

Case Study: Certification Tracking System

At Luminosity, we bring clarity to complex training and compliance challenges. Here's how:



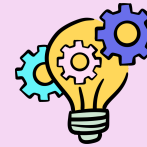
Challenge: A major organization faced severe compliance risks due to decentralized federal certification tracking across multiple divisions. The specific challenges were:

- No unified system for tracking certification completion
- Employees completed the process differently across divisions
- Certificates were stored inconsistently or lost
- Compliance team lacked reliable, audit-ready documentation



Solution: A custom-built certification course housed on the organization's learning platform, designed to guide, track, and automate the entire process. The key course features were:

- **Tailored Learning Paths:** Learners selected their division for accurate reporting
- **Direct Access:** Links to the federal certification website embedded in the course
- **Centralized Learning:** Module contained all components from registration to exam.
- **Audit Trail:** Learners uploaded their certificate directly into the course



Workflow & Automation:

To support compliance and reduce administrative burden, an automated workflow was created that:

- Allowed designated staff to assign the course to specific employees
- Implemented automated quarterly reporting that directly delivers completion data and certificates to compliance leads
- Ensured all documentation was audit-ready at any time



Impact and Outcomes

- 100% centralized tracking of certification completions
- Audit readiness improved, with certificates stored in one secure location
- Administrative time reduced through automated reporting by 6 hours quarterly
- Consistent learner experience across all divisions
- Higher accuracy in compliance documentation

*Client name withheld for confidentiality