

Creating & Assigning Your Course Certificates

Set up your signature, add your academy logo to the certificate we have already built for you, attach it to your courses, and make sure no student is signed off before you have assessed them.

Start here

We have already built a certificate for every academy on the platform. It is sitting in your account right now, named after your academy, carrying the CPD badge, the Accred-Assure logo, the verification ID and the QR code. You do not have to design anything from scratch.

There are really only three things to do:

- ✓ **Upload your signature** in your profile settings (section 1). Almost everyone gets stuck here, because it is not in the certificate builder.
- ✓ **Add your academy logo** to the certificate we made you (section 3).
- ✓ **Attach it to your courses** (section 6).

Ten minutes, once. Everything else in this guide is optional detail.

- 1 Your signature and your certificate name (do this first)
- 2 Two ways to get a certificate onto your course
- 3 Editing the certificate we have made for you
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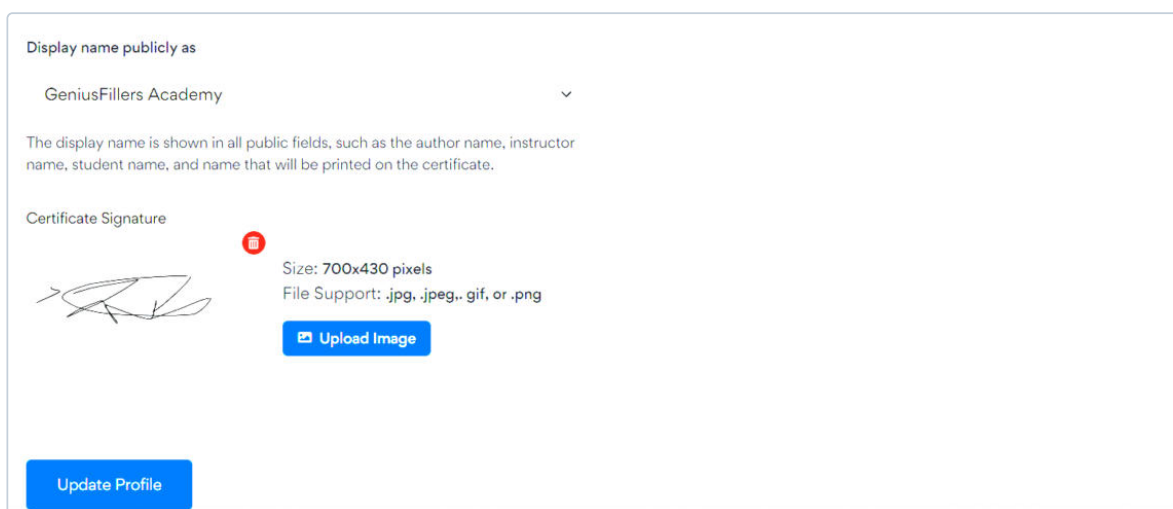
1. Your signature and your certificate name

Do this before you touch the certificate builder. Two of the most important things that appear on your certificates, **your signature** and **the name your academy is credited under**, are not set inside the builder at all. They live in your profile settings.

This is the number one point of confusion. There is a **Signature** button in the certificate builder's Elements panel, but it does not let you draw or upload anything. It only drops in a placeholder that pulls in whatever signature image is saved on your profile. If nothing is saved there, your students' certificates print an empty "Upload your signature" box. Set the profile field first.

1 Open your settings

Log in and go to your **Dashboard**. In the left-hand menu scroll right to the bottom and click **Settings**. Scroll down that page until you see **Display name publicly as** and, just below it, **Certificate Signature**.



Dashboard → Settings. This is the only place a signature can be uploaded.

2 Check the name that will be printed

Display name publicly as controls the name printed on every certificate you issue, next to *Issued by*. The platform says so itself in the note under that field. Choose the version that reads properly as your academy, for example *GeniusFillers Academy* rather than *geniusfillers*.

The choices in that dropdown are built from the First Name, Last Name and username fields higher up the same page. If the name you want is not offered, fill in those fields first, click Update Profile, then come back and pick it. If it still will not appear, email us and we will set it for you.

3 Upload your signature

Under **Certificate Signature**, click **Upload Image** and choose your signature file.

