



Document Administration

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1. Scope

- 1.1 A Degree Certificate and a Diploma Supplement or transcript are issued free of charge to all Bishop Grosseteste University (BG) graduates¹ at the time of graduation. Transcripts are also issued following completion of each level of a programme via BG student account. Certificates for those who graduate in absentia are normally sent to the student's registered permanent address approximately six weeks after the Conferment ceremony. It is the responsibility of the student to ensure that the correct permanent address is registered on the student record system. Certificates returned due to non-delivery will be retained by the Student Administration Office until claimed in person or in writing by the student.
- 1.2 A duplicate Certificate can only be issued by BG in the event of the original being lost, stolen or permanently damaged. An administration fee will be charged in advance of issue. The charge will be published on the fees and charges page of the BG website.
- 1.3 All requests for a duplicate Certificate must be made in writing and the request must be accompanied by a completed Application for Duplicate Certificate form and the relevant fee.
- 1.4 Administration fees cannot normally be refunded if the University is unable to trace the award due to inaccurate details being supplied.
- 1.5 All applications must normally be witnessed by someone who works in a recognised profession or has good standing in the community.
- 1.6 All applications for duplicate Certificates must be accompanied by a form of identification. If your name is the same as when you graduated you may use your passport, driver's licence or birth certificate. If your name has changed since you graduated, your application must be also be accompanied by a legally valid certification of your former name.
- 1.7 Replacement Certificates will bear the name of the graduate as they were known at the time of graduation. Names will only be changed in exceptional circumstances (see protocol for the change of name post graduation below).
- 1.8 All replacement Certificates will carry the statement "This is a certified duplicate Degree Certificate, re-issued on 00/00/0000".
- 1.8 Where BG was not the awarding body that issued your original Certificate you will need to apply to the awarding institution direct:
 - For awards prior to July 2008 validated by the University of Leicester: see university website
 - For awards validated by the University of Hull: see university website
 - For awards validated by the University of Nottingham: see university website

¹ Including those who studied at partner institutions.



2. Letter of verification of award or placement information

- 2.1 The Student Administration Office can provide an Official Confirmation of Degree letter. This letter confirms the degree classification, subject and year of award and is issued free of charge upon written request.

3. Replacement Academic Transcript/Diploma Supplement

- 3.1 Graduates will receive an official transcript as part of their diploma supplement. The Student Administration Office can provide replacement copies of academic transcripts upon receipt of a completed application form and a payment of the relevant fee which is published on the fees and charges page of the BG website. The fee is payable even if the original information issued to the student did not take the form of a formal transcript.
- 3.2 For graduates who achieved their awards prior to 2000, due to the time elapsed BG may be unable to issue a full academic transcript but will issue a letter confirming all of the details of the award that are available. This can be provided upon receipt of a completed application form and payment of the relevant fee which is published on the fees and charges page of the BG website.
- 3.3 Replacement documents will not be issued until a completed application form and payment in full has been received.

4. Third party requests

- 4.1 BG will not produce or release a Degree Certificate and/or transcript/diploma supplements to a third party. However, information relating to the name and subject of the award, class of the degree and date of award is not confidential, and may be released to a third party if such a request was received, for example via a Freedom of Information request.

5. Protocol relating to change of name on a Degree Certificate post-graduation

- 5.1 The student's name on the Degree Certificate should match the student's official record as held by the University at the time of graduation. Degree Certificates and names will not normally be changed after graduation unless a spelling or administrative error has been made.
- 5.2 BG is aware of its responsibilities under the Gender Recognition Act 2004 and, in circumstances where a post-operative transsexual who has changed name officially requests the re-issuing a Degree Certificate in their new name, this request will be granted upon production of proof of the name change.
- 5.3 In circumstances where a graduate is in the transition phase of gender reassignment and needs a record of their achievement under their new presenting gender, this request will be granted upon production of proof of name change and supporting medical evidence.
- 5.4 Graduates will be required to return their original Degree Certificates before a new Degree Certificate can be issued.