

Graduation Requests: Roles, Responsibility and Timelines



Revision: 9 July 2026, A Wenhold (Kairos) with A Parkerson (HLA)

Introduction

This document outlines the philosophy, roles and responsibilities, and the timeline involved in the shipment of our students' official graduation documents from 31 October 2025 onwards. All the way from HomeLife Academy (HLA) in Jackson, Tennessee, USA, to our students across South Africa and abroad.

Our goal is to make this process clear, cost-effective, and low stress, while ensuring that each student receives their well-earned diploma and transcript in a timely manner.

Graduation Document Shipment Philosophy

🎓 We celebrate this incredible milestone with you!

Graduation is a meaningful achievement, and we are honoured to walk this journey with you.

☑ To graduate, certain requirements must be met

Your child must have fulfilled all minimum HLA graduation criteria, your Applecore record must be FULLY updated, with no outstanding fees.

✉ Graduation is NOT automatic

To ensure your child is officially graduated, you must submit a graduation request. If we do not receive your request, your child will not be processed for graduation, which may result in re-enrollment for a further year.

🤝 We aim to serve families in a time- and cost-effective way

To reduce costs, HLA will consolidate parcels by grouping students (minimum of 6 per group) based on their indicated graduation dates. This bulk shipment approach allows us to make shipping (much!) more affordable for everyone.

us 📦 ZA How it works

Your child's diploma and transcript are first sent from HLA's U.S. office to our Kairos Office in South Africa. From here, we distribute them to families via *CourierGuy*. You do have the option to send it individually, where you will then carry the full cost yourself.

Shipment Roles, Responsibilities, and Timelines

Please take note of your role, as well as the responsibilities and timelines of Kairos and HLA in the process of shipping your child's graduation documents. Understanding each step helps ensure a smooth and timely delivery of these important records. Important dates for our 2025 and 2025/2026 graduates:

- Last day for requests to be fulfilled in 2026 by the HLA processing team: 8 December (requests that come in after Dec 8 will be fulfilled in January).
- Last day for shipping to be fulfilled in 2026 by the HLA processing team: 15 December (anything that has not been shipped by 15 December will be shipped in January).
- Last date for ALPHA 2026 student graduation requests: 15 March 2027.
- Last date for our US 2025-2026 student graduation request: 15 September 2026.
- Last date for our US 2026-2027 student graduation request: 15 September 2027.

Week or two from graduation? Do these activities!

Step	Owner	Action	Details	Family reference
Prior to 1	Parents	Confirm correctness of your child's Applecore Records	Verify that your child's Applecore records (credits, resources, grading, naming conventions) are complete and meet HLA's graduation requirements. Apply your Kairos+ Gr 12 Transcript Review and HLA Graduation Review.	myHLA and e-mail
Prior to 4	Parents	Confirm correctness of your Delivery Address and e-mail on <i>myHLA</i>	Ensure your address is current and in-town on your <i>myHLA</i> (especially if you live in a remote area) to avoid delivery issues. We apply Courier Guy locally for delivery.	myHLA
Prior to 5	Parents	Final check of your child's Applecore Records	Verify that your child's Applecore records (credits, resources, grading) are complete and meet HLA's graduation requirements BEFORE submitting the request.	myHLA

Ready to graduate? And these prior steps completed? Move to the next page...

