

SS-05-03 Capstone

Purpose

The purpose of this procedure is to provide clarity on the tasks and responsibilities involved in the delivery of capstone presentations.

Scope

The Capstone Presentation is a requirement to pass the course. Worth 50% of the overall grade, the Capstones are largely driven by the Lead Trainer with the Student Services team and Assistant Trainer providing support. The Lead Trainer should introduce the concept and purpose of the capstone early on, and as the course progresses students solidify their ideas for topics. Students are typically given 2-4 weeks to prepare for their Capstone presentation, depending on whether they are part-time or full-time.

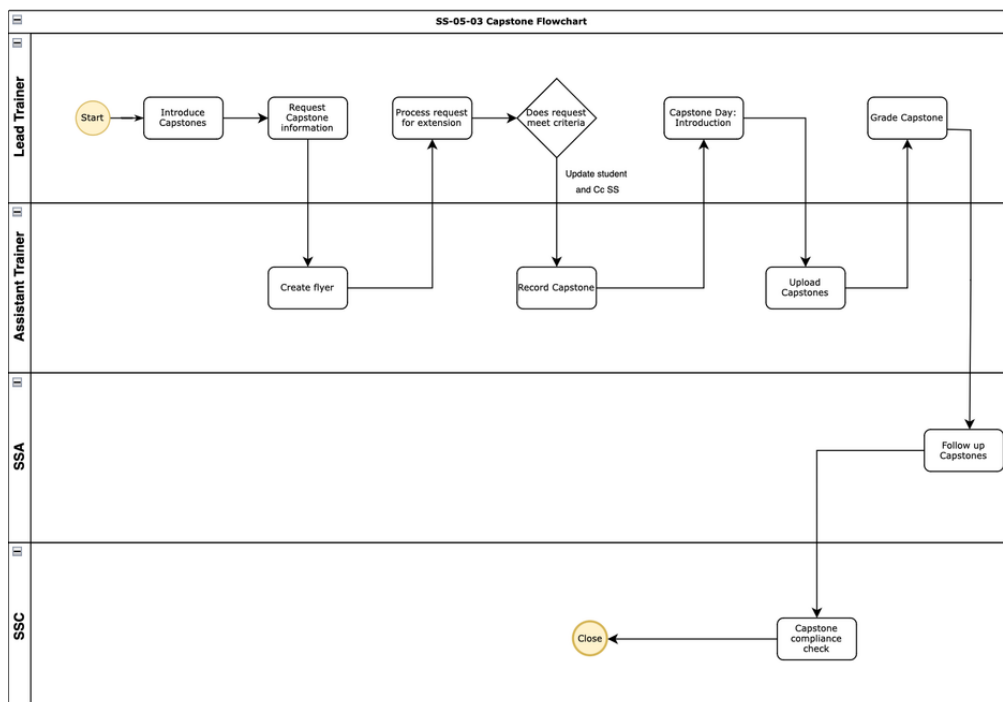
Extension

- Capstone Presentation extensions will be provided on a case-by-case basis and will undergo approval by the Student Services Manager.
- 1-4 week extensions can be offered to students with proof of an extenuating circumstance.

If approved, students can do one of the following:

1. record themselves giving the presentation
 2. schedule a 1:1 make up presentation time slot with the instructor
 3. join a future capstone presentation day with another cohort.
- If there is a financial component to the extension request, please forward all details to accounts to handle

Flowchart



Procedure Instructions

Step by step instructions on each step within the procedure, identifying the starting point through to closing out the procedure

Task	Responsibility	Activity
1	Lead Trainer	Introduce the Capstone project and provide reference material <ul style="list-style-type: none"> Task 1: Mid way through the course, provide an overview on Capstones Task 1.1: Share a past presentation from the following folder: Capstone: past presentations Task 1.2
2	Lead Trainer	Request Capstone information in the weeks prior to Capstone Day <ul style="list-style-type: none"> Task 2: In email or Slack request for the following Capstone information to be sent: <ul style="list-style-type: none"> Student Name Profile image LinkedIn url 1-2 sentence summary about their background Capstone project title Task 2.1: Provide the presentation order and timings (no more than 20 min per presentation) Task 2.2: Send email to students and Cc Student Services
3	Assistant Trainer	Create flyer and agenda <p>Task 3: Using the example flyer collate the capstone information provided by student</p> <p>Task 3.1: Include the Trainer and Assistant Trainers name and LinkedIn profile</p> <p>Task 3.2: Organise presentation order and create an agenda</p> <p>Task 3.3: Share the fly with SS, Management and TM</p>
4	Trainer/SSA	Has the customer requested an extension? <ul style="list-style-type: none"> Yes, alert SS team and continue to task 5 No, continue to task 7
5	SSA	Provide link to Capstone Extension Request Form <ul style="list-style-type: none"> Task 5: Upon receiving a request from the student/trainer, locate the Capstone extension response template in Hubspot and respond. <i>The link to the Capstone Extension Request Form can be found within the response template.</i> Task 5.1: Request that the student responds to the form ASAP
6	SSM/Trainer	Does the extension request meet approval requirements? <p>Review the extension request form against criteria with trainer and make a decision on the outcome</p> <ul style="list-style-type: none"> Yes, email approval, conditions and provide new date in email, Cc Trainer and SSC No, email reasons for denial and reconfirm capstone date, Cc Trainer <p>If there is a financial enquiry, alert the finance team</p>

