Policy and Procedure
No: HCIT-CS-TSC-4.0
Topic: Request for Transcripts / Statements of Competence / Status Letters
Category: Client Services
Issue Date: September 2021
Version: 4.0

This policy replaces all versions of the Request for Transcript and Request for Status Letter policies.

1. Purpose:
To provide a process for clients to request transcripts, statements of competence and status letters.

2. Policy Statement
It is the policy of the College to provide institutions/graduates with a transcript/status letter upon the request of clients. Statements of competence may be provided to clients upon request.

3. Scope:
All requests for transcripts, statements of competence and status letters.

4. Responsibilities:
4.1 **Registrar**: For overseeing the operation of this procedure and for processing transcripts/status letters based on the information on clients' records.

4.2 **Accountant:** For processing payment for transcripts, statements of competence and status letters where applicable.

4.3 **Director/Principal**: For authenticating transcripts prior to dispatch

5. Procedure:
5.1 When the request for a transcript is made in person, the person will be asked to complete the Request for Transcript/Statement Letter Form.

5.2 When a request for a transcript is received by mail, telephone, e-mail or fax, the Request for Transcript/Statement Letter Form will be sent to the individual by regular mail, fax or e-mail.

5.3 All requests for a transcript have to be forwarded to the Registrar.

5.4 A transcript will be completed and ready for pick-up or mailed out within seven (7) working days of the receipt of the completed Request for Transcript/Student Request Form and payment of all related fees.

5.5 There are two types of services. The two types of services available are:

Type of Service
Express – 5 Working Days Service
Regular – 10 Working Days Service

Express services are available at an additional cost.

5.6 No fee will be charged on the first Transcript Issued to a student after graduation.

5.7 Official transcripts to be sent to another institution will be forwarded directly to the institution.

5.8 A mailing fee will be charged on request for official transcripts/status letters/statements of competence to be mailed to local or overseas destinations.

5.9 A copy of the completed Request for Transcript Request/Student Request Form will be retained in the student files maintained by the Office of the Registrar.

5.10 Official statements of competence are issued with certificates (official statements are generated by NCTVET).

5.11 Unofficial statements can be made available at the client's request. These are printed from the NQR and authenticated by the registrar.

Note that the days noted in the Type of Service indicate the time within which the Transcript/Status Letter would be ready, it does not include time lost in mailing/transportation.