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# **CERTIFICATE OF COMPLETION**

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**James Cole**

*SUCCESSFULLY COMPLETED*

**Arbitration Awards: Safeguarding, Deciding & Writing An  
Award**

**July 20, 2009**

**John C. Emmert  
Jr.**  
Senior Vice President

**William K. Slate II**  
President and CEO

**Harry Kaminsky**  
Vice President, AAA  
University