



BUCKINGHAMSHIRE  
NEW UNIVERSITY

EST. 1891



# Certificates and Transcripts Procedure



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## Overview

- 1 Upon achievement of your award and following publication of your results, you will be sent an **Award Certificate** and an **Academic Transcript**.
- 2 This procedure defines the processes and procedures related to the production and distribution of certificates and transcripts for Buckinghamshire New University registered students and graduates.
- 3 An Award Certificate is a formal statement of your overall result of the course and, where relevant, the classification of your award (e.g., First Class Honours).
- 4 An Academic Transcript details your academic journey, including the modules taken, grades obtained, and credits earned at each level of study. You will receive interim transcripts periodically throughout your course and a final transcript upon completion or departure from the programme.

## Applicability and Scope

- 5 These procedures govern the production, storage, and distribution of certificates and transcripts.
- 6 The Academic Registry Staff are responsible for executing these procedures, including the production, storage, and distribution of certificates and transcripts.
- 7 Students must familiarise themselves with these procedures, especially in the event of a name, address, or contact information change.

## Responsibilities

- 8 The Head of Regulations, Awards, and Ceremonies oversees the currency and alignment of these procedures with best practices.
- 9 The Awards and Ceremonies team, produces and stores certificates and transcripts following GDPR guidelines.
- 10 The Awards and Ceremonies team will ensure that the distribution of certificates and transcripts is completed as per the students' request.
- 11 Students are responsible for notifying the Student Record Data Team of any changes in their name, address, or contact details.
- 12 The Student Record Data Team, at the request of the student, will update the system with any name, contact, or address changes.

## Certificates

- 13 To recognise the achievements of its students, Buckinghamshire New University provides formal certification of the programmes it awards, including those programmes taught at partner institutions.
- 14 Students who have undertaken a defined named award of the institution are entitled to a full Buckinghamshire New University certificate.
- 15 Full named awards are those recognised in the Framework for Higher Education Qualifications in England, Wales, and Northern Ireland (FHEQ), currently limited from level 4 (Certificate of Higher Education) to level 7 (Master's degrees, Postgraduate Diploma, Postgraduate Certificate).
- 16 Students who have undertaken and successfully completed a short course, usually less than 120 credits, which does not lead to an award from the institution, will be provided with a short course-transcript.

## Full Award Certificates

- 17 All full award certificates are produced, securely stored, and distributed by the University's Academic Registry.
- 18 Certificates are typically dispatched approximately six weeks after the Assessment Board to the student's registered home address.
- 19 Students must update their address with student records for accurate delivery at [srd@bucks.ac.uk](mailto:srd@bucks.ac.uk)
- 20 Expedited certificate requests for specific purposes can be made to [certificates@bnu.ac.uk](mailto:certificates@bnu.ac.uk).
- 21 The certificate template will conform to the expectations and indicators set out in the *UK Quality Code, QAA*.
- 22 Certificates and transcripts will be withheld from those students who continue to have a tuition fee debt to the University.
- 23 The University is also responsible for producing certificates from Buckinghamshire Chilterns University College (BCUC), the name of the institution prior to Buckinghamshire New University.
- 24 Replacement certificates will be produced for 30 years following the institution name change in 2007 (until 31 December 2037). Following this date, only verification will be offered.
- 25 For certificates issued between 2000-2007, contact [certificates@bnu.ac.uk](mailto:certificates@bnu.ac.uk) for replacements.
- 26 For Awards issued before 2000, please refer to Brunel University for a replacement certificate/transcript, as Brunel was the awarding body for this time. We can provide a letter of verification.

- 27 Certificates previously issued in partnership with Pearson ( formerly Edexcel) for specific HND or HNC awards, are no longer available; contact Pearson directly for assistance at <https://qualifications.pearson.com/en/support/Services/certificate-services.html>
- 28 The GDPR guidelines on storing, producing, and distributing certificates and transcripts, will be adhered to and regularly be reviewed in line with sector best practice and developments.

## **Interim Exit Awards**

- 29 Award certificates and transcripts for exit awards, for students leaving partway through their course, (e.g., Certificate of Higher Education, Diploma of Higher Education) will be sent directly to the students' registered home addresses as soon after the relevant Assessment Board as possible.

## **Short Course Certificates**

- 30 Upon completion of short courses, attendees will receive certificates of attendance as appropriate. These certificates are applicable to both credit-bearing and non-credit-bearing programs.

## **Student/Graduate Name Changes**

- 31 Certificates and transcripts are issued in the full registered name of the graduate as detailed in the University student records system at the time of the awarding Assessment Board.
- 32 Name changes made after the Assessment Board are generally not accepted, as enrolment procedures have concluded. To ensure audit and confirmation accuracy, the name on certificates must match the records
- 33 Any name changes must adhere to the University's official procedure. For instance, changes cannot be made preemptively before marriage or divorce proceedings. For further guidance, please contact [certificates@bnu.ac.uk](mailto:certificates@bnu.ac.uk)
- 34 If you undergo a name change while enrolled, please notify the student records office. Provide a copy of your marriage certificate or legal documentation, along with your passport ID, to update the student record system accurately.
- 35 Upon official name change, individuals who have transitioned, can request degree certificates in their new name, upon presentation of evidence of the legal name change.
- 36 If it is not possible to issue the degree certificate in the student's chosen name due to transition occurring after graduation or course completion, the degree certificate can be re-issued

- 37 Changes of name following the Assessment Board are typically not permitted unless a spelling or administrative error has been made.
- 38 If an error has been made, please return your certificate to the Academic Registry at the University with a cover letter informing us of your correct name and providing proof of the correct details. (Passport ID will be required). Please inform [certificates@bnu.ac.uk](mailto:certificates@bnu.ac.uk) before you do this.
- 39 If it's been more than three months since certificate issuance, refrain from sending anything. Instead, contact [certificates@bnu.ac.uk](mailto:certificates@bnu.ac.uk) to inquire about the possibility of changes.