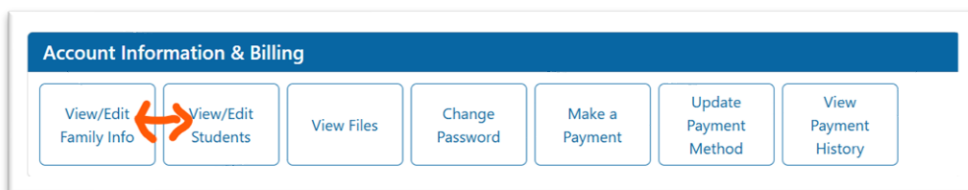
Step	Owner	Action	Details	Family reference
1	Parents	Complete Graduation Request on <i>myHLA</i>	Submit the request on the intended day of graduation. Refer to pages 4–5 below for the stepwise process. Be sure to include the standard Kairos request details as well as any optional extras, such as: 1) HLA Folder: \$25 2) Rush Fee: \$15 (reducing HLA processing time to 3 business days) 3) Apostille: \$75+ (with 7-8 weeks delay) (This has not been required for SA to date (2026)).	myHLA
2	Parents	Pay the additional fees on <i>myHLA</i>	Where applicable, pay the Rush, Diploma, Individual Shipping, and/or Apostille fees directly on your <i>myHLA</i> .	myHLA
3	HLA	Process your Graduation Request	±10 Business days following Step 1 The HLA Records Team receive and reviews the request, including the family's payment status, and the student's Applecore record to ensure that all graduation requirements are met.	
4	Parents	Follow Up on Non-Conformances	If HLA identifies missing records, incomplete credits, or outstanding fees, the family will receive an email notification. Please ensure that all non-conformances are resolved speedily to prevent request cancellation. Then, return to Step 3 (or the relevant point of resolution). Kairos is available to assist if needed.	E-mail
5	HLA	Email your Provisional PDF Copy	After successful processing, HLA emails you a PDF copy of the diploma and transcript.	E-mail
6	Parents	Use your PDF Copy to further your tertiary application(s)	Use your PDF copy of your original document to further your tertiary or kick-start your SAQA applications while waiting for originals.	
7	HLA	Prepare & Process Shipment (1–2 Weeks)	±10 Business Days Following Step 5 HLA prepares the official physical documents for shipment. If the Kairos Bulk Shipment option was selected, documents are grouped into batches of six (6) or more. Students with multiple non-conformances may have their documents held back for a later shipment to prevent delays for those whose records are already in order.	
8	Kairos	Cover the cost of the Bulk Shipment	Kairos covers the cost of the bulk shipment directly with HLA to your door.	E-mail
9	HLA	Ship to South Africa (2+ Weeks)	Once documents are dispatched, delivery typically takes 2+ weeks to arrive at the Kairos office (or the individual address, if selected). Parents can log into <i>myHLA</i> under “View Requests” to track the U.S. shipment using the tracking number added upon dispatch.	myHLA
10	Kairos	Distribute to Your Door	Upon arrival at the Kairos office, the documents are promptly couriered via <i>CourierGuy</i> to your in-town South African delivery address as on your <i>myHLA</i> account.	E-mail

How to complete your Graduation Request on *myHLA*

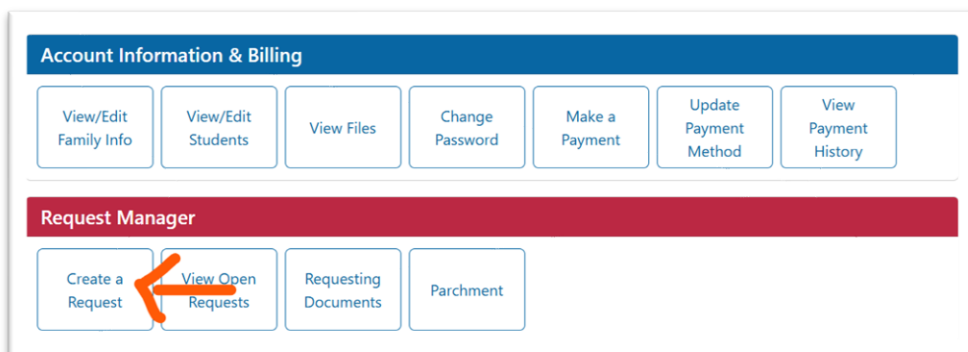
Step 1: Go to your *myHLA*

Step 2: Verify your delivery address and that the student's name is correct:

And if not, please correct.

