Student Handbook
for Foundation, Undergraduate and Postgraduate programmes

Academic year 2016/17

Heriot-Watt University Malaysia

www.hw.edu.my
1.0 Welcome and introduction

1.1 Welcome to Heriot-Watt University Malaysia (HWUM)

I am delighted to welcome you to Heriot-Watt University Malaysia. Heriot-Watt University Malaysia is offering the same high quality education provided in the UK and it will also be a centre for research and knowledge transfer activities.

Your initial period at the University will be exciting as there are many new things to discover and new people to meet. Many support services are available to students on campus that provide you both advice and assistance on any student related matters. Drop by the Student Service Centre, if you need help.

Your personal tutor will be able to advise you on effective study through feedback from your classes and assessments. This is essential for getting you through each course successfully. Make time to see your personal tutor from time to time.

Being part of a university is more than attending classes and sitting for exams. Take opportunity to make new friends, participate in student activities, find ways to contribute and be part of the University community.

Use this initial period to explore possibilities and have fun!

Professor Robert Craik  
Provost and Chief Executive Officer  
Heriot Watt University Malaysia

1.2 General information about HWUM

1.2.1 Contacts and location

Address: Heriot-Watt University Malaysia  
No.1, Jalan Venna P5/2, Precinct 5, 62200, Putrajaya, Malaysia
Telephone: +603 8894 3888  
Fax: +603 8894 3999  
Email: MYStudentCentre@hw.ac.uk  
Website: www.hw.edu.my

1.2.2 University opening hours

The University opening hours are as follows:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday – Friday</td>
<td>9am to 5pm</td>
</tr>
<tr>
<td>Saturday and Sunday</td>
<td>Access is limited to relevant teaching facilities only (via access card)</td>
</tr>
<tr>
<td>Public holiday</td>
<td>Closed</td>
</tr>
</tbody>
</table>
1.2.3 Transportation

The University provides a free shuttle bus service from the student residences in Cyberjaya (The Arc, D’Pulze, Serin and Shaftsbury), which pass through Putrajaya Sentral before arriving at campus.

Our campus is approximately 40 kilometres from Kuala Lumpur. It has excellent access to Kuala Lumpur International Airport. The KLIA Transit is a commuter service with stops at 3 intermediate stations: Bandar Tasik Selatan, Putrajaya and Cyberjaya, and Salak Tinggi.

The journey from KL Sentral to KLIA Transit Station Putrajaya and Cyberjaya (Putrajaya Sentral) takes about 20 minutes. Trains depart every 30 minutes between 4.33am (first train from KL Sentral) and 1.03am (last train from KLIA), and every 20 minutes during peak times from Monday to Friday, between 6.30am and 9.15am, also between 4.30pm and 7.15pm.

The NadiPutra feeder bus service currently covers Putrajaya city. You can take the NadiPutra Feeder Service - buses number L04 and S02 from Putrajaya Sentral to our campus at Precinct 5. The operating time is from 6.30am to 12 midnight, and the frequency of the buses is every 30 minutes.

For further information on Putrajaya public transportation, please visit http://www.ppj.gov.my/.

1.2.4 Campus facilities

1.2.4.1 WiFi

Wireless Internet service is available on campus.

1.2.4.2 Teaching facilities on campus

<table>
<thead>
<tr>
<th>Facility</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lecture theatre</td>
<td>2</td>
</tr>
<tr>
<td>Lecture room</td>
<td>6</td>
</tr>
<tr>
<td>Seminar room</td>
<td>12</td>
</tr>
<tr>
<td>Learning studio</td>
<td>11</td>
</tr>
<tr>
<td>Computer laboratory</td>
<td>4</td>
</tr>
<tr>
<td>Engineering and wet laboratory</td>
<td>5</td>
</tr>
</tbody>
</table>

Note: refer to your timetable for the location of your classes.

1.2.4.3 Study areas

You may use the Library or Student Commons to study.

Library opening hours can be read from:
1.2.4.4 Cafeteria

You can purchase food and drinks from several cafeteria at the campus.

1.2.4.5 Car park

You are advised to use public transports to get to campus. If you drive, you can park your vehicle at the basement car park. The car park facility is operated by Putrajaya Holdings Sdn Bhd. Limited parking bays available and they are on a first-come-first-served basis. Please refer to the carpark management office located at the basement for enquiries on the parking rates.

