

## Academic Record Request Procedure

### PROCEDURE PURPOSE

UTS Insearch issues transcripts and testamurs/certificates to students in order to confirm the qualification they have achieved.

Both Academic and ELT UTS Insearch students are able to request copies of their transcripts and testamurs/certificates from the Student Centre (SC). This can be done in person or via email – [studentcentre@insearch.edu.au](mailto:studentcentre@insearch.edu.au)

### SCOPE

This document explains the steps UTS Insearch staff must follow when receiving Academic Record request from Academic or English students and how they are to be delivered to the student once printed. Students are entitled to one free copy for each English study package or Academic course completed; any further copies will attract a fee.

**Note:** Graduating and Counselling to Withdraw (CTW) students are eligible to receive one “official transcript” free of charge. Additional copies will incur a fee.

### PROCEDURE STEPS

Activity	Description	Responsible
Prepare Documents	<ol style="list-style-type: none"> <li>1. Obtain the ‘Application for Academic Record Form’ from the Student Centre or from the Current Student Tab.</li> <li>2. Complete all details on the form and submit to the Student Centre (in person or by email).</li> <li>3. Pay the appropriate fees, if applicable.</li> <li>4. Add any extra documents according to the case: <ul style="list-style-type: none"> <li>• If the student is requesting a copy of their transcripts or certificate or testamur due to change of name, they must attach certified copy of legal documentation proving change of name.</li> <li>• If the student requires the transcripts or certificate to be forwarded to a third party, they must include an authorisation letter with the student’s signature and a copy of the student’s photo identification.</li> <li>• If the student is requesting a copy of their lost testamur/certificate, they must also include a statutory declaration signed by the appropriate</li> </ul> </li> </ol>	Students

	<p>witness, according to the Act 1959.</p> <ul style="list-style-type: none"> <li>If the student is requesting a copy of their testamur/certificate due to damage to the original, the previous testamur must be returned.</li> </ul> <p><b>Note:</b> UTS Insearch will only change the name of current students, upon presentation of a certified copy of legal documentation providing change of name. The name will be changed in the internal systems and in hence, in the transcript and certificate requested by the student.</p> <p>If the student has changed his/her name after finishing studies with UTS Insearch, the transcripts or certificates will not be changed.</p>	
<p>Receive and validate request</p>	<p>5. Check the completed form and make sure all details are filled out and the course for which the certificate has been requested is clearly printed e.g. UTS Foundation Studies or Diploma or English program.</p> <ul style="list-style-type: none"> <li>Check if the student has outstanding sanctions due to outstanding fees or UTS library or Learning Centre loans, as their results will be blocked and unable to print.</li> <li>Check students photo identification i.e. student card, driver's license or passport.</li> <li>Check student comments to verify whether secondary copy fees apply.</li> <li>Complete the '<b>Office use only section</b>' in the form, ensuring details are provided. (If payment is required for the academic record, ensure receipt number has been printed in the relevant field.)</li> <li>Print the requested transcript or certificate or testamur from Student One.</li> <li>Update student comments in Student One by putting a standardised comment such as: <ul style="list-style-type: none"> <li><b>CER</b> – For English transcript and Certificate</li> <li><b>DIP-TSTMR</b> - For Diploma transcript and testamur</li> <li><b>FDN-TSTMR</b> - For Foundation transcript and testamur</li> <li><b>TRA</b> - For Foundation and Diploma transcript only</li> </ul> </li> </ul> <p>and enter the free text, e.g. Free Copy collected from Student Centre.</p> <p><b>Note:</b> If the student wants a third party to collect their certificate, they must provide an authorisation letter with the student's signature and the third party's photo identification.</p> <p>6. Place the completed form in the scanner tray in the</p>	<p>Student Centre Team</p>

	Student Centre.  <b>** For Foundation and Diploma students, the Un-official transcripts can be requested via <a href="#">eStudent</a> **</b>	
If posting is required	7. Send out the printed transcript or testamur or certificate to the student's specified mailing address via registered post.  8. Inform the student via email once the requested documents have been posted along with tracking number and save the email in RM8.  9. Add the tracking number to free text of the standardised comment in Student One.	Student Centre Team
Relocate unclaimed and store testamur/transcript	10. Every semester remove all remaining unclaimed testamur and transcript from the previous semester and shred.  11. Place in the graduation collection box, located in the Student Centre.  <b>End of Procedure</b>	Student Administration Team

## DEFINITIONS

Certificate	This a final document that English students receive upon completion of their English program. This award indicates the highest level of English achieved. It is printed on special embossed certificate paper. It contains the student's name, the highest level of English completed along with a final grade and total number of weeks undertaken in the study package.
Counselled to Withdraw (CTW)	In the context of this policy the notice of UTS Insearch's Intention to withdraw a domestic or non-student visa holder for not achieving satisfactory academic progress.
Fees	There are fees involved for additional transcripts, testamurs and certificates. The fees are outlined in the Application for Academic Record.
Official Transcript	For academic students, this is a certified document that contains the subject completed, the corresponding grades and the overall Grade Point Average (GPA).  For English students, this is a certified document that contains the breakdown of all levels completed along with the grades  If the student has already completed the program, the transcript will contain the award title and the date the award was granted.

