

## POLICY ON MANAGEMENT OF ACADEMIC TRANSCRIPTS AND CERTIFICATIONS

In light of the introduction of the Student Administration Service (SAS) and the opening of the Student Service Centre in 2010, this policy on management of transcripts and certifications has been revised by the Academic Registry in consultation with the Student Service Centre, School representatives and the University Archivist who has responsibility for data protection issues. The policy has been revised to take into account the role of the Student Service Centre; one of the functions originally planned for the Centre from the outset was the production of academic transcripts and certifications to provide a consistent and cohesive service to students. For the purpose of this policy, a certification is a letter to either a student or third party to confirm a student's period of enrolment at the University and any award and award date; no other data will be provided. The revised policy will be implemented at the start of academic year 2012/13.

### Arrangements for preparation of academic transcripts and certifications

1. The University will endeavour to provide a full academic transcript including confirmation of all module/course results, details of the award attained and the date of conferment. However, it should be noted that module/course records created prior to 2004 may no longer be held by the University. In this instance, the University will confirm details of the award attained and date of conferment only. For more information about your rights to access your personal data under the Data Protection Act (1998) please see our Data Protection Policy <http://www.hw.ac.uk/documents/heriot-watt-university-data-protection-policy.pdf>
2. All requests for an academic transcript or certification must be made in writing by the student or interested third party. There will be one application form for all students available via the Academic Registry website and all applications must be submitted to the Student Service Centre with the appropriate fee, where applicable. A fee is not applicable for third party requests from other educational institutions or employers. Academic transcripts and certifications will be prepared by the area that has access to the data (ie: SAS, ISS, Archives) depending on the student's level of study (UG or PG) and the date a student graduated or left the University as follows:
  - a. **UG and PG students from 2011:** for current undergraduate and postgraduate students and those who left or graduated from 2011 onwards, academic transcripts and certifications will be prepared by the **Student Service Centre** from the data held on SAS.
  - b. **UG students from 1996 to 2010:** for undergraduate students who left or graduated between 1996 and 2010, academic transcripts and certifications will be prepared by the **School** from the data held on ISS. *In exceptional cases, a full academic history may not be available on ISS from 1996; such requests should be directed to the Academic Registry.*
  - c. **UG students before 1996:** for undergraduate students who left or graduated before 1996, academic transcripts and certifications will be prepared by the **Academic Registry** from data held in archives.
  - d. **PG students from 2004 to 2010:** for postgraduate students who left or graduated between 2004 and 2010, academic transcripts and certifications will be prepared by the **School** from the data held on ISS.
  - e. **PG students before 2004:** for postgraduate students who left or graduated before 2004, academic transcripts and certifications will be prepared by the **Academic Registry** from data held in archives.

The appropriate area will be determined at the point of application based on the above criteria and requests will be passed to the appropriate area by the Student Service Centre following payment (income will be allocated to the appropriate area's account by the Student Service Centre to ensure that the income is received by the area undertaking the work).

3. Third party requests for data on current or former students require written consent from the student/graduate concerned.
4. All academic transcripts and certifications must be endorsed by the official stamp provided by the Academic Registry. Two stamps stating 'Issued on behalf of the Academic Registry, Heriot Watt University, Edinburgh, Scotland, UK [current date]' have been issued to the Student Service Centre and each School.
5. Academic transcripts and certifications for students studying at overseas campuses will be prepared by the relevant Student Support Office or Registry Services (including Dubai and Malaysia campuses).
6. Subject Access Requests for the release of marks and grades are not included in the Policy on Management of Transcripts and Certifications.

**Note:** *Academic Transcripts prepared from data held on ISS and SAS detail the award date (date of eligibility), not the actual date of graduation (date of eligibility may not necessarily accord with the date of graduation due to issues such as debts or appeals that were outstanding at the time of eligibility to graduate). Academic Transcripts will not include notification of the eligibility to graduate nor will they include notification of an award date and title if the student has an outstanding debt to the University. Confirmation of the **actual** date of graduation should be checked in ISS (Person/Student Details/Results and Leaving/Leaving Details/Graduation Date) or in SAS (SHADEGR/Learner Outcome Tab/Graduation Date); or by checking Master Graduation programmes held within the Academic Registry.*

**Information on charges for academic transcripts and certifications can be found at <http://www.hw.ac.uk/registry/resources/additionalfees.pdf>**

**Payment for academic transcripts and certifications should be made via the the Student Service Centre and credited to the appropriate account through Oracle (general ledger codes will be allocated at the point of application by the Student Service Centre before passing requests to the relevant area for production of the academic transcript or certification).**