1.2.4.6 Sick bay

The sick bay is located at East Wing, Ground Level (EG.20-3). You are advised to get assistance from a staff at the Student Support Services prior to using the sick bay.

1.2.4.7 Muslim prayer rooms (Surau)

Prayer rooms for Muslim students are available on campus, located at Lower Ground Level (WP.100 – Male, EP.45 – Female).

1.2.4.8 ATM Machine

The nearest ATM machine to HWUM campus is at the Ministry of Tourism. It is a CIMB ATM machine with MEPS.

1.2.5 Health, safety, fire, emergency and security

You should familiarise yourself with the safety regulations of the University and shall observe these regulations.

1.2.5.1 Health

Putrajaya Hospital is the nearest government hospital, located in Precinct 7. Shuttle services are available from Putrajaya Sentral. You can contact the Call Centre at +603 8312 4200 (extension 2302), for shuttle service from 6.15pm to 10pm or during emergency. For more information, visit www.hpi.gov.my

If you are an international student, you should refer to the EMGS - silver package insurance information under AXA available at: http://educationmalaysia.gov.my/media/docs/EMGS-Insurance-Packages-for-Studentsv1.5.2.pdf
1.2.5.2 Emergency contact number

In the event of an emergency situation, you should contact Security by dialling telephone number 2222 (from an internal phone) or +6017 315 2526/+6012 322 0918 (if you are calling from a mobile phone).

The security staff are trained in dealing with emergency situations. You must stay calm at all times; depending on the situation, you will be asked a number of relevant questions to enable them to evaluate the situation and initiate appropriate response.

1.2.5.3 Fire

In case of fire, you are required to leave the building immediately. Once you will hear the fire alarm, a staff (also known as the Fire Marshall) will normally lead you through the nearest exit point or staircase. Walk to the assembly point and wait for further instructions. You should also familiarise yourself with the emergency exits in the campus.

If you find or suspect that there is a fire, you should immediately inform a staff nearest to you or call the emergency contact number by dialling 2222 (from an internal phone) or call +6017 315 2526/+6012 322 0918 (if you are calling from a mobile phone) to raise the alarm by activating the nearest manual call point. Do not attempt to fight the fire, close doors in the immediate vicinity and follow the nearest escape route to the assembly point.

1.2.5.4 Emergency first aid

If you have an accident, need first aid or other emergency assistance, call the emergency contact number to notify Security by dialling telephone number 2222 (from an internal phone) or +6017 315 2526/+6012 322 0918 (if you are calling from a mobile phone). Security will initiate the necessary response and send assistance immediately.

1.2.5.5 Contagious/infectious diseases

When a registered medical doctor has certified that you have contracted an infectious or contagious disease, you must immediately notify staff at the Student Service Centre (SSC) and/or your personal tutor via phone or email. You will not be permitted to attend any classes until you have submitted to us a written advice from the registered medical doctor permitting you to do so.
1.2.6 Smoking and alcohol

Under Malaysian law, smoking is prohibited in all air-conditioned public buildings. The consumption of alcohol is strictly prohibited on campus.

1.3 Malaysia campus session dates for 2016/17

Session dates for the 2016 academic year vary according to the programmes:

1.3.1 Foundation programme

1.3.1.1 April and September 2016 intake
https://www.hw.ac.uk/documents/Malaysia_Foundation_Calendar_April_2016.pdf

1.3.1.2 July and December 2016 intake
https://www.hw.ac.uk/documents/Malaysia_Foundation_Calendar_July_2016.pdf

1.3.2 Undergraduate programmes
https://www.hw.ac.uk/documents/Malaysia_UG_Calendar_2015-2018v5.pdf

1.3.3 Postgraduate programmes

1.3.4 Malaysia campus holidays

The University buildings will be closed for certain official Malaysian holidays. Please refer to:
https://www(hw.ac.uk/documents/Malaysia_Campus_Holidays.pdf

1.4 Tuition fees

For all semesters, all fees are payable in advance and must be fully paid one month prior to the start date of the semester.

Mode of payment:
- Bank draft / cheque / postal orders payable to below bank details.
- Direct bank-in to below bank details.
- Cash is only acceptable at Student Service Centre only.

