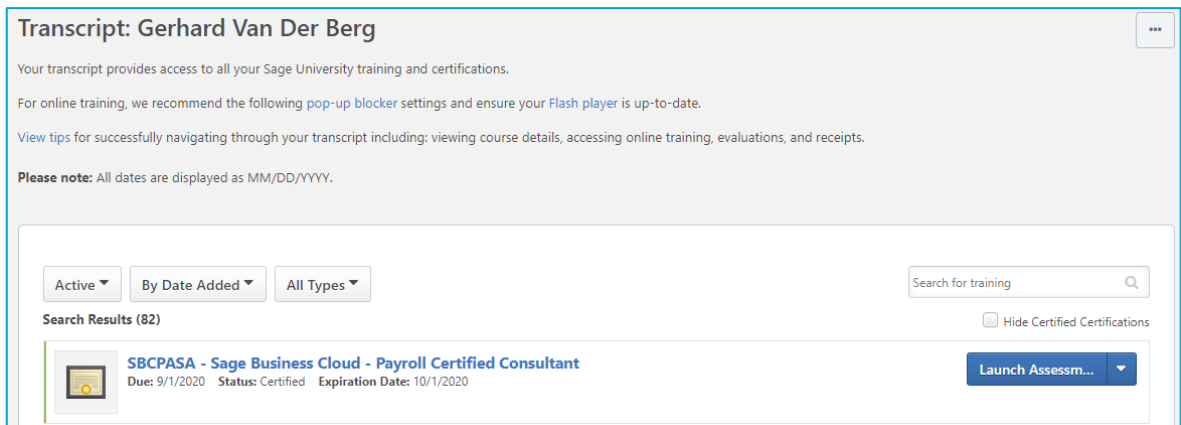
2. The developer will click on the Create New Assessment option to add a certification assessment:

The screenshot shows the Sage University Assessment Details form. At the top, there is a search bar and navigation tabs for My University, Find Training, Employee Resources, View Customer Pages, Reports, Content, and Admin. Below the navigation is the 'Assessment Details' section. There are tabs for GENERAL, STRUCTURE, AVAILABILITY, PRICING, TRAINING UNITS, and CONFIRM. A red warning message states: 'There are currently users who have taken this Assessment but you may modify the details on this page without creating a new version of the Assessment. Changes made to the Attempts Allowed will not be retroactively applied to users that have already used all of the attempts allowed.' The form contains various fields: Assessment Name (Sage Business Cloud Payroll 2019 Annual Assessment), Learning Method (Exam), Assessment Description (An experienced Sage software user...), Training Hours (0 Hours, 0 Minutes), Available Languages (English (US)), Default Language (English (US)), Credits (0), Solution/Topics (Sage Africa > 2A - Sage Business Cloud Payroll), Assessment Graders (Select Grader), Attempts Allowed (leave blank for unlimited retries), View Assessment Score (Manager, User), Allow Assessment Review (Manager, User), Allow Review After Every Attempt (checkbox), Review Level (checkbox), Price (R ZAR, 0.00), Lockout (0 Weeks), Instructions (Welcome to your Sage Business Cloud Payroll Annual Certification Exam...), and Active (checkbox).

3. Once the assessment is created, the designer will let the LMS Administrator know that the assessment is created and the Administrator will link the assessment to the Sage Certification program.

2.4 Writing certification assessments

The learner will request the certification through Sage University and complete the assessment online:



Transcript: Gerhard Van Der Berg

Your transcript provides access to all your Sage University training and certifications.

For online training, we recommend the following [pop-up blocker](#) settings and ensure your [Flash player](#) is up-to-date.


[View tips](#) for successfully navigating through your transcript including: viewing course details, accessing online training, evaluations, and receipts.

Please note: All dates are displayed as MM/DD/YYYY.

Active | By Date Added | All Types

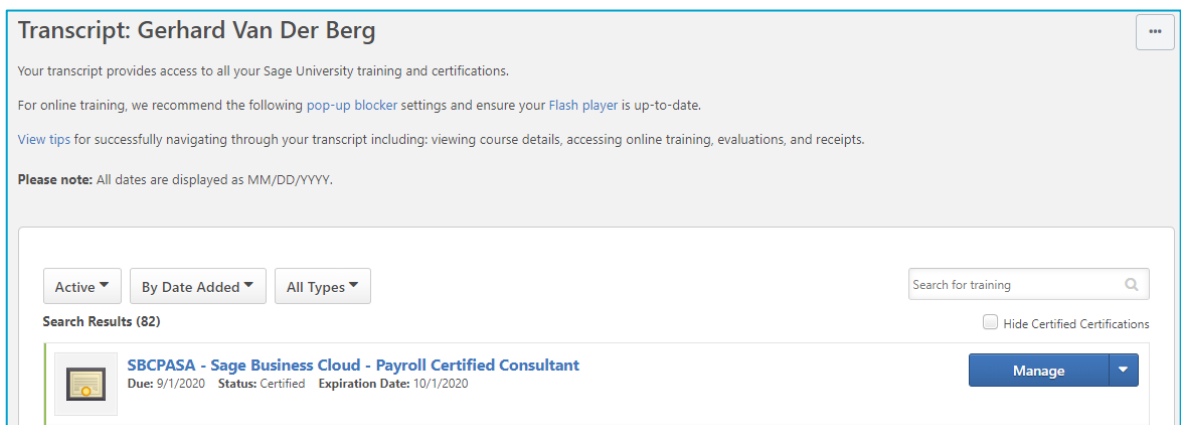
Search for training

Search Results (82) Hide Certified Certifications

 **SBCPASA - Sage Business Cloud - Payroll Certified Consultant**
Due: 9/1/2020 Status: Certified Expiration Date: 10/1/2020 [Launch Assessm...](#)

2.4 Printing results and certificate

Once the learner finished and passed the certification assessment, they can print their results and certificate.



