

Higher Education Certificate and Transcript Policy

1. Scope

- 1.1 This policy applies to students following a higher education or degree apprenticeship programme.

2. What is a certificate and transcript?

- 2.1 A certificate is the official document that we provide to you when you have completed and passed all the published requirements for your programme. It will confirm the name of your award, the classification you have obtained (where relevant) and your name.
- 2.2 A transcript is the official record of your academic results that shows the programme on which you were registered, the Higher Education level at which you studied and the marks and credits that you obtained for each module. It will also show your overall programme result where relevant.
- 2.3 Certificates and transcripts are issued digitally if you are completing your studies after July 2024. You may also choose to have a hard copy.
- 2.4 Certificates issued before July 2024 are provided in hard copy only.

3. Your name

- 3.1 The name on your certificate and transcript will be that which you provided when you registered, or any updated name that you have provided while studying, that matches with your official identification document(s), e.g., your passport or national identity card. It is your responsibility to update us of any name change during your module or programme. If the name on your documentation is incorrect because you have not updated us, you will need to request a replacement (see Section 7).
- 3.2 English naming conventions place the given name before the family name when it is written in formal documentation. Your certificate and transcript will follow this convention, so please ensure you inform us if your name appears in the opposite order on your formal identification documentation.

4. Do I have to pay for a certificate or transcript?

- 4.1 We do not charge you for your initial certificate and transcript. We will charge a fee if you request a replacement certificate or transcript other than in the circumstances listed (see Section 7).

5. When will I receive a certificate and transcript?

- 5.1 We will provide you with a certificate and/or transcript normally within 20 days of the Programme Assessment Board confirming that you have met the relevant requirements to complete the programme.

6. Document security

- 6.1 Each certificate and transcript has a QR code and/or a unique identifier code and a to ensure the validity of your document and to help protect you and Walbrook against fraud.

7. Replacement certificate or transcripts

- 7.1 Your certificate and transcript are important official documents, and you should therefore ensure that you keep them in a safe place.
- 7.2 We recognise that, on occasion, documentation may get lost, damaged or destroyed and in those circumstances, it is possible for us to provide a replacement. We do not store copies of your documentation, and a certificate and/or transcript will therefore need to be newly produced should you make a request. New documentation will be marked as 'replacement' and will have a new QR code and/or a new unique identifier code. We request that you destroy or return to us original documentation that you have (e.g. if it is damaged) or that you subsequently find.
- 7.3 If you are completing your studies after July 2024, you should use your DC web account to order a replacement digital certificate or transcript.
- 7.4 If you graduated before that time, please contact hedata@walbrook.ac.uk and we will manage your request.
- 7.5 You will be required to pay a fee for any replacement certificates unless:
- i We have made an error on the original documentation, or
 - ii Your original hard copy certificate is delivered in a damaged condition.
- 7.6 A replacement certificate and transcript will contain a new QR code and/or a new unique identifier code. Replacement documentation will be provided normally within 20 days of your request.

8. Any questions?

8.1 If you have any queries you can email us at hedata@walbrook.ac.uk.

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