Bank details:
Payable to: HERIOT-WATT UNIVERSITY MALAYSIA SDN BHD
Account no: 5140-1102-2817
Bank name: Malayan Banking Berhad (Maybank)
Bank address: Floor 8, Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur, Malaysia
Swift code: MBBEMYKL
If you are receiving funding from certain bodies, you are responsible for ensuring the fees are paid in full and on time. In the event that the funding payments are delayed, you are required to make the payments by the due date.

1.5 Policy on student fee refunds

i) Scope

This policy applies to tuition/programme fees for on-campus students studying at Heriot-Watt University Malaysia.

ii) HWUM policy

Under Ordinance 2, paragraph 5:

All fees and charges due to the University are payable in advance and except in exceptional circumstances shall not be returned.

However, at the University’s discretion the following refund policy will apply and providing that a request in writing for such a refund is received:

a) The Registration Fee, International Student Charge, and International Student Registration Fee are not refundable under any circumstances.

b) Subject to sub paragraph (a) above, if a student provides notice more than 2 weeks before the commencement of the semester, 100% of the tuition fees paid may be refundable.

c) Subject to sub paragraph (a) above, if a student provides notice within 2 weeks before the commencement of the semester, 50% of the tuition fees paid may be refundable.

d) Subject to sub paragraph (a) above, if a student provides notice within 2 weeks after the commencement of the semester, 50% of the tuition fees paid may be refundable.

e) No fees are refundable 2 weeks after the commencement of the semester.

f) Subject to sub paragraph (a) above, if a student is required to leave the programme due to medical reasons based on medical evidence, the student may be eligible for a full refund of all fees paid.

g) All refunds whether of fees, deposits or other payments, shall be free of interest and shall be subject to the right of set-off by Heriot-Watt University Malaysia against any fees or other payments due and owing to Heriot-Watt University Malaysia.

h) For all semesters, all fees are payable in advance and must be fully paid before or by the start date of the semester. An administrative charge of RM100 per week will be imposed commencing from the third week of the semester if payment in full is not received by the due date of each week or part thereof delayed. Heriot-Watt University Malaysia reserves the right to review the status and to take such necessary action as Heriot-Watt University Malaysia deems fit if payment is not received by the end of the fourth week of the semester. Such action may include the barring of the student from classes, examinations and facilities, suspension or termination of the student’s studies. In such circumstances, Heriot-Watt University Malaysia further reserves the right and shall be entitled to defer the marking of any examination paper, and to withhold all certificates and records of the student. No student with outstanding debt shall be permitted to graduate.
i) In the event that a student is expelled or is suspended or discontinues the programme due to misconduct or any disciplinary matter or the non-attainment of academic requirement, there shall be no refund of fees paid.

2.0 Student administration guidelines

2.1 Student administration

These sections explain the administrative practices that relate to student administration.

For any enquiries or clarifications, please contact Student Service Centre in the first instance at:

Location: Student Service Centre, E1.12, East Wing, Level 1
Phone: +603 8894 3610
Email: MYStudentCentre@hw.ac.uk

2.2 Orientation

For Foundation and Undergraduate programmes, orientation will be held during the first week of campus session.

For Postgraduate programmes, the orientation will be held on the Saturday prior to the commencement of the programme.

You will be briefed on important information that get you started with your studies.

Orientation helps you get started at the University. You will learn essential information, find your way around, meet your new friends, find out about your programme and meet key members of staff. It is also the start of your learning at Heriot-Watt, which is designed to help you succeed at Heriot-Watt.
2.3 Enrolment

All students in Academic Year 2016/17 are required to enrol by the start of the academic year.

There are 3 steps you need to complete when you are on campus before you are fully enrolled. Please refer to the Enrolment and Induction webpage for more information (https://www.hw.ac.uk/students/new-students/malaysia-campus-students.htm).

**New students:**
After you have reached the Enrolment Confirmation page, you have successfully completed enrolment for 2016/17. The confirmation letter will contain your username, email address and password for accessing VISION.

**Continuing students:**
After you have reached the Enrolment Confirmation page you have successfully completed enrolment for 2016/17. The confirmation letter will contain your username, email address and new password for accessing VISION. You should be able to use this if your old password no longer works.

