

REPLACEMENT CERTIFICATE

If you require a replacement qualification you must contact HAILER TRAINING in writing with a formal request for replacement. Please include the following information:

Your name when you completed the course and contact details, including your current postal address The reason why you require a replacement certificate Details of the qualification issued (course name and code)

The certificate number and date of issue (if available) Any other information that will assist HAILER TRAINING can then assist you through the following steps including a small administration fee to cover costs.

Only applications received in writing will be considered and can be sent as follows:

- You send us a written request as detailed above (email is fine) stating that you need a copy of your certification, and why.
- HAILER TRAINING will confirm the details of your certification.
- HAILER TRAINING will invoice you for a replacement fee of \$100 (GST included).
- The new copy of your certification will have a letter on the back of the original unique number to show it is a consecutive issue of the certification.

Although HAILER TRAINING will process your replacement certificate as quickly as possible, in busy times the process may take 1-2 weeks from when your written request is received.

By email info@hailersolutions.com

By Mail to: Hailer Training, Level 24, 77 St. Georges Terrace, Perth. WA. 6000