

AIST Certificate reprint policy

Purpose

The AIST Certificate reprint policy defines AIST's position in relation to circumstances where a student requests a reprint of a certificate that has previously been issued.

This policy relates to students enrolled in any course that forms part of AIST's Diploma of Superannuation (FNS50715), those courses being:

- RG146 for the superannuation industry
- Insurance for the superannuation industry
- Investment for the superannuation industry

Course completion documentation

Upon successful completion of each of the courses listed above, AIST will provide email confirmation to a student and will issue a certificate and statement of attainment within 15 business days. The confirmation email will show the student's name as it will appear on their certificate and statement of attainment and the mailing address to which these documents will be sent. It is the student's responsibility to supply updated details (preferred name and mailing address) if these details differ from the details included in the confirmation email. Students are expected to provide updated information by return email, within 5 business days of receiving their confirmation email.

Reprint fee

Any request to reprint and reissue a certificate and statement of attainment must be submitted in writing to training@aist.asn.au.

AIST will apply a \$30 (incl. GST) fee per course for reissuance of the documents within 20 business days. For urgent requests for reissue within 3 business days, AIST applies a \$50 (incl. GST) fee per course.

Reprint fees must be paid to AIST prior to the issuance of the documents.