If you do not enrol by the second week of the semester, a late fee of RM220 will be applied. Exemption from the payment of a late fee may only be considered in certain cases. Please complete the Request for Exemption of Late Enrolment Payment form (http://www.hw.ac.uk/registry/forms.htm) and submit it to the Student Service Centre for authorisation. Please note, this form must be submitted prior to the start of the Academic Year, apart from cases relating to visa issues.

2.4 International student briefing

The International Student Support Office (ISSO) at HWUM will provide you support during your time at the University. The ISSO also organises events and activities specifically designed for international students. You should attend the briefing session for International Students during Orientation. Please contact ISSO at MYInternationalOffice@hw.ac.uk or +6012 6677 140 for more information.

2.5 Student identity card

You will be provided with a Student Identity Card. It is essential that you keep your card in a safe place. A replacement card will only be issued in the following circumstances:

- In the case of loss,
- Where, in the opinion of the University, the card has been damaged to an extent which renders it unusable,
- Following change of expiry date.

A charge equivalent to RM55 will be made for a replacement card in the event of loss or damage. No charge will be levied if an official police report is produced confirming that the card has been stolen.

All students are advised that they are required to show their Student Identity Card and confirmation of registration to an authorised person on the following occasions:

- at an examination,
- on request by any officer of the University,
- use of library and computing Services,
- on any other occasion for good cause.
2.6 Programme delivery

Please refer to the Programme Handbook for information about your programme. These are prepared by the respective Schools. The University uses a Virtual Learning Environment (VLE) which provides on-line tailored access to learning materials, collaborative areas, forums, electronic submission of coursework and much more.

2.7 Computing facilities

The VLE is known as VISION (Virtual Student Information Organisation Network) and can be accessed at http://vision.hw.ac.uk. You are provided with a unique username and password on the confirmation letter. This will give you access to VISION and also to the Heriot-Watt email account. You should check your email account at least once per week as the University usually uses this to send out general information.

If you do not have a password or have difficulty with access please contact the Help Desk at ITHelp@hw.ac.uk quoting Vision Access. Please note that if you have not enrolled for the current academic year, access will be denied.

2.8 Change of personal details

Please inform the University of any change in personal details to ensure that we hold up-to-date records about you. If you require your name to be changed, please inform the Student Service Centre in person, bringing evidence of your name change.

If you wish to change your address please login to: https://myhwu.hw.ac.uk/HWSAS8/twbkwbis.P_WWWLogin.

2.9 Change of course

You should download the Course Change form available from https://www.hw.ac.uk/students/doc/changeofcourseform.pdf

Return the completed form to Student Service Centre for processing, before the end of Week 3 in the Semester.

Any course change submitted after these dates (end of Week 3) will normally incur a charge of RM55 per course. No changes to courses can take place after Week 5 of the semester.

2.10 Amendment to registration

You are required to make written requests for changes to your course or programme enrolment details using approved forms. These approved forms are available online: www.hw.ac.uk/registry/forms.htm. You may request to:

- amend Attendance Level
- amend Study Method
- extend Period of Study
- suspend Studies

To extend your period of study or suspend your studies, you should:

- consult your Academic Head before making an application to amend your registration.
• refer to the Guidelines on Student Temporary Suspension of Studies before submitting request (https://www.hw.ac.uk/students/doc/tss.pdf). For advice regarding the implications for visa, please contact the International Student Support Office (ISSO).
• complete the Amendment to Registration form (http://www1.hw.ac.uk/registry/forms.htm)
• email to Student Service Centre (MYStudentCentre@hw.ac.uk) for processing. This form should be typed and submitted electronically, with supporting evidence.

Applications will be considered by the Undergraduate/ Postgraduate Studies Committee. You will be informed of the outcome of your suspension of studies request in writing within seven days of the decision being made by the appropriate Studies Committee. Once a temporary suspension of studies is granted, you will not be permitted to withdraw the suspension or return to your studies before the agreed end date.

2.11 Temporary suspension of studies

A temporary suspension of studies (TSS) is applicable where a student ceases study with the University for an extended period of time. It can be applied for and approved on the basis of genuine medical, personal, financial reasons or military service at the request of the student or enforced by the University in cases where this is considered necessary. In exceptional cases a suspension may also be granted for industrial placements or a semester/year abroad, where these are not a formal part of the study programme, if it can be clearly demonstrated that it is nevertheless directly related or beneficial to the student’s programme of study.