Transcript: Gerhard Van Der Berg

Your transcript provides access to all your Sage University training and certifications.

For online training, we recommend the following [pop-up blocker](#) settings and ensure your [Flash player](#) is up-to-date.


[View tips](#) for successfully navigating through your transcript including: viewing course details, accessing online training, evaluations, and receipts.

Please note: All dates are displayed as MM/DD/YYYY.

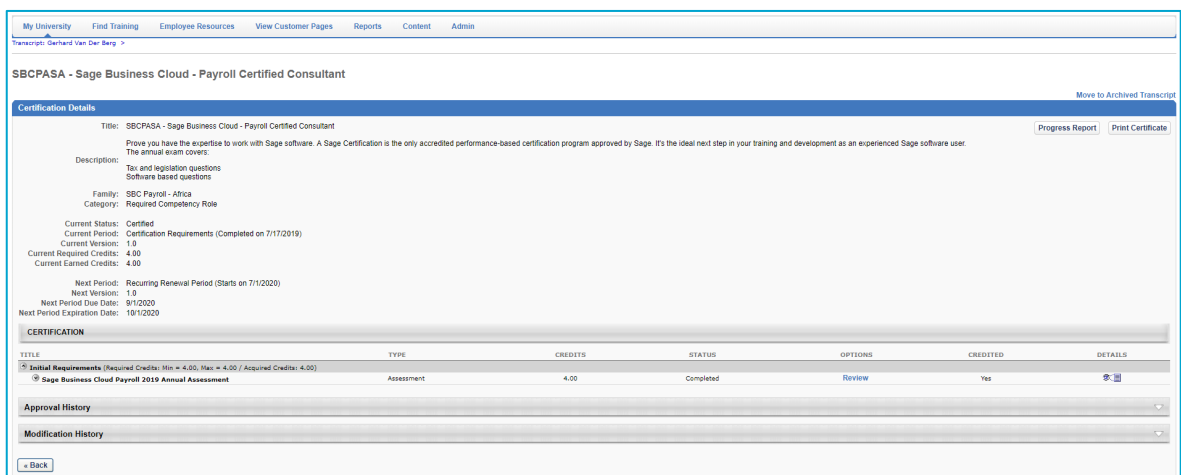
Active | By Date Added | All Types

Search for training

Search Results (82) Hide Certified Certifications

 **SBCPASA - Sage Business Cloud - Payroll Certified Consultant**
Due: 9/1/2020 Status: Certified Expiration Date: 10/1/2020 [Manage](#)

The learner must click on the Manage button to print their results as well as certificate:



My University Find Training Employee Resources View Customer Pages Reports Content Admin

Transcript: Gerhard Van Der Berg

SBCPASA - Sage Business Cloud - Payroll Certified Consultant [Move to Archived Transcript](#)

Certification Details

Title: SBCPASA - Sage Business Cloud - Payroll Certified Consultant [Progress Report](#) [Print Certificate](#)

Prove you have the expertise to work with Sage software. A Sage Certification is the only accredited performance-based certification program approved by Sage. It's the ideal next step in your training and development as an experienced Sage software user.

Description: Tax and legislation questions
Software based questions

Family: SBC Payroll - Africa
Category: Required Competency Role

Current Status: Certified
Current Period: Certification Requirements (Completed on 7/17/2019)
Current Version: 1.0
Current Required Credits: 4.00
Current Earned Credits: 4.00

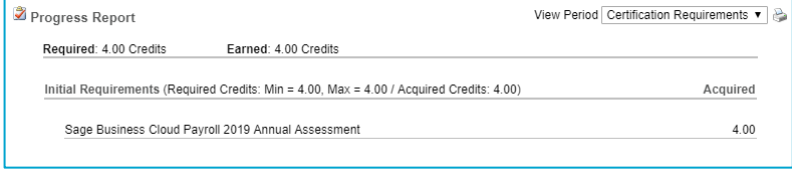

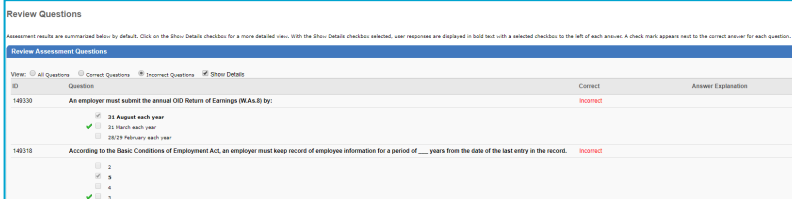
Next Period: Recurring Renewal Period (Starts on 7/1/2020)
Next Version: 1.0
Next Period Due Date: 9/1/2020
Next Period Expiration Date: 10/1/2020

TITLE	TYPE	CREDITS	STATUS	OPTIONS	CREDITED	DETAILS
Initial Requirements (Required Credits: Min = 4.00, Max = 4.00 / Acquired Credits: 4.00)						
Sage Business Cloud Payroll 2019 Annual Assessment	Assessment	4.00	Completed	Review	Yes	Details

Approval History

Modification History

[Back](#)

Option on screen	Explanation
Progress report	<p>This option displays the credits that the learner earned by completing the certification assessment:</p> 
Print Certificate	<p>This option allows the learner to print their certification certificate:</p> 
Review	<p>This option allows the student to view the questions that they had correct or incorrect on the certification assessment:</p> 

3. Contacts

Should you have any questions about the content of this policy please contact the training department via email: Training.Za@sage.com.