

## 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 original transcript and certificate

- 1.1 If you pass all the required modules and complete an award, you'll be eligible for a transcript and a 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 original certificate we issue is labelled with its own unique identifier code and a unique serial number.
- 1.6 We don't apply academic sanctions, for example, withholding certificates or delaying graduation, in respect of non-academic related debts.

- 1.7 Only one 'original' certificate will be issued to you for any award. We won't issue duplicate certificates (i.e., additional certificates for work, family, etc). Replacement certificates have the exact same standing as an original certificate, but are identified and recorded as a replacement.

## 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 in transit or after you have received it
  - ii. where a certificate has been damaged in transit or 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 Where a certificate has been lost and reported within 60 days, damaged before you received it, or 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 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.
- 2.4 If you request a replacement certificate or transcript, you'll be required to complete and return the relevant [certificate application form](#) with the appropriate fee, if applicable. Requests won't be accepted verbally.
- 2.5 If you haven't received an original certificate and it's assumed to have been lost in transit, you should
- a. contact us within 60 days of receiving confirmation of completion of the award, and
  - b. if you subsequently receive the original certificate, one of the two certificates received must be returned to us, or you must return the damaged certificate to us.
- 2.6 If you wish to receive a replacement for a lost transcript or certificate after receipt, you must submit a signed application form, confirming that to the best of your knowledge, the original issued is lost, describing in as much detail as possible the circumstances of the loss.

- 2.7 Where a replacement is requested because of damage to the certificate, the damaged certificate must be returned along with the application form.
- 2.8 If you require a replacement for a transcript or certificate with an incorrectly spelt name, you must request a replacement in writing using the appropriate form, clearly indicating the correct spelling and return the original transcript or certificate with the incorrect spelling to us.
- 2.9 If you require a replacement transcript or certificate containing a new name, you must request a replacement in writing using the appropriate form, clearly indicating the new name to be used, return the original transcript or certificate with the old name to us and provide written independent evidence of your new name.
- 2.10 We will issue a replacement transcript or certificate within 20 working days of receipt of the request for a replacement, provided that all the appropriate conditions have been met.
- 2.11 For all queries or if you need any help, please [contact us](#).

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