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ASSESSMENT MARKS, CERTIFICATES AND FINAL TRANSCRIPTS

# Key Details

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| **POLICY TITLE** | Assessment Marks, Certificates and Final Transcripts |
| **DATE APPROVED** | 06 Nov 2009 |
| **APPROVING BODY** | Academic Board via AQSC |
| **VERSION** | 15 |
| **PREVIOUS REVIEW DATES** | Feb 2010, May 2010, Sep 2010, Jan 2011, Nov 2011, Dec 2011, Mar 2013, Jun 2013, Apr 2014, Oct 2014, Aug 2016, Mar 2021, Jun 2022, Feb 2024, Mar 2025 |
| **NEXT REVIEW DATE** | 2028 |
| **OUTCOME OF EQUALITY IMPACT ASSESSMENT** |  |
| **RELATED POLICIES / PROCEDURES / GUIDANCE** | [*Academic Handbook Ah1\_04 (cardiffmet.ac.uk)*](https://www.cardiffmet.ac.uk/registry/academichandbook/Pages/Ah1_04.aspx) |
| **IMPLEMENTATION DATE** | 06 Nov 2009 |
| **POLICY OWNER (JOB TITLE)** | Director of Registry Services |
| **UNIT / SERVICE** | Registry Services |
| **CONTACT EMAIL** | regulations@cardiffmet.ac.uk |

# Version Control

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| **VERSION** | **DATE** | **REASON FOR CHANGE** |
| 13 | 08 Jun 2022 | *Updated to reflect the distinction between digital transcripts (HEARs) and hard copy transcripts.* |
| 14 | 21 Feb 2024 | *Clarification on debtors and Graduation* |
| 15 | 05 Mar 2025 | *Addition of section ‘Names listed on Official Documentation’* |

Assessment Marks, Certificates and Final Transcripts

# Disclosure of Assessment Marks

## Marks attained at examinations or other assessment may be disclosed to candidates on all programmes of study, provided that these marks have first been ratified by the relevant Examination Board.

##  In order to provide students with continuous feedback, provisional marks or other indications of performance may be given on a provisional basis. Students must be informed of the provisional nature of the mark.

# Names listed on Official Documentation

## The names entered and verified during admissions and enrolment processes are those that will appear on any transcript and award certificate issued. This is normally the name that appears on official documents and records, such as a passport, driving licence, bank account, medical records, etc.

## The name on the certificate and/or transcript will always appear as Forename first, followed by Middle name(s) (if any) and then Surname.

## The award certificate and/or transcript will bear the names recorded on the date of award (date of the relevant Exam Board). As a legal document, the name cannot be changed retrospectively unless it is in relation to the protected characteristic of gender reassignment as outlined in the Equality Act 2010, personal security, or other exceptional circumstances.

## Further information regarding the process for changing personal details (such as a name) is available in the [**Guide for Changes to Student Name and Personal Details**](https://www.cardiffmet.ac.uk/media/cardiff-met/content-assets/english-documents/Student-Records-Change-Accessible-Guidance.docx) available on the University’s [Policy Hub](https://www.cardiffmet.ac.uk/about/policies).

# Academic Transcripts

## An academic transcript will be provided by Registry Services to students on completion of their study or upon withdrawal from their programme of study, following ratification of marks and award of credits by an Examination Board.

## Academic transcripts come in two different formats: in a digital format, also known as a Higher Education Achievement Report (HEAR) or in a hard copy format.

## Campus based Undergraduate and Postgraduate Taught students will receive a digital transcript (HEAR). Transnational Education students will receive a hard copy transcript.

## The digital or hard copy will provide information on what was studied, what was completed successfully and what was not completed successfully.

## Where a module has been completed successfully and the credits achieved, only the mark for the final successful attempt will be shown on the transcript, together with the number of attempts.

## Where a module has not been completed successfully and the credits have not been achieved, the highest mark for an unsuccessful attempt will be shown, together with the number of attempts.

##  Students will be issued with one single copy of their academic transcript (in whichever is the appropriate digital or hard copy format) without charge.

# Certificates

## Certificates will be provided to students by Registry Services in accordance with the timescales in section 4 below following confirmation of the award.

## Duplicate copies of certificates cannot be provided. Replacement certificates may be obtained via the Cardiff Met online eStore, available at: https://www.cardiffmet.ac.uk/registry/Pages/Transcripts,-Certificates-andVerification-of-Awards.aspx

## [https://www.cardiffmet.ac.uk/registry/Pages/Transcripts,-Certificates-and-Verification-of-Awards.aspx](https://www.cardiffmet.ac.uk/registry/Pages/Transcripts%2C-Certificates-and-Verification-of-Awards.aspx)

# Timescales for Issue of Results, Transcripts and Certificates

## Subject to Chair’s Actions, Unfair Practice allegations and any other outstanding matters, the following maximum timescales will normally apply for issue of documents from Registry Services:

## Profile of Marks – produced within 8 weeks of an Examination Board

## Digital transcript (HEAR) or hard copy transcript, certificate – produced within 12 weeks of an Examination Board

## Schools are responsible for informing students of progression, retrieval or fail outcomes. Schools will issue details of any communications they will make to students about their examination and assessment results with timescales, in their Programme Handbooks and on Moodle and the School student portal sites.

# Policy on Debtors

## Results of students who are enrolled and become debtors will be processed in the normal way in accordance with the following:

5.1 If a student is a debtor, their examinations and assignments shall be marked in the normal way and without prejudice. The mark shall be disclosed to the student in the same way as for all other students (except as in 5.4 below).

5.2 If a student is a debtor, their profile shall be considered by the Examination Board and any progression or relevant award confirmed along with all other students and without prejudice.

5.3 If a student is a debtor, they shall be informed of the decision of the Examination Board regarding progression or award in the same way as all other students.

5.4 If a student has not paid their outstanding tuition fee debt twenty working days prior to the date of their Graduation ceremony they will not be able to attend.

5.5 If a student is a debtor, no digital transcript (HEAR), hard copy transcript or certificate or other form of confirmation of marks or award shall be issued until the debt has been paid in full.

5.6 If a student is a debtor, no confirmation of any marks or award will be provided to prospective employers, universities, sponsors or other third parties until the debt has been paid in full.

# Process for Name, Gender and Personal Details Changes, Post- Examination Board

## Academic transcripts and degree certificates can only be reissued to meet the legal requirements of name changes in relation to gender transition, personal security or an exceptional circumstance that can be evidenced.

## Should any documents be reissued under any of the above circumstances, there will be no charge payable by the individual.

## The University will change your recorded legal sex, as required by law, if you have obtained a Gender Recognition Certificate. University officers are not permitted legally to ask to see the GRC, but may ask for other documentary evidence, such as a birth certificate or passport.

## All other major documents can be changed and reissued to reflect the student’snew name and/or preferred gender including exam certificates and qualifications as long as they:

## return of the certificate and academic transcript originally provided and;

## provide a copy of either the Deed Poll, Birth Certificate or Passport and;

## provide evidence of correspondence to the Director of Registry Services expressing their wish to have their name and/or gender changed on Cardiff Met records.

## Please note that all data held by the University in connection with any change of personal details will be treated in confidence.