

Certification and Replacement Certificate Policy

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Introduction

This Certification and Replacement Certificate Policy relates to the issue of certificates and replacement certificates for CIOL Qualifications (CIOLQ) regulated qualifications.

This policy outlines the steps to be taken for all enquiries and requests related to original certificates and replacement certificates and the steps we will take.

- Each certificate is unique, holding the candidate number, certificate number and exam venue number and the details logged into CIOLQ's Candidate Records Database
- Certificates are then issued by email directly to candidates using the latest email address provided to CIOLQ

Replacement of certificates

There will be a fee to replace a certificate where the original certificate has been lost.

Hard copy certificates that were originally printed before 2010 may not be able to be reissued, however, a Letter of Confirmation confirming a candidate's details may be able to be emailed in place of the certificate.

These documents (either the Letter of Confirmation or a Replacement Certificate) will only be issued electronically and will not include the hologram that proves the document's original authenticity.

Timeframes

Certificate replacements and confirmations	Timeframe (current qualifications)	Timeframe (withdrawn qualifications)
Certificate – paper (per each certificate, if available)	25 working days	30 working days
Replacement certificate – electronic (per each certificate, if available)	25 working days	30 working days
Certificate amendment	25 working days	30 working days
Certificate amendment (international)	25 working days	30 working days
Verification of certificate (per each certificate)	25 working days	30 working days
Application for transcript of results	25 working days	30 working days
Letter of confirmation to third party	20 working days	25 working days
Late charge request	25 working days	30 working days

Revocation of certificates

CIOLQ will revoke and invalidate any certificate issued if the result on the certificate is false because of malpractice, or maladministration, or is revealed to be inaccurate as a consequence of an appeals process.

Policy updating and reviewing

All policies relating to CIOLQ will be updated on an 18-month cycle or sooner as required.

Policy version and owner

Policy review date	April 2026
Policy owner	Responsible Officer

Regulatory references