At the conclusion of a period of suspension of studies and before returning to studies, the student must contact Student Service Centre to determine their enrolment status and to confirm if any further action is required before the student may return to their studies. Students are to re-enrol on their programme of study. Failure to re-enrol and attend classes will NOT automatically extend a student’s suspension of studies and students must re-apply for a further suspension of studies if it is required and deemed appropriate. If a student has been granted a temporary suspension of studies on medical grounds, confirmation of the student’s fitness to return to studies must be provided by an appropriate medical practitioner to Student Service Centre in the first instance.

2.12 Transfer between study locations (for undergraduates only)

The University positively encourages campus transfers, and will take steps to minimise barriers and actively support students wishing to transfer. There will be no academic barriers to transfers, provided the programme learning outcomes are the same and students have met published progression requirements. Programmes are structured to facilitate transfer at the end of a year/stage. Transfer at the end of a semester may not always be available. The University has an obligation to ensure that transfer students are as likely to be as successful in their new location as in their former location. For more information, please see https://www.hw.ac.uk/students/studies/goglobal/inter-campus-transfer.htm
2.13 **Attendance**

A candidate admitted to a course of study shall attend regularly each class in his or her curriculum and perform satisfactorily the work of the class and the assessments prescribed for his or her course of study. The University’s policy on Student Attendance is available at: (https://www.hw.ac.uk/students/studies/record/attendance.htm) or in hard copy from the Student Service Centre.

If you are an international student, you must maintain a minimum of 80% attendance in all enrolled courses. This is a requirement by the Ministry of Education and Immigration Department of Malaysia.

For any absence, you shall submit to the Academic Head or his or her nominee as appropriate within seven days of return a medical certificate supplied by a registered medical practitioner.

2.14 **Examinations and assessment**

Information pertaining to the examination and assessment requirements for your programme are available in your programme handbook and VISION. You should also read the following information from the University examination website:

- Examination instructions for candidates (https://www.hw.ac.uk/students/studies/examinations/exam-conduct-id-checks.htm)
- Misconduct in examinations (http://www1.hw.ac.uk/registry/resources/exammisconduct.pdf)
- Calculators in examinations - University policy (https://www.hw.ac.uk/students/doc/approvedcalculatedguidance.pdf)
- Student guide to plagiarism (https://www.hw.ac.uk/students/studies/examinations/plagiarism.htm)

Further information about examinations can be found at Important Examination Information webpage: https://www.hw.ac.uk/students/studies/examinations.htm

2.15 **Policy on mitigating circumstances in relation to assessment**

There are circumstances which, through no fault of the student, mean that the assessment (whether examinations or other types of assessment) has not accurately measured the student’s ability or else could not be completed in a timely manner. Such circumstances are unfair to the student(s) and are not an accurate representation of the expected level of performance. A student may notify the Head of his or her School of any illness or other circumstances which may have adversely affected his or her performance and which he or she would like the examiners to take into account in making their decision. For more information, please refer to https://www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm

2.16 **Special needs**

The University has in place a policy and procedures for making alternative examination and assessment arrangements for candidates with special needs. Students who are seeking alternative examination or assessment arrangements should contact Student Service Centre in the first instance.
The University's policy and procedures for students with special needs are available at https://www.hw.ac.uk/students/health-wellbeing/disability/support.htm.

2.17 Examination results

The official method of informing students of their final course results and any examiners’ recommendation on progression or award is online via Student Self Service (SSS) – the link is below:
https://www.hw.ac.uk/students/studies/examinations/results.htm

No hardcopy will be issued, and no results will be released through telephone.

Once your course results have been released, you will automatically be sent an email overnight (to your HWU email address) to inform you that new assessment results are available online to view/download via Student Self-Service (SSS).

Note: Results displayed on SSS will include final marks and grades. The email informing you that you have new assessment results will come from do-not-reply@hw.ac.uk.

The online results page will contain links to pages containing additional information which is required by students, irrespective of their campus or mode of study e.g. reassessments, enrolment and graduation. This is in line with the current practice for providing links to information along with assessment results letters.

