

Maryvale Institute



Transcripts, Diploma Supplements and Certificates

Covid-19 announcement

e-transcript service

In response to the current coronavirus (COVID-19) restrictions, all Maryvale Institute staff are currently working remotely. We are unable to post out hard copy printed documents. Instead we will be issuing e-transcripts until normal service can be resumed.

An e-transcript is an official electronic document containing a full record of confirmed academic results and can be used for third party verification purposes, for example job applications, applications for further study, visa requirements or third party verification by a solicitor.

If a transcript is required as verification for employment or further study, one may be emailed directly to the organisation.

Transcripts and Diploma Supplements are official records of studies and must be stored carefully to avoid loss or damage.

1. Transcripts

- 1.1. An official transcript, detailing results achieved is issued automatically to all students after completion of each stage of their programme (eg. HE Cert/Dip) by the Registry.
- 1.2. The Registry can provide transcripts on request for students transferring to another Institute requiring evidence of their learning. There is likely to be a fee attached to this service, see point 3.

1.3. Content of transcripts

- 1.3.1. Student details
- 1.3.2. Details of the qualification, including any professional, statutory or regulatory body accreditation or recognition.
- 1.3.3. Up-to-date details of learning and achievement, i.e. modules or units studied, credits awarded, marks or grades achieved and the date and year in which credits were awarded.

- 1.3.4. Up-to-date details of non-completion, including the number of attempts taken to complete a module.
- 1.3.5. The transcript will show only results that have been ratified by an examination board, provisional results will not be included.

2. Diploma supplements

2.1. The Diploma Supplement is a document issued to all students by Higher Education Institutions (HEIs) on the successful completion of any higher education qualification. It describes the qualification they have received in a standard format that is designed to be easily understood and straightforward to compare. The Supplement contains information on the nature, level, context, content and status of the studies that were undertaken and successfully completed by the student. In addition, it places the qualification in the context of the structure of the higher education system within which it was issued.

2.2. Content of the Diploma Supplement

The following information will be given in the diploma supplement:

- 2.2.1. Information identifying the holder of the qualification including: name, date of birth and student identification number;
- 2.2.2. Information identifying the qualification including: name of qualification, field of study, details of the delivering and awarding institutions and language of instruction;
- 2.2.3. Information on the level of the qualification;
- 2.2.4. Information on the contents and results gained including: mode of study, programme requirements and details, the grading scheme and overall classification and a transcript showing individual grades/marks/credits obtained;
- 2.2.5. Information on the function of the qualification, ie: access to further study;
- 2.2.6. Certification of the supplement, ie. the signature of the official certifying the diploma supplement and in what capacity and the official stamp or seal;
- 2.2.7. Information on the England and Wales higher education system;
- 2.2.8. Graduating students receive their final diploma supplement with their certificate at the awards ceremony; those not attending the ceremony will receive their diploma supplement with their certificate in the post after the ceremony.

3. Requesting an duplicate/replacement Transcript or Diploma Supplement

- 3.2. Students are entitled to one copy of their transcript per award level and one diploma supplement at the end of their studies on a programme. These documents are official records of studies and must be stored carefully to avoid loss or damage.
- 3.3. Requests for replacement transcripts or supplements must be submitted to the Registry Assistant. The request should detail the student's name at the time of receipt of the original document, date of birth, award title, year of completion of the award and the address for posting.

- 3.4. There is an administration fee for processing additional transcripts or supplements; £6.50 for current students and £13 for ex-students for e-transcripts; for hard copy the fee is £7.50 for current students and £15 for ex-students to cover postage costs. On receipt of the request for an additional document the person making the request will be put in touch with the Finance Manager to make arrangements for payment of the relevant fee. Documents will not be released until notification of payment has been received from the Finance Manager. Regrettably the Institute is unable to accept payments made in foreign currencies.
- 3.5. Requests for replacement documents should be made at least 10 working days before they are required. The Registry will aim to process requests within 10 working days of receipt of a signed request and confirmation of payment. Extra time will be required for posting if the documents are to be posted to somewhere outside the UK.
- 3.6. For queries regarding the provision of transcripts or supplements contact regasst@maryvale.ac.uk

4. Certificates

- 4.1. Certificates are awarded jointly by the Institute and its validating bodies.
- 4.2. Certificates are presented to graduating students at the awards ceremony each autumn. Those graduating but not attending the ceremony will receive their certificate and diploma supplement in the post following the ceremony.
- 4.3. Students awarded any qualification will be issued with a certificate in respect of that qualification in the name held in formal records at the point when the qualification is conferred. A certificate will not be amended or reissued in a different name if a change of name is notified after the date the qualification is conferred, except in the case of an error by Institute in recording personal details, or if a valid request is made under the Gender Recognition Act 2004. A duplicate certificate will be issued in the same name as the original certificate (unless amended as above), even if a change of name may subsequently have been notified.
- 4.4. Certificates can be provided on request to students reaching certificate or diploma level who intend to continue to the full final award. There is an operational charge for this of £55. The written request should detail the student's name, date of birth, programme of study and year of commencement of study.

5. Requesting duplicate certificates

- 5.1. The certificate issued as proof of the conferment of a validated award is a unique and valuable document which should be carefully preserved by its recipient.
- 5.2. The loss or destruction of a certificate is a serious matter and a duplicate or replacement will only be issued at the discretion of the Institute and the relevant validating body. The Institute reserves the right not to issue a duplicate certificate or to specify reasons for its decision.
- 5.3. Under no circumstances will a certificate be issued to any applicant who is holding an original.

- 5.4. A duplicate certificate will not be issued where a previous duplicate has already been issued.
- 5.5. Those seeking a duplicate certificate for an Open University award need to apply directly to The OU. The current fee for this service is £60, an application form may be obtained via <http://www.open.ac.uk/about/validation-partnerships/awards-and-aftercare/ou-validated-awards-duplicate-certificates>.
- 5.6. For all other Maryvale and Maryvale HIRS awards duplicate/replacement certificates may be requested via the Academic Registrar. Requests must include the student's name at the time of receipt of the original document, date of birth, award title, year of commencement and completion of the award and the address for posting.
- 5.7. The operational fee for duplicate Maryvale certificates is £55.
- 5.8. On receipt of the request the person requesting the document will be sent an application form. The completed form must be returned to the Academic Registrar.
- 5.9. The person making the request will be put in touch with the Finance Manager to make arrangements for payment of the relevant fee. Documents will not be released until notification of payment has been received from the Finance Manager. Regrettably the Institute is unable to accept payments made in foreign currencies.
- 5.10. Requests for duplicate or replacement certificates should be made at least 30 working days before they are required. The Registry will aim to process requests within 30 working days of receipt of a signed request and confirmation of payment. Extra time will be required for posting if the documents are to be posted to somewhere outside the UK.

If you have any queries regarding the awarding of certificates or obtaining duplicates or replacements contact the Registry on registry@maryvale.ac.uk .

Name of policy/procedure/document:	Transcripts, Diploma Supplements and Certificates, policy and procedure
Document owner:	Academic Registrar
Date Originally Created:	2014
Last reviewed:	Jan 2021
Reviewed by:	Rita Bannister, Academic Registrar
Audited by:	
Date of Audit:	
Date of next review: (annually unless otherwise agreed)	<i>Jan 2022</i>
Related documents: (eg associated forms, underpinning processes, related policies or overarching policies)	Template transcripts and diploma supplements Duplicate certificate application form

Version Control			
Version	Author [name]	Date	Brief summary of changes
V2	Rita Bannister	Jan 2021	Amendment of policy to allow for changes as a result of Covid-19 restrictions