Requirement	Why
PNG with a transparent background	A JPG will print as a white or grey rectangle sitting on top of your certificate design. PNG is the only format that sits cleanly on the page.
700 x 430 pixels	The size the system expects, and the size shown on screen next to the upload button.
Black or very dark ink	Certificates are often printed at home on ordinary paper. Pale signatures disappear.

Then scroll to the bottom and click **Update Profile**. The upload is not saved until you do.

No digital signature yet? Sign your name in black pen on plain white paper, photograph it in good daylight, and use any free background remover to save it as a transparent PNG. If you would rather not, send us a photo of your signature and we will prepare the file for you.

2. Two ways to get a certificate onto your course

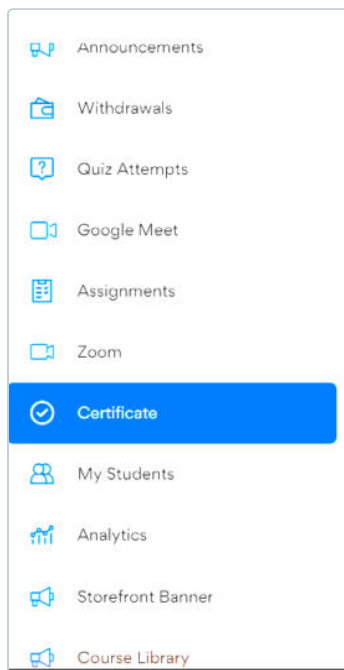
Option	Best for
Edit the certificate we made for you (recommended)	It is already in your account, already branded with the accreditation marks, already correct. You add your logo and you are finished. Around 10 minutes. Start at section 3.
Build your own from scratch	You want a completely different layout or colour scheme. Longer, and you have to add the required elements yourself. See section 5.

You only build a certificate once. The same certificate can be attached to as many courses as you like, and you can duplicate it later if you want a second version.

3. Editing the certificate we have made for you

1 Open the Certificate page

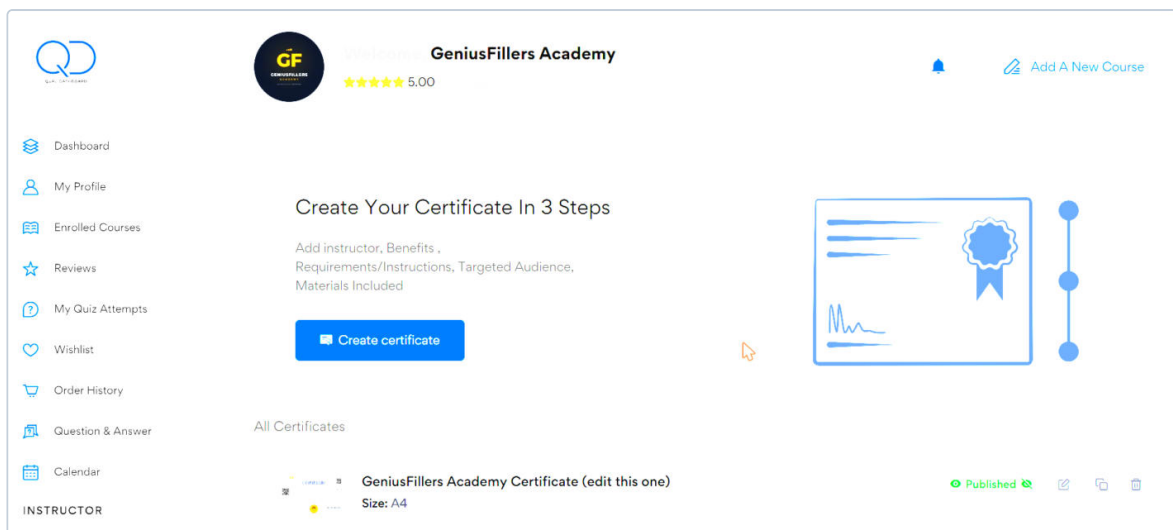
From your **Dashboard**, scroll the left menu down to the **INSTRUCTOR** section and click **Certificate**.



Certificate sits in the INSTRUCTOR part of the left menu.

