**Code: QA283**

**Title: Transcripts Request process**

**Date: 25th October 2016**

**Approval: Director of Academic Administration**

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** [**www.**nuigalway.ie/sid](http://www.nuigalway.ie/sid)

1. **Description**

* **Please note that the payment system is not automated.**
* 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 [sid[http://www.nuigalway.ie/images/at.gif](javascript:mail('sid');)nuigalway.ie](javascript:mail('sid');)
* **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 Bernard McCarthy School of Nursing to process the Clinical Hours. For further information please click on the  [**Nursing Clinical Transcript Process document**](http://www.nuigalway.ie/sid/documents/process_for_requesting_clinical_transcripts_from_the_school_of_nursing.docx)
* ***World Education Services***

Please note that you can upload the WES form, include application number

to the Online Transcript Request system for processing by SID Team .