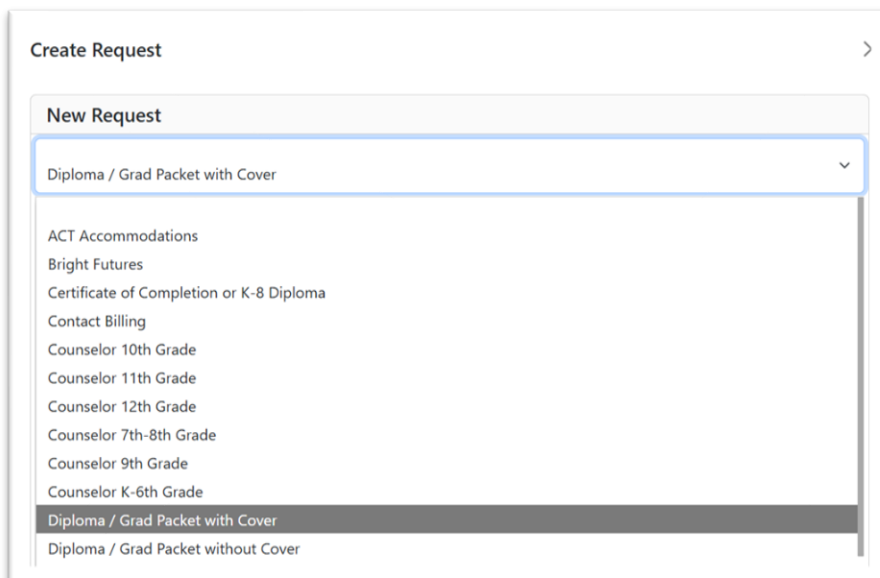


Step 3: Select 'Create a Request':



Step 4: Select either 'Grad Packet with Cover' or 'Grad Packet without Cover':

You will be invoiced an additional \$25 for the (well worth it!) padded cover.



Step 5: Select Rush request (optional)

If you require your transcript urgently, please select the "Rush Request" option. An additional fee of \$15 will be invoiced for this service. Your pdf version of the HLA Diploma and Transcript will be processed within three (3) business days, provided there are no non-conformances.

Create Request

New Request

Diploma / Grad Packet with Cover

☒ Rush request?

Step 6: Copy this template, and adjust with your specific information:

Copy this template and adjust with your specific information and additional needs (if relevant):

1. Kairos Student: Student's full name and surname
2. Intended graduation date: Day-Month-Year
3. Student's South African ID number: xxxxxx
4. Request for display of the weighted GPA only
5. Request for SAQA letter
6. Display of grades choice: (a) Symbols, (b) %, or (c) Both (symbols & %)
7. Display of SAT choice: (a) Please display the SAT provided, or (b) Do not display the SAT results provided
8. Shipment choice: (a) Individual (to myHLA address) OR (b) Kairos Bulk
9. Optional: Apostille (\$75+ payable through a separate invoice)

Example:

Comments

Student: Anna Visagie
 2. Intended graduation date: 15 November 2025
 3. Student's South African ID number: 0708260876083
 4. Request for weighted GPA
 5. Request for SAQA letter
 6. Display of grades choice: both (symbols & %)
 7. Shipment choice: Kairos Bulk

Step 7: Double check correctness and select 'Save Changes':

Importantly, double check the correctness of your selections and provided information. If satisfied, select 'Save Changes.'

Comments

Student: Anna Visagie
 2. Intended graduation date: 15 November 2025
 3. Student's South African ID number: 0708260876083
 4. Request for weighted GPA
 5. Request for SAQA letter
 6. Display of grades choice: both (symbols & %)
 7. Shipment choice: Kairos Bulk

Save Changes

Step 8: Go to your 'View Open Requests' and do the Payment.

This will depend on your further selections. If you have selected the Kairos Bulk Shipment option without any additional services (such as Rush Processing, Document Covers, or Apostille), no further fees will be payable.

Requests					
	Id	Type	Status	Payment	Date
View	900515	Diploma / Grad Packet with Cover	Cancelled	Paid	9/19/2025