2 Find your academy's certificate

Under **All Certificates** you will see one named after your academy, ending “**(edit this one)**”, marked **Published**. That is yours. Click the **pencil** icon on the right of that row to open it in the builder.



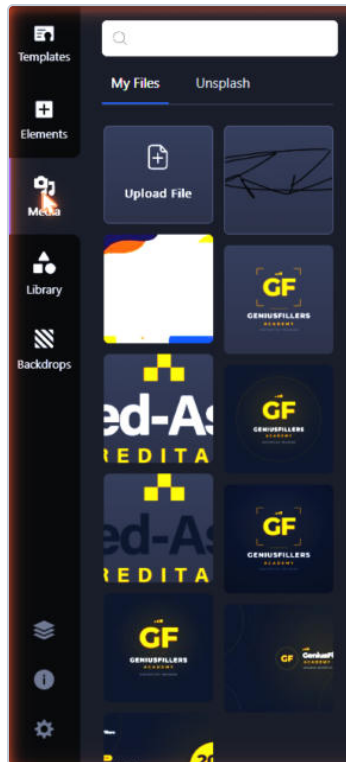
Your Certificate page. One certificate, ready to edit.

The three small icons on the right of the row are a **pencil** (edit), two **overlapping squares** (duplicate) and a **bin** (delete). Duplicate is useful later if you want a second version, for example a differently worded certificate for another course.

Only your own certificates appear in this list. The standard Accred-Assure design belongs to us, so it is not listed here and cannot be edited. It still shows up where it matters, in your course settings (section 6).

3 Add your academy logo

On the far left of the builder is a strip of icons: **Templates**, **Elements**, **Media**, **Library**, **Backdrops**. Click **Media**, then **Upload File**, and choose your logo.



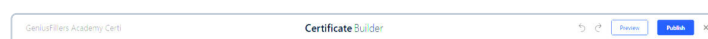
Media panel. Upload File adds your own images.

Once it has uploaded, click it to place it on the certificate, then drag it where you want it and drag a corner handle to resize. A logo across the top, or bottom left opposite the accreditation marks, usually looks best.

Use a PNG with a transparent background so the certificate design shows through behind it. Around 600 to 900 pixels wide is plenty.

4 Preview, then Publish

Preview shows the certificate with sample details filled in, so you can check your logo and signature sit properly before any student sees it. When you are happy, click **Publish**. Nothing you do in the builder takes effect until you publish.



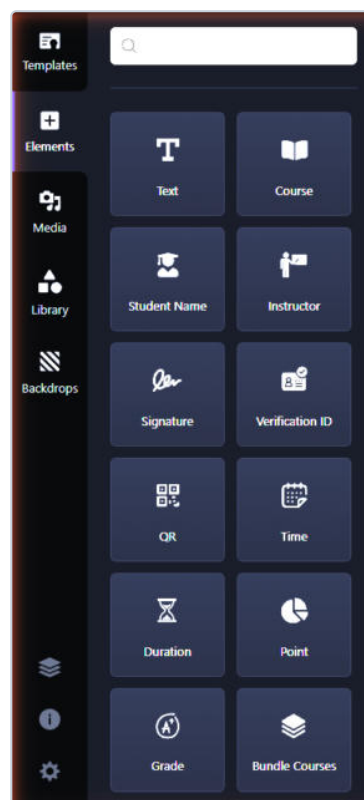
Preview and Publish sit at the top right of the builder.

4. The four elements you must never delete

The certificate we have given you contains four items that must stay on it. If any of them is removed, the certificate stops being verifiable and we cannot support it.

Element	What it does
Student Name	Prints the learner's name. Without it the certificate belongs to nobody.
Course	Prints the course title, so it is clear what was actually completed.
Verification ID	The unique reference for that certificate. This is what an employer or insurer quotes when checking it is real.
QR code	Scans through to Accred-Assure so anyone holding the certificate can confirm your academy is genuinely accredited.

You can move them, resize them and restyle them. Just do not delete them.



The Elements panel. Every one of the four comes from here.

Do not type shortcodes into a plain Text box. Things like `[time]`, `[student_name]` or `[course_title]` only work when they are added as proper elements from the **Elements** panel. Typed into an ordinary Text box, they print on the finished certificate exactly as written, brackets and all. If you need a date or a name, always take it from Elements.

