

Higher education certification policy

This policy relates to all higher education (HE) programmes. You're advised to also read [Walbrook's General and Academic Regulations for Students](#).

Definitions

Certificate: *an official document confirming that you've met the learning outcomes of a programme of study and have completed all the requirements for the award within the regulations. A certificate will state the name of the award, the classification of the award (where appropriate) and your legal name as on our records.*

Transcript: *a certified account of your complete academic record, showing programmes undertaken, examinations passed, total credits achieved, and grades awarded. The transcript will record each module you were registered for and at what level, and details of all awards obtained.*

1. Issue of transcript and certificate

- 1.1 If you pass all the required modules and complete an award, you'll be eligible for a digital transcript and a digital certificate for that award.
- 1.2 If you pass a module, which has been approved by the Module Assessment Board, you may request a certificate for that module. We'll normally issue module certificates within 20 working days of receipt of a request and the appropriate fee.
- 1.3 We normally issue award certificates and transcripts within 20 working days once the award has been approved by the Programme Assessment Board.
- 1.4 The name that will appear on certificates will be the name you used when registering for your course with us. If you're known professionally by another name and wish this to appear on certificates, you must give us independent verification (e.g., letter from GP, employer) that confirms the name you're known as and the name on our record refer to the same individual. It's your responsibility to ensure that you correctly and accurately advise us of your correct name for any module or award you register for.
- 1.5 Each certificate we issue is labelled with its own unique identifier code and a QR code.
- 1.6 We don't apply academic sanctions, for example, withholding certificates or delaying graduation, in respect of non-academic related debts.

2. Issue of replacement transcript or certificate

2.1 We recognise three instances where it may be necessary to issue a replacement certificate

- i. where a certificate has been lost after you have received it
- ii. where a certificate has been damaged after you have received it
- iii. where your name has been spelt incorrectly or if you change your name at a later date.

2.2 To request a replacement of a certificate or transcript that was issued after July 2024, you'll be required to order your replacement through your DC Web account.

2.2.1 If your name has been spelt incorrectly or if you change your name later, please contact us by email using the contact details below.

2.2.2 Where your name has been incorrectly spelt as an error on our part, a replacement will be provided without charge. In all other cases, a fee will be due as published at the time of your request.

2.3 To request a replacement of a certificate or transcript that was issued prior to July 2024, you'll be required to complete and return the relevant certificate application form with the appropriate fee. Requests won't be accepted verbally.

2.3.1 Where your name has been incorrectly spelt as an error on our part, a replacement will be provided without charge. In all other cases, a fee will be due as published at the time of your request.

2.3.2 Each replacement certificate we issue is labelled with its own unique identifier code and unique serial number and is marked 'Replacement' at the bottom of the certificate

2.3.3 Where a replacement is requested because of damage to the certificate, proof of the damaged certificate must be provided along with the application form.

2.3.4 If you require a replacement for a transcript or certificate with an incorrectly spelt name, you must request a replacement using the appropriate form, clearly indicating the correct spelling and proof of the destroyed transcript or certificate with the incorrect spelling to us

- 2.3.5 If you require a replacement transcript or certificate containing a new name, you must request a replacement using the appropriate form, clearly indicating the new name to be used, provide proof of the destroyed original transcript or certificate with the old name to us and provide written independent evidence of your new name.
- 2.4 The replacement transcript or certificate will be issued within 20 working days of receipt of the request for a replacement, provided that all the appropriate conditions have been met.

Contact details

Undergraduate on campus programmes and Apprentices	hesupport@walbrook.ac.uk
Postgraduate MENA programmes and Global MSc Banking & Finance online programmes	pgonline@walbrook.ac.uk
All other online programmes	service@walbrook.ac.uk

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