For further information on the online results and how to access, please log in to:
https://www.hw.ac.uk/students/studies/examinations/results.htm

2.18 Student discipline

Every student of the University is required at all times to be of good behaviour and to observe all Ordinances, Regulations, procedures and rules affecting him or her, which may be applied from time to time by the University. Details of the University's procedures for regulating student discipline and procedures can be found at https://www.hw.ac.uk/students/studies/record/discipline.htm

2.19 Student academic appeals

An academic appeal is a formal request by a student for the review of a decision affecting him or her that has been made by a Heriot-Watt University academic body or officer with authority for making decisions on student progression, assessment and academic awards.

If you are considering submitting an appeal, it is important that you act promptly.

It is important to note that the appeal process cannot be used to challenge academic judgement. That is a student cannot submit an appeal simply because they believe they should have been awarded a better mark. Robust mechanisms exist within the University to ensure that marking standards are fair and appropriate.

There are specific grounds under which an academic appeal can be submitted. These are set out in the Student Academic Appeal Policy and Procedures (https://www.hw.ac.uk/students/studies/complaints/student-appeals.htm).
2.20 Withdrawal

2.20.1 Compulsory withdrawal

i) Ineligible for assessment

In cases of absence without good reason, where a student's attendance fails to meet the minimum required to achieve the learning outcomes of the module as published in the module descriptor or programme handbook, the student may be excluded from the assessment and be graded IA (*ineligible for assessment due to unsatisfactory attendance/participation; further opportunity may be permitted*) in the module. If an IA grade is awarded, the student may have the opportunity of repeating the module with attendance, with permission from the Head of School, and paying the full module registration fee, without further grade penalty.

Cases of 'Ineligible for Assessment' are approved by the Head of School and notified to the Undergraduate/Postgraduate Studies Committee.

ii) Exclusion from continued study

In cases of continued absence without good reason, where attempts to address the problems have been unsuccessful, a student may be prevented from continuing with his/her course of study and compulsorily withdrawn from the University.

This would normally occur where there has been a prolonged period of absence or absences equating to at least 50% of the credits associated with the current stage of study. This can be measured in time period or credit equivalent, and relates to the requirements for attendance as described in the student handbook or course notes template.

Cases of 'Exclusion from Continued Study' are approved by the Undergraduate and Postgraduate Studies Committee and notified to the Senate for information.

iii) Cannot proceed on current course

Where a decision of Code 13 (*Cannot Proceed on Current Course*) has been awarded, the record is not rolled over to the next session. A student who has been awarded a *cannot proceed on current course* decision will be sent a 'voluntary withdrawal' proforma together with the re-assessment diet results letter. If a Code 13 student does not register for the following academic year, the student is deemed to have 'withdrew' and the record is formally closed.

2.20.2 Voluntary withdrawal

Where a student who is eligible to proceed does not register for the following academic year, he or she will be contacted by the Student Records Officer. The standard 'voluntary withdrawal' proforma will be enclosed with a letter, together with the notification that failure to register will result in formal withdrawal from the University.
If the student informs the University that he or she wishes to leave, the withdrawal will be processed. Students can continue to notify the University at any time during the session of a permanent voluntary withdrawal.

For further information, please see: http://www.hw.ac.uk/registry/resources/withdrawalprocedures.pdf

2.21 Graduation

Students who are eligible to graduate must complete and return a graduation application form before the application closing date. Only in exceptional circumstances will applications be processed after this date. Forms can be downloaded from: http://www.hw.ac.uk/registry/graduation/overseas.htm

At present the fee for all non-UK ceremonies is £100. For more information, please see http://www.hw.ac.uk/registry/graduation.htm

2.22 Award/Certificate and assessment results letter

Students who are eligible will receive their assessment results letter from the Academic Registry, Edinburgh, 4-6 weeks after the examination board approved the results. Thereafter, the Academic Registry, Edinburgh will send the awards/certificates to students 4-6 weeks after the relevant conferment of award date.

There is a charge of £45 for conferment of each award/certificate. Students will be required to complete a form and submit it together with payment; either online or to the Student Service Centre.

2.23 Academic transcript request

An Academic Transcript is an official letter providing a student/graduate or third party* with a student's/graduate's final grades and any award details. *Third Party requests for data on students require written consent from the student/graduate concerned.

If you wish to request for a copy of your academic transcript, download and complete a copy of the Academic Transcript Request form (https://www.hw.ac.uk/students/doc/transcriptrequest.doc). Submit the completed form to Student Service Centre.