If you are **CPD accredited**, keep the CPD badge and the Accred-Assure logo on the certificate too. They are what tell your learners, and their insurers, that the training is recognised. If you are not accredited, or you are not sure, check at accred-assure.co.uk/verify-accreditation/.

5. Building a certificate from scratch (optional)

Only if you want a completely different design. From the Certificate page, click **Create certificate**.

1 Pick a starting layout

Click **Templates** in the left strip, choose the **Landscape** or **Portrait** tab, then click a design to load it onto the canvas.

Choose your orientation now, not later. Switching between portrait and landscape after you have positioned everything will move it all out of place and you will have to lay it out again.

2 Add the required elements

From the **Elements** panel add, at minimum, **Student Name**, **Course**, **Verification ID** and **QR**. Add **Instructor** and **Time** as well if you want the issuer and issue date shown.

Add **Signature** from the same panel. It will pull in the image you saved in section 1.

3 Add your logo and the accreditation marks

Use the **Media** panel to upload your logo and, if you are accredited, the CPD badge and Accred-Assure logo. Both are on the resources page listed in section 9.

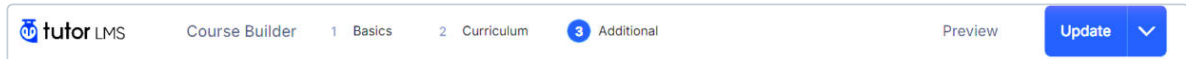
Then **Publish**.

6. Assigning the certificate to your course

A certificate does nothing until it is attached to a course. Do this for every course you want it on.

1 Open the course and go to Additional

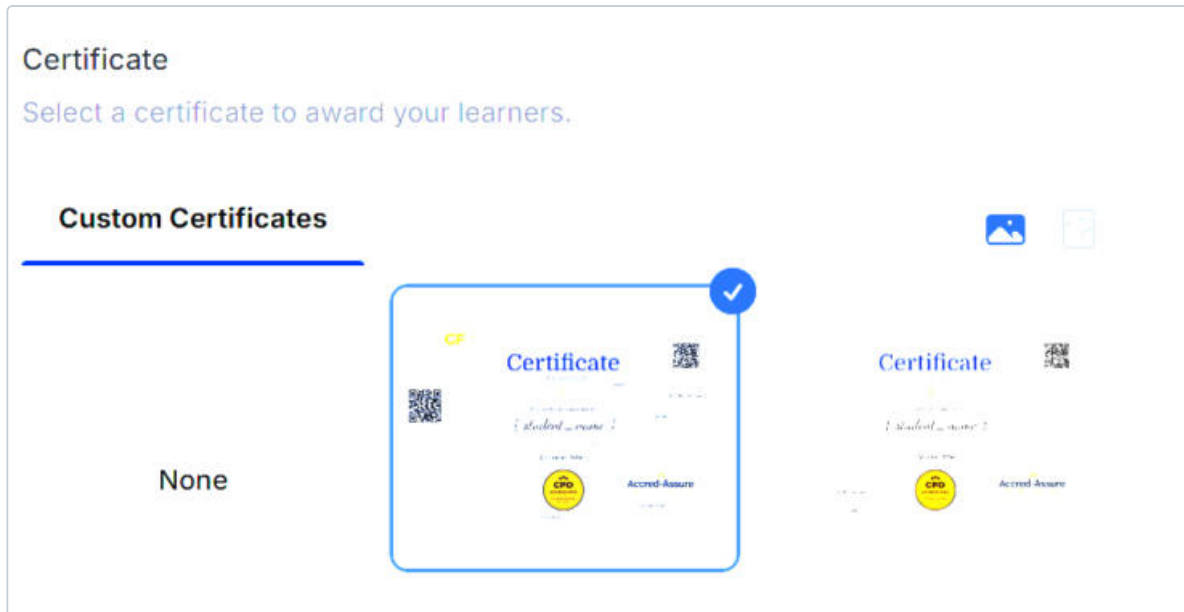
Dashboard → **My Courses** → click the pencil on the course you want. Along the top of the Course Builder are three steps. Click **3 Additional** and scroll down to **Certificate**.



