

## **FINAL TRANSCRIPTS AND AWARD CERTIFICATES POLICY**

<b>Responsibility for Policy:</b>	Registrar and Chief Operating Officer
<b>Relevant to:</b>	All LJMU Students, Staff, Alumni and Academic Partners
<b>Approved by:</b>	Academic Board, 28 June 2017
<b>Responsibility for Document Review:</b>	Academic Registrar
<b>Date introduced:</b>	September 2017
<b>Date(s) modified:</b>	December 2019, December 2020
<b>Next Review Date:</b>	December 2021

### **RELEVANT DOCUMENTS**

N/A

### **RELATED POLICIES & DOCUMENTS**

N/A

The policy relates to the documents issued to a student following the completion of modules and the conferral of an award of the University. In addition, the policy outlines the circumstances in which a student may obtain replacement or duplicate copies of these documents.

## **Final Transcripts and Award Certificates Policy**

### Institutional Context

This policy relates to the documents issued to a student following the completion of modules and the conferral of an award of the University. In addition, the policy outlines the circumstances in which a student may obtain replacement or duplicate copies of these documents.

### Final Transcripts and Award Certificates

A student who achieves credit and/or an award is entitled to receive a formal document of confirmation and is issued with a final transcript and/or an award certificate, following the formal publication of results.

A student wishing to withdraw from a programme of study before they have achieved enough credits to gain an award must submit a request for a transcript to the relevant School following the Board of Examiners at which credit was awarded.

### Personal Details of a Student

It is the responsibility of the student to ensure that all their personal details are accurate and up-to-date on the University's Student Information System (SIS). Therefore, a student must inform the University of any change in personal details. This is because final transcripts and award certificates are produced from the details recorded in SIS.

The name shown on the award certificate will be the name on the official student record of the University (SIS) and as conferred by the Academic Board.

### Debt

While a student is in debt to the University, the final transcript and/or award certificate will not be issued to a student. In order for a student to attend the Graduation Ceremony debts may be paid (in full) prior to and including the day of the Graduation Ceremony.

Debts can be paid at any time after this to enable a student to receive the formal documents.

### Conferral of Awards

The Academic Board confers Awards of the University on 1<sup>st</sup> of each month.

## Issuing of Final Transcripts and Award Certificates

Final transcripts and/or award certificates are issued at the Summer Graduation Ceremony for those students who have a conferral date of 1 May / June and July, and at the November Graduation Ceremony for those students with a conferral date of 1 October / November.

If a student does not attend the Graduation Ceremony, or the conferral date falls outside of those above, the formal documents are issued to the student's **permanent home address** (not the term – time address) by Royal Mail Recorded Delivery (UK students) or International Signed for Mail (Overseas students). If a student wishes their formal documents to be posted to a different address they must notify [awards@ljmu.ac.uk](mailto:awards@ljmu.ac.uk)

Formal documents returned to the office by Royal Mail will be kept for a period of six months. A postage charge will be incurred if a formal document is resent in this timeframe.

A formal document that is sent overseas will not be considered as lost for 3 months after this time a replacement may be issued.

If a student does not receive the formal documents within six months of the conferral date they must contact [awards@ljmu.ac.uk](mailto:awards@ljmu.ac.uk) , failure to do so could lead to a fee for the re-issue.

## Final Transcripts

A final transcript is a list of modules undertaken, credit value and grades achieved during each academic period (only where this information is available from the University records). The overall award and/or credit obtained will be indicated. If the University is unable to provide a final transcript then a letter verifying the award/and or credit may be provided.

The final transcript issued by the University is a unique and valuable document, which should be carefully preserved by its recipient.

Electronic copies of award confirmation and transcripts can be issued to third parties with the consent of the student. A student will receive a paper copy.

A duplicate final transcript will be issued at the discretion of the University and the University reserves the right not to issue a duplicate final transcript or to specify reasons for its decision. There is a charge for this service.

A final transcript is available for students who left the University **after** September 1992. Final transcripts were not issued prior to this date.

The University will check any applications with a fraud prevention agency.

### Replacement Award Certificates

The award certificate issued by the University to confirm the conferment of an award is a unique and valuable document. The University **will not** issue a replacement award certificate to any applicant who holds an original certificate. This is because replacement award certificates have the same standing as the original award certificate.

Students who graduated from the University **after** September 1992 can purchase a replacement award certificate if their original has been destroyed or lost. There is a charge for this service.

Following on line payment, applicants will receive confirmation via an email. The email will include an application form, which must be downloaded and printed, completed and returned to the University.

*Please note, the application form, must also be counter signed by a Commissioner for Oaths / or Practising Solicitor / or Notary Public, in accordance with the Statutory Declaration Act, 1835 (there is likely to be a charge for this service). Applicants who are resident overseas should normally complete the declaration through the British Embassy, Consulate, or another representative of the Crown, or by a regulated person or government official. The certifier must be clearly identifiable, and verification of authenticity may be sought.*

For award certificates prior to September 1992 please email [awards@ljmu.ac.uk](mailto:awards@ljmu.ac.uk) for further information.

### Changes of Names on Certificates

The name on an award certificate or replacement will be the name held on the official student record of the University and that conferred by the Academic Board at the point of the award completion. This is the definitive record of the student and their achievement. Replacements will bear the name of the graduate as they were known at the time of graduation and names cannot be changed retrospectively (unless the change is related to a gender reassignment).

## Confirmation of an Award to a Third Party

A letter issued by the University to confirm an award is a summary of specific information regarding that award and the period of study.

A letter of confirmation can be issued to either a student or a third party.

Liverpool John Moores University can provide confirmation to a third party of the award of a degree. In order to comply with the Data Protection Act 2018 all requests from third parties must be made in writing (on headed paper and signed) and be accompanied by written and signed consent from the data subject i.e. the student.

There is a charge for this service.

A letter confirming an award will only be issued at the discretion of the University and therefore it reserves the right not to issue the letter or specify the reason for this decision.