

Awards Regulations - Academic Transcripts and Online Statement of Results Procedure

Section 1 - Purpose / Objectives

(1) This procedure provides direction around the provision of academic transcripts and on-line statements of results for completed students of Award courses.

Section 2 - Scope / Application

(2) A transcript is available to a student who has enrolled in a course at VU (award or non-award). The student does not need to have completed the course and it can be obtained at anytime during the year.

(3) Students who have completed an Award course are entitled to receive the following at the time of conferral:

- a. Testamur; and
- b. Official Academic Transcript; and
- c. AHEGS (for graduates of Self Accredited Awards only).

Section 3 - Definitions

(4) Nil

Section 4 - Policy Statement

(5) Nil

Section 5 - Procedures

Roles/Responsibilities

Roles	Responsibility
Student	a. Applies for academic transcripts as required by filling out the relevant form. Academic transcripts can be obtained by: b. Going to a Student Service Centre in person. c. Lodge a request via AskVU. d. Mailing the Academic Transcript request form to Assessments & Completions. e. Phone 9919 6100 (Student Contact Centre) — free copies only. f. Pays the required replacement fee if a transcript is requested outside of the period at the end of each semester when a student can obtain one free transcript.
(7) Student Services Centre	a. Accepts and processes the orders for the transcripts b. Arranges for the printing and distribution of transcripts to students.

Academic Transcript

(6) An Academic Transcript is produced on official Victoria University stationery with a unique security foil embedded in the paper. It represents a true account of all results achieved in each VU unit of study in which the student has been, or is currently, enrolled.

(7) Currently enrolled on-shore students can apply for an Academic Transcript free of charge at the end of each semester by downloading the relevant form from the student portal.

(8) On-shore graduates can receive free of charge an Academic Transcript within the four week period after the graduation ceremony. After this time charges will apply and for the production of multiple and replacement Academic Transcripts.

(9) Offshore students will receive their Academic Transcript via the off campus administration when semester results are released. Additional copies are available and the standard transcript charges apply.

(10) Students can request to have an Academic Transcript replaced if their results have been altered since the first issue. Students must return the original transcript to the Student Centre and a new Academic Transcript will be issued. Off-shore students can post the request to the Student Centre.

(11) An Academic Transcript will be replaced for a fee if damaged, destroyed, stolen, lost, or as a result of a name change due to marriage, divorce or deed poll. The relevant form must be completed and can be downloaded from the student portal. If the Academic Transcript is to be replaced due to a name change, the student must follow appropriate processes to change their name in the enrolment system before requesting the replacement transcript.

(12) The cost of a replacement Academic Transcript is listed in the student services and amenities fees and information can be downloaded from the student portal.

(13) All information on academic transcripts is available at: <http://www.vu.edu.au/student-life/exams-results/academic-transcripts>

(14) Transcript requests pre 2001 can only be processed by the Assessments & Completions team.

(15) Transcripts can be sent to a third party as indicated on the Academic Transcript Request form.

Online Statement of Results

(16) The Online Statement of Results is an official Victoria University document that students can download from the student portal after results are released for that semester. However, most Institutions will require an Academic Transcript as official evidence of results.

(17) There is no limit on when, and how often, a student can access this information and there are no fees and charges for an Online Statement of Results.

Section 6 - Guidelines

(18) Nil

Status and Details

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Effective Date	4th September 2014
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Responsible Officer	Michelle Gillespie Chief Student Officer 9919 5106
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