The three steps along the top of the Course Builder.

2 Choose your certificate

Under **Custom Certificates** you will normally see three choices:



Custom Certificates. The one currently in use has a blue tick.

- **None** — no certificate is awarded at all.
- **Your academy certificate** — the one carrying your own logo. This is the one to pick.
- **The standard Accred-Assure design** — the same certificate without your logo, if you would rather not brand it.

The thumbnails are not labelled, so tell them apart by the logo: yours is the one with your academy mark on it. Hover over either and two buttons appear, **Preview** and **Select**. Preview opens it full size if you want to be certain.

Click **Select** on the one you want. A blue tick appears in the corner.

3 Save

Click **Update** at the top right of the Course Builder. If you miss this step nothing is saved.



Update saves the course.

Repeat for each course. The setting is per course, not per academy, so a new course will not pick it up automatically. If you have a lot of courses and want them all switched over at once, email us and we will do it for you.

7. Stopping students passing themselves

Please read this section even if you skip the rest. It is the difference between a certificate that means something and one that a student issued to themselves.

Certificates are awarded automatically the moment a course is marked complete. What matters is who gets to decide it is complete.

The site-wide setting is already correct

We have set **Course Completion Process** to **Strict** across the whole platform. That means a student cannot simply click "Complete Course" at the end. Every lesson, quiz and assignment in the course must be finished first. You do not need to change anything.

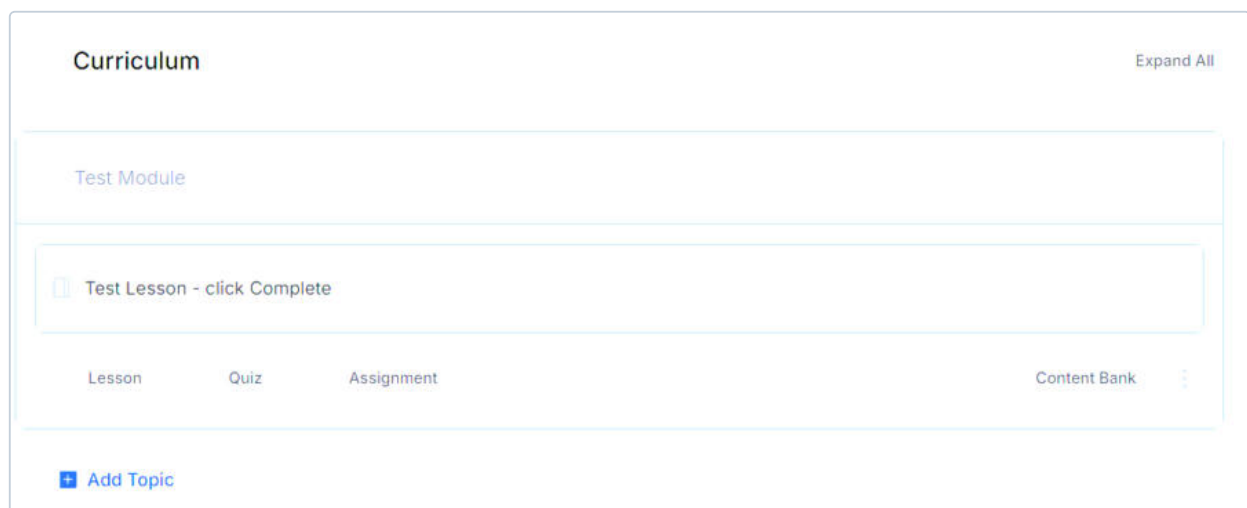
But a course of lessons only is still self-marked

If your course is nothing but lessons and videos, the student ticks each one off themselves. Strict mode will hold them to finishing every item, but they are still the only one deciding. Nobody has assessed anything.

The fix: add at least one Assignment

An **Assignment** is the only item type that *you* have to mark. Until you grade it, the course cannot be completed and no certificate is issued. Add one to any course where a certificate should mean genuine competence, particularly practical or clinical training.

Go to **2 Curriculum** in the Course Builder, find the topic you want it in, and click **Assignment**.



Curriculum. The Lesson, Quiz and Assignment buttons sit inside each topic.

