­ **Polasaí agus Nósanna Imeachta / Policies and Procedures**

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| **Code** | **QA283** |
| **Title** | **Transcripts Request process** |
| **Policy Owner** | Director of Registry |
| **Date** | **25th October 2016** |
| **Approved By** | Director of Registry |

1. **Purpose**

There is a 10 day processing period for standard transcripts & a  five week processing period for archive transcripts  (pre 1986)Transcript process working time is 10 working days. There will be times that the process time will be extended due to huge numbers of Transcript Requests as this is required by the service to deal with all requests. All Transcripts are treated with urgency from the time they are logged on the system, assigned to a Team member .

To request a copy of student results all students and graduates must complete the online transcript request form available on the <https://www.universityofgalway.ie/student-registry-helpdesk/our-services/transcripts/>

1. **Description**
* Manual credit card payment process
* Transcripts are posted by normal postal service.
* We do not send Transcripts via courier, express or registered post.
* If you require specialized postal services for delivery of Transcripts you will be charged extra for postage.
* All credit card payments are processed manually after Transcripts are processed and issued.
* Please do not submit a Duplicate Transcript Request, as you will be charged twice.
* Paper Transcript Forms are no longer accepted. If you experience any difficulties with the Online Transcript Request system, please email askregistry@universityofgalway.ie
* We are no longer accepting Transcript Request Forms via Fax

*Under the Data Protection Act Transcript Request Forms must be signed by the student whose results are being requested .*

*Under the Data Protection Act we cannot discuss the student's results with anyone other than the student themselves.*

*A fee of €4 applies for one years results
A fee of €10 applies for a complete set of results (2 copies)*

*Transcript request advice for any of the following:*

* ***Teaching Council***

If the Teaching Council request you to fill in a breakdown of subjects , please note that SID service does not provide course syllabus, only Transcripts. Please email your relevant [College Office](http://www.nuigalway.ie/colleges-and-schools/) i.e. Arts, Science etc. to request Course Syllabus

This is a link to the [Teaching Council website](http://www.teachingcouncil.ie/en/Contact-Us/) if you require clarification on their requirements

* ***Clinical Transcripts***

Exam results are posted via internal post to designated School of Nursing contacts to process the Clinical Hours. For further information please click on the  [Nursing Clinical Transcript Process document](https://examinationsofficenuig.formstack.com/forms/process_for_requesting_clinical_transcripts_from_the_school_of_nursing_midwifery)

* *World Education Services*

Our service can now send your WES form and transcripts via SFTP (Secure File Transfer Protocol) directly from University of Galway to WES Canada & USA servers. This is an improvement to our service as we no longer have to post hard copies to WES Canada & USA respective services.

* ***Chartered Accountants of Ireland***

If a student or graduate wishes to have their transcripts sent to the **Chartered Accountants of Ireland**, they must complete the section embedded in the **online transcript request form** that is specific to **Chartered Accountants of Ireland applicants.**

1. **Responsibilities**

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| **Name** (Office or position) | **Responsibility**  |
| Director of Registry | Policy Owner |
| Exams Office | The first issue of a transcript is provided by the Examinations Office, which is posted to the Students home address at the time of online results release.Assist Student Registry helpdesk if transcripts are not available on the system. |
| Student Registry Helpdesk | Student Registry Helpdesk provides a transcript reprint service for which a fee is charged. |
| College Office | Seek out assistance with transcripts if there is marks and results queries from Registered Student, Past Students and Graduates. |
| Student | Submits the transcript request via the online request form.  |