

Management of Academic Transcripts and Confirmation of Studies Policy

June 2026

POLICY

HERIOT-WATT UNIVERSITY
Management of Academic Transcripts and Confirmation of Studies Policy

CONTENT

Section		Page
1	Introduction	3
2	Purpose	3
3	Objectives	3
4	Scope	3
5	Lines of responsibility	4
6	Monitoring and Evaluation	4
7	Implementation	5
8	Related Policies, procedures and further reference	5
9	Definitions	5
10	Further help and advice	5
11	Policy Version and History	5

POLICY

1. INTRODUCTION

This policy on the management of Academic Transcripts and Confirmation of Studies has been revised by the Student Records and Awards Team and the Student Service Centre (Edinburgh campus), and others have been consulted where required. The University will ensure we comply with the UK Data Protection Act, 2018 and the European Union General Data Protection Regulation (GDPR) and other privacy laws.

2. PURPOSE

This policy details how the University deals with Academic Transcript and Confirmation of Study requests from current students, former students and third parties (employers or agencies). Third party requests for data on students require written consent from the student/graduate concerned. Third party requests for verification of studies need to be submitted via HEDD – Higher Education Degree Data check at www.hedd.uk

A Confirmation of Studies letter is confirmation of enrolment at the University, any award and award date; no other data will be provided.

An Academic Transcript is an official letter with final grades (A, B, C etc.) and any award details. The University can also provide an [Enhanced Academic Transcript](#) which includes a more comprehensive record of achievement.

3. OBJECTIVES

The University will endeavour to provide a Confirmation of Studies letter or a full Academic Transcript including confirmation of all module/course results, details of the award attained and the date of conferment. However, for records created prior to 2004, the University may not hold module/course results and may only be able to confirm the title and date of the award.

The University will process any request in 5 working days for current students, or up to 14 working days during peak periods like enrolment in January, August, September and October. For records created prior to 2011 it may take 10-14 working days.

The University will only collect and use data in accordance with the lawful conditions set down under the GDPR as detailed in the [Data Protection](#) guidance.

4. SCOPE

This policy details how the University deals with Academic Transcript and confirmation of study requests from current students, previous students and third parties (employers or agencies) only.

Requests are available all year round except for current and continuing students during the [examination periods](#). Please note that final year students will receive an Academic Transcript after graduating, sent to both their Heriot-Watt email address and their personal email address.

5. LINES OF RESPONSIBILITY

Current student requests for an Academic Transcript or Confirmation of Study letter must be made by the student completing the required form in the Heriot-Watt Student Portal. Former students must complete the application form available via the [Manage your studies](#) section of the website. All applications must be submitted to the Student Service Centre (UK/Dubai/Malaysia).

Third party requests must be made via [HEDD](#). HEDD does charge a fee for third party requests.

Academic Transcripts and Confirmation of Study letters will be prepared by the area that has access to the data (i.e.: SAS, Archives) depending on the student's level of study (UG or PG) and the date a student graduated or left the University as follows:

- a. **UG students from 1996 and PG students from 2004 onwards:** for current undergraduate and postgraduate students and those who left or graduated from the above years onwards, Academic Transcripts and Confirmation of Studies letters will be prepared by the Student Service Centre.
- b. **UG students before 1996 and PG students before 2004:** for students who left or graduated before the above years, Academic Transcripts and Confirmation of Studies letters will be prepared by the Student Records and Awards Team from data held in archives.

The appropriate area will be determined at the point of application based on the above criteria and requests will be passed to the appropriate area by the Student Service Centre.

Academic Transcripts and Confirmation of Studies letters can be endorsed by the official University stamp.

Note: Academic Transcripts and Confirmation of Studies letters that are produced using data from ISS, or SAS/Banner, state the date of graduation at the time of production. Due to factors such as graduation deferral, outstanding debt or appeals against award, a student's graduation date can change. Academic Transcripts and Confirmation of Studies letters will not include notification of the eligibility to graduate, nor will they include notification of an award date and title if the student has an outstanding debt to the University. Confirmation of the date of graduation at the time of producing the Academic Transcript or Confirmation of Studies letter should be checked in ISS or SAS/Banner, and by checking the master graduation lists held by the Student Records and Awards Team.

Information on charges for Academic Transcripts and Confirmation of Studies letters can be found on the application form or at <https://www.hw.ac.uk/document-library/students/additionalfees-all-campuses-dl-alp.pdf>

Any payments will be processed by the Student Service Centre.

6. MONITORING AND EVALUATION

The policy will be reviewed and updated as required.

7. IMPLEMENTATION

This is an existing policy.

8. RELATED POLICIES, PROCEDURES AND FURTHER REFERENCE

Policies

<https://www.hw.ac.uk/document-library/students/transandcertpolicy.pdf>

Procedures

<https://www.hw.ac.uk/students/manage-your-studies/your-student-record/confirming-your-student-status>

Former Student Request form:

<https://www.hw.ac.uk/document-library/students/transcript-confirmation.pdf>

Further reference

Fees information: <https://www.hw.ac.uk/document-library/students/additionalfees-all-campuses-dl-alp.pdf>

9. DEFINITIONS

N/A

10. FURTHER HELP AND ADVICE

Student Service Centre **UK** campus:

student-services-uk@hw.ac.uk or +44 131 451 8899

Student Service Centre **Dubai** campus:

student-services-dubai@hw.ac.uk or +971 4 571 7000

Student Service Centre **Malaysia** campus:

student-services-malaysia@hw.ac.uk or +603 8894 3610

11. POLICY VERSION AND HISTORY

Version No	Date of Approval	Approving Authority	Brief Description of Amendment
v1	August 2019	Registry Operations; Student Service Centres	New template used and change in responsibility for producing these documents (Schools no longer involved)
v2	June 2026	Student Records and Awards Teams; Student Service Centres	Updates: reflect revised RAS structure; hyperlinks; reference to charges made for Academic Transcripts etc; SSC contact details