A quiz is not the same thing. Quizzes mark themselves instantly, so a student can pass one without you ever seeing their work. Quizzes are excellent for checking knowledge. Only an assignment puts you in control of sign-off.

Two things to expect once you add one

You must mark it at or above the pass mark. An assignment is worth 10 with a pass mark of 5 by default. Submitting is not enough and neither is marking it below the pass mark: in both cases the course stays incomplete and no certificate is issued. If a student's work is not good enough, tell them what to redo and let them submit again rather than leaving a failing mark on the record.

The progress bar will read 100% before the certificate appears. That is normal. The progress bar counts an assignment as done the moment it is uploaded, but completion waits for your marking. Students in that state see a **Review Progress** button rather than a certificate. If someone messages you saying "it says 100% but I have no certificate", it almost always means their assignment is sitting in your queue waiting to be marked.

Good things to ask for in an assignment:

- Photographs of practical work, before and after
- A completed case study or client consultation record
- A short video of the treatment or technique being performed
- Signed evidence of supervised practice hours

8. When your changes appear on students' certificates

A certificate is generated as an image at the moment a student opens it, and that image is then kept. So if you change your design, students who already have a certificate will not see the change instantly.

They will see it the next time they open it: **their Dashboard** → **Enrolled Courses** → **View Certificate**. That regenerates the file from your current design. Anyone completing the course from now on gets the new design straight away.

Certificates already downloaded or printed do not change. That is normal and expected. The verification ID stays valid either way, so an old copy still checks out.

9. Image sizes and where to download the badge

Image	Format and size	Notes
Your academy logo	PNG, transparent 600 to 900 px wide	Transparent background so the certificate design shows through behind it.
Your signature	PNG, transparent 700 x 430 px	Uploaded in Dashboard → Settings, not in the builder. See section 1.
CPD Accredited badge	PNG, supplied gold and navy versions	Accredited academies only. Do not recolour it or stretch it out of proportion.
Accred-Assure logo	PNG, supplied	Accredited academies only.

Download the badge and logo files here:

qualdashboard.co.uk/instructor-resources-certificates

To check whether an academy, including your own, is currently accredited:

accred-assure.co.uk/verify-accreditation/

10. Common questions

My signature is not showing, or it says "Upload your signature".

The signature image has not been saved on your profile. Go to **Dashboard** → **Settings**, upload a transparent PNG under **Certificate Signature**, and click **Update Profile** at the bottom. See section 1.

Which of the two certificates in my course settings is mine?

The one with your academy logo on it. The other is the standard Accred-Assure design that everyone shares. Hover over either and click **Preview** if you want to see it full size before choosing.

There is only one certificate in my Certificate list. Is that right?

Yes. That list shows certificates you own. We have given you one, named after your academy. The shared Accred-Assure design belongs to us so it does not appear there, but you can still select it on a course.

The certificate shows [time] or [student_name] as literal text.

That element was typed into a plain Text box instead of being added from the **Elements** panel. Delete the text box and add the proper element instead. If it is on a certificate we supplied, tell us and we will correct it.

Can I use one certificate for all my courses?

Yes. Build it once and select it on each course. There is no limit.

Can I have a different certificate for different courses?

Yes. Duplicate your existing one with the two-squares icon, rename the copy, edit it, and select that copy on the courses you want it on.

A student says they are at 100% but have no certificate.

Almost always an unmarked assignment. The progress bar counts it as done when they upload, but the course does not complete until you have marked it at or above the pass mark. Check your assignment queue. See section 7.

A student says they completed the course but got no certificate.

Check three things. One, the course has a certificate selected under Additional → Certificate, and you clicked Update. Two, every item in the curriculum is actually finished. Three, if there is an assignment, that you have marked it and given it at least the pass mark. Until then the course is not complete.

Can I put my own completely different design on?

Yes, as long as the four required elements stay on it (section 4), and, if you are accredited, the CPD badge and Accred-Assure logo remain visible.

I have changed my design. Do I need to reissue anything?

No. Students see the updated design the next time they open their certificate from Enrolled Courses. See section 8.

Still stuck? Reply to the message this guide came with, or email support@bestyoutraining.co.uk. Send a screenshot if you can. If you would rather we just did it for you, say so and we will set the certificate up on your courses ourselves.