

# Management of Academic Transcripts and Confirmation of Studies Policy

July, 2019 (date of last review 18/3/2015)

POLICY

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**HERIOT-WATT UNIVERSITY**  
**Management of Academic Transcripts and Confirmation of Studies Policy**

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**POLICY**

## 1. INTRODUCTION

This policy on the management of academic transcripts and confirmation of studies has been revised by Registry Operations and the Student Service Centre (Edinburgh campus), and others have been consulted where required. The University will ensure we comply with the UK Data Protection Act, 2018 and the European Union General Data Protection Regulation (GDPR) and other privacy laws.

## 2. PURPOSE

This policy details how the University deals with transcript and confirmation of study requests from current students, previous students and third parties (employers or agencies). Third party requests for data on students require written consent from the student/graduate concerned. Third party requests for verification of studies need to be submitted via HEDD – Higher Education Degree Data check at [www.hedd.uk](http://www.hedd.uk)

A Confirmation of studies letter is confirmation of enrolment at the University, any award and award date; no other data will be provided.

An Academic Transcript is an official letter with final grades (A, B, C etc.) and any award details. We can also provide an [Enhanced transcript](#) which includes a more comprehensive record of achievement.

## 3. OBJECTIVES

The University will endeavour to provide a confirmation of studies letter or a full academic transcript including confirmation of all module/course results, details of the award attained and the date of conferment. However, for records created prior to 2004, the University may not hold module/course results and may only be able to confirm the title and date of the award.

The University will process any request in 5 working days for current students, or up to 14 working days during peak periods like enrolment in January, August and September. For records created prior to 2011 it may take 10-14 working days.

The University will only collect and use data in accordance with the lawful conditions set down under the GDPR as detailed in the [Data Protection](#) guidance.

## 4. SCOPE

This policy details how the University deals with transcript and confirmation of study requests from current students, previous students and third parties (employers or agencies) only.

Requests are available all year round except for current and continuing students during the [examination periods](#). Please note that final year students will receive an academic transcript by post to their correspondence address automatically.

## 5. LINES OF RESPONSIBILITY

Student requests for an academic transcript or confirmation of study must be made by the student completing the required form. There is one application form for all students available via the [Manage your studies](#) section of the website. All applications must be

submitted to the Student Service Centre (UK/Dubai/Malaysia) with the appropriate fee, where applicable.

Third party requests must be made via [HEDD](#). HEDD does charge a fee for third party requests.

Academic transcripts and confirmation of study letters will be prepared by the area that has access to the data (i.e.: SAS, 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 students from 1996 and PG students from 2004 onwards:** for current undergraduate and postgraduate students and those who left or graduated from the above years onwards, academic transcripts and confirmation of studies will be prepared by the Student Service Centre.

b. **UG students before 1996 and PG students before 2004:** for students who left or graduated before the above years, academic transcripts and confirmation of studies will be prepared by the Registry Operations 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, where applicable (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).

Academic transcripts and confirmation of studies letters can be endorsed by the official University stamp.

Note: Academic Transcripts prepared from data from 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 from ISS data or from SAS (SHADEGR/Learner Outcome Tab/Graduation Date); or by checking Master Graduation programmes held within the Registry Operations.

Information on charges for academic transcripts and confirmation of studies letters can be found on the application form or at <https://www.hw.ac.uk/documents/additionalfees-uk-alp-idl.pdf>

Any payments will be taken by the Student Service Centre.

## 6. MONITORING AND EVALUATION

The policy will be reviewed and updated as required.

## 7. IMPLEMENTATION

This is an existing policy.

## 8. RELATED POLICIES, PROCEDURES AND FURTHER REFERENCE

### Policies

<https://www.hw.ac.uk/students/doc/transandcertpolicy.pdf>

**Procedures**

<https://www.hw.ac.uk/students/studies/record/confirming-your-student-status.htm>

Request form: <https://www.hw.ac.uk/students/doc/confirmation-studies-transcript-2019.pdf>

**Further reference**

Fees information: <https://www.hw.ac.uk/documents/additionalfees-uk-alp-idl.pdf>

**9. DEFINITIONS**

N/A

**10. FURTHER HELP AND ADVICE**

Student Service Centre **UK** campus [studentcentre@hw.ac.uk](mailto:studentcentre@hw.ac.uk) or on +44 131 451 3000

Student Service Centre **Dubai** campus [dubaistudentservices@hw.ac.uk](mailto:dubaistudentservices@hw.ac.uk) or on 00 971 4 561 0311 or 0312

Student Service Centre **Malaysia** campus [MYstudentcentre@hw.ac.uk](mailto:MYstudentcentre@hw.ac.uk) or on 00 603 8894 3610

**11. POLICY VERSION AND HISTORY**

Version No	Date of Approval	Approving Authority	Brief Description of Amendment
V. 1 (in this template)	August 2019	Registry Operations & Student Service centres	New template used and change in responsibility for producing the documents (Schools are no longer involved).

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