



Certification and Certificate Replacement Policy

The following principles apply to certificates, replacement training program statements of attainment, printed academic records and verbal statements of attainment produced by CC Joy Enterprises Pty Ltd trading as Col Joy Training Services.

ISSUING ORIGINAL CERTIFICATES

A statement of attainment will be issued within 21 calendar days to every participant in a Col Joy Training Services training program where the participant has fully satisfied the requirements of completion for the training program.

Where a client has fees outstanding for any other current or previously completed COL JOY TRAINING SERVICES training program a statement of attainment will be issued only at the discretion of COL JOY TRAINING SERVICES.

REPLACEMENT CERTIFICATES

An \$11.00 GST incl. search fee will apply for each training program¹ for which a replacement statement of attainment printed academic record, or verbal statement of competence is requested. This search fee will be waived if the individual is entitled to an original statement of attainment and COL JOY TRAINING SERVICES records show that it has not been previously issued².

An additional \$22.00 GST incl. print, post and handling fee will apply for each academic record issued.

An additional \$22.00 GST incl. print, post and handling fee will apply for each replacement statement of attainment issued.

If a client does not require a statement of attainment or academic record, a verbal or faxed summary may be provided for the cost of the search (\$11.00 GST incl.). Verbal or faxed summaries will be made to any nominated person and phone/mobile number within Australia upon signed written consent of the participant.

Where a training program has been completed before the 1st January 2005 the request for a replacement training program statement of attainment, printed academic record or verbal statement of attainment, additional archive retrieval costs may be payable by the client at the discretion of COL JOY TRAINING SERVICES.

¹ "Training Program" may include several subjects, units or modules, the search fee will apply only to the training program as a whole, not to individual subjects, units or modules within a training program. However a training program may be one subject, unit or module in some cases.

² For example: The search fee will not be waived if an individual indicates they never received a statement of attainment for a training program completed with Col Joy Training Services but the subsequent search indicates that the individual was not entitled to an original certificate.