## Partner Institution Name Changes

- 40 If a partner institution changes its name, students completing programs after the change will graduate under the new name.

## Transcripts

- 41 The University provides an academic transcript for marks and details of the award.
- 42 The academic transcript gives details of the programme and of students' achievements including module name, code, level, mark, programme name, student identifying details, and, in the case of completed students, completion date and award.
- 43 Transcripts meet the requirements of the UK Quality Code, QAA, and encompass the language of study.
- 44 They also denote teaching institution locations and names, if different from University campuses.
- 45 Individual placement/clinical transcripts for nursing will be provided by request only and following payment of the current agreed fee. These can be purchased from our [online store](#).
- 46 Students studying individual modules, will be issued a transcript of credit.
- 47 Students studying stand-alone modules will receive a transcript of credit.

## Interim Transcripts

- 48 Interim Transcripts are uploaded to and accessible via the Student Portal at the end of each academic year after the Assessment Board has met to advise the students of their progress.
- 49 Interim Transcripts are produced for Years 1 – 3, we do not issue transcripts for the Foundation Year as no credits are awarded in the Foundation Year.

- 50 Students who suspend or withdraw from a course can ask for an Interim Transcript to take to their next Higher Education Institution as proof of study. If we do provide an Interim Transcript at this time the Transcript will have the following narrative:

*“This Transcript has been issued without the student completing the full award on which they were registered”.*

## **Replacement/Additional Items service**

- 51 The University offers a replacement/additional items service.
- 52 The cost of replacement certificates and academic transcripts is regularly reviewed and published in the University's [online store](#).
- 53 Requests for replacement items are typically processed within 10 working days of payment.
- 54 Additional items may be provided on payment of an administrative cost. These include-copies of historical definitive documents such as module descriptors and programme specifications.
- 55 The cost of replacement/additional items will be regularly reviewed and any changes agreed by the University Executive Team will normally come into effect on 1<sup>st</sup> September of that year.

## **Verification**

- 56 Verification of study and overall results also referred to as an education reference will be provided for graduates where records permit, upon request.
- 57 Verification requested directly by an employer, or a graduate will not incur an administrative charge.
- 58 Verification requested by a third-party organisation, (vetting/ recruitment agency) excluding public service bodies, will be charged the agreed administrative fee. This fee is set by the University Executive Team and is under regular review.
- 59 The University adheres to data protection legislation and will provide verification only with written authorisation from the student/graduate or an appropriate legal alternative, such as a Police request under section 29 of the Data Protection Act 1998.
- 60 Records documenting the organisation, notification, and issue of awards and certificates, will be kept as per the University regulations found in the [Records Retention Schedule](#)

## Table of Definitions

Certificate	An official qualification awarded by the University upon completion of a course of study.
Transcript	A formal document detailing a student's academic history, including courses taken, grades achieved, and degrees conferred.
Interim Transcript	A summary of completed modules and grades issued at the end of each academic year.
Exit Award	A supplementary qualification, awarded if a student does not complete their full course but meets the university credit framework
Interim exit award	An interim qualification awarded to students at defined points during their course of study.
Verification	Official confirmation of a student's qualifications and classification

## Appendix: Equality Impact Assessment

As a university, we are committed to enhancing equality, diversity and inclusion (EDI). We have a legal (Equality Act 2010) and ethical obligation to ensure our policies, systems and processes are fair, inclusive and ensure every member of the BNU community can thrive.

Whilst we all have protected characteristics, we know there are certain characteristics and communities that are marginalised and underrepresented in Higher Education and the workplace. These are: different ethnicities (including Gypsy, Roma, Traveller, Showmen and Boaters, migrants, refugees and asylum seekers) Disabled individuals; neurodiverse individuals; pregnancy (including maternity and paternity impact); the LGBT+ community; carers; people of different faiths; people impacted by menopause and individuals from a range of backgrounds including: socio-economic disadvantage, homeless, alcohol and/or substance misuse, people experiencing domestic and/or sexual violence, ex-armed forces, looked after children and care leavers. We also know individuals have multiple intersectional experiences and different points in their lives and careers.

**1. With reference to the above characteristics, in what ways does this policy enhance equality and the access of opportunity at BNU?**

- a. This procedure will enhance equality and access of opportunity at BNU, by allowing students to either collect a certificate or transcript in person, allow a third party to collect a certificate (with the relevant procedures in place – see above), or to have a certificate posted to a registered home address.
- b. It allows those students who have legally changed their name, to have their new name on their certificate (subject to following the procedure – see above)

**2. In what ways does the policy adversely impact individuals from marginalised and underrepresented communities?**

- a. This procedure may impact individuals from marginalised and underrepresented communities such as those who are non-binary or who have chosen to change gender or to go by a different name, but who have not legally gone through a name change process. We are only able to allow name changes if accompanied by a legal document, therefore, students who have not legally changed their name, but who identify as different from birth, will have their legal name on their certificate.

**a) How does this proposal work towards achieving the BNU Equality Objectives as outlined in the [Equality Strategy 2023-2028](#)? Please signpost objectives and actions in the BNU Equality Strategy.**

- a. This proposal ensures that BNU is considering Priority 2 of the BNU Equality Strategy, by giving students the option of having various methods to obtain their certificates.

- b. By ensuring that students are aware of the option of changing the name on their certificate once legally changed and with supporting documents, BNU is considering Priority 3,

**Signed:**

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**Date: 17.04.2024**



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