



Transcript, Diploma, and Certificate Release Policy

(Tuition-Free Programs – No Financial Holds)

Date Adopted: 12/15/25

A. Purpose

This policy affirms ActivateWork's tuition-free education model and commitment to learner access and mobility. In alignment with Colorado HB22-1049, ActivateWork does not withhold transcripts, diplomas, or certificates for financial reasons.

B. Scope

This policy applies to all current and former ActivateWork learners who complete a course or program of study and request educational records.

C. Policy

1. Tuition-Free Model

ActivateWork is a tuition-free training provider. Learners are not charged tuition to enroll in or complete ActivateWork programs. As a result, ActivateWork will **never place a financial hold** on a transcript, diploma, or certificate.

2. Issuance of Educational Records

Upon successful completion and graduation from an ActivateWork course or program:

- Learners will receive a transcript and/or certificate as part of the standard program close-out process.
- Learners may request additional copies of transcripts or certificates at any time after graduation.



- Educational records will not be withheld due to nonpayment or outstanding balances.

3. Administrative Conditions (Non-Financial)

ActivateWork may delay issuance of educational records only in limited, non-financial circumstances necessary to ensure record accuracy or compliance, such as:

- Incomplete verification of program completion requirements
- Inability to verify the identity or authorization of the requestor
- Administrative errors requiring correction

Learners will be notified promptly if additional information is needed.

4. Enrollment or Registration Holds

ActivateWork does not impose enrollment or registration holds related to payment. Any limitations on future participation are based solely on program eligibility, participation requirements, or capacity constraints and do not affect access to earned educational records.

5. Records Requests and Contact

Learners requesting transcripts, diplomas, or certificates should contact:

Tara McLauchlan
taram@activatework.org
(303) 861-0255

6. Complaints

Complaints related to Colorado HB22-1049 may be submitted to the Colorado Student Loan Ombudsperson at CSLSA@coag.gov.