7	SSA/SSC	Create follow up task <ul style="list-style-type: none"> Task 7: In the customers hubspot student record, create a task Task 7.1: Enter a follow up date post approved capstone date Task 7.2: Associate the record to the contact and save
8	Assistant Trainer	Record Capstones <ul style="list-style-type: none"> Task 7: Before recording, make yourself familiar with the Capstone Recording Manual Task 7.1: Once ready to record, follow the 'recording Capstone work instructions'
9	Lead Trainer	Capstone Day: Introduce Capstone <ul style="list-style-type: none"> Task 8: Welcome everyone Task 8.1: Introduce the speaker and topic Task 8.3: At the end of the presentation, open up for Q&A
10	Assistant Trainer	Upload Capstones into folder <ul style="list-style-type: none"> Task 9: Upload Capstone recording into the cohort folder created under 8.1.7 Capstone, Videos, Slidedecks and Flyers Task 9.1: Upload slide deck and supporting material into XX folder
11	Lead Trainer	Grade Capstones <ul style="list-style-type: none"> Task 10: Access the gradebook and assess the Capstone against the criteria Task 10.1: With assistance from the Assistant Trainer, decide upon a suitable grade based on criteria and note grade in Gradebook
12	SSA	Follow up Capstones with students <ul style="list-style-type: none"> Task 11: Check gradebook and identify outstanding Capstone grades Task 11.1: Work with trainer to determine if an extension has been approved and follow up students without an approved extension. Refer to the customer support procedure
13	SSC	Capstone Compliance Check <ul style="list-style-type: none"> Task 12: Check gradebook post capstone date Task 12.1:

Decision Tree

Decision Name	Description	Outcome
Does the extension meet approval requirements	Trainer will assess the request against the policy and make a decision on whether to grant the student an extension	<ul style="list-style-type: none"> Yes, provide new date in email and Cc SS No, provide reasons in the email and Cc SS

Decision Name	Description	Outcome
Has the customer requested an extension	The student has requested or implied that they need/want an extension	<ul style="list-style-type: none"> Yes, alert SS team and continue to task 5 No, continue to task 7

Resources

Full list of resources and templates used to carry out this procedure. Include a brief description and hyperlink

Resource	Description
Capstone Recording Manual	Detailed recording information for the Assistant Trainer
Capstone extension response template	Hubspot template for responding to student enquires about a Capstone extension
Capstone Extension Request Form	HS online form for requesting a extension
Capstone Guide and Reference	Capstone guidelines and information for Trainer use only
Capstone Example Flyer	Example flyer
8.1.7 Capstone, Videos, Slidedecks and Flyers	Capstone folder where presentations are housed
Capstone: past presentations	Verified past Capstone presentations that can be used as a Benchmark
Gradebook	<i>Gradebook</i> is organised by cohort and is a resource used by instructors to grade students

Roles and responsibilities

Job title and responsibility or each role within the procedure

Role	Responsibility
Trainer	<ul style="list-style-type: none">• Introduce Capstones• Review extensions• Request for Capstone information• Grade Capstones
Assistant Trainer	<ul style="list-style-type: none">• Record Capstones• Responsibility 2 within procedure
SSC	<ul style="list-style-type: none">• Capstone compliance check
SSA	<ul style="list-style-type: none">• Follow up outstanding capstones
SSM	<ul style="list-style-type: none">• review extension request with SSA• approve or deny extension

Related Resources

Define and provide links to resources ie procedures, checklists, templates that relate to this procedure but are not directly used

Resource	Description of Resource
Resource 1	<ul style="list-style-type: none">• Description of resource 1 including link
Resource 2	<ul style="list-style-type: none">• Description of resource 2 including link
Resource 3	<ul style="list-style-type: none">• Description of resource 3 including link