

Replacement Certificates Policy

Ordering

- Replacement certificates must be requested via the University Online Shop (<http://shop.bham.ac.uk/>)
- The fee is £30.00 per replacement certificate.
- Certificates will be posted anywhere in the world via standard postage. An extra additional cost of £20.00 can be added to the order for postage via DHL.
- No fee is charged for certificates being damaged or lost in transit, if notified within 3 months of being sent out (certificates@contacts.bham.ac.uk).
- A replacement certificate will be issued by the Graduation Office up to 3 months after the date of graduation if it was sent via post originally and did not arrive.
- After 3 months from the date of graduation have elapsed, students must order a replacement certificate through the Online Shop and will not be entitled to a free replacement.

Certificate Production

- Names on the certificate will appear the same as how they are recorded within the graduation booklets, or in the case of non congregatable programmes, how they are recorded on the central university system.
- The only exception to the above is in the case of transgender students/alumni. Where held, proof of name change i.e. a deed poll document, should be submitted with the request.
- Only one duplicate certificate per student can be processed and a record of these will be kept on the central University record.
- Where a student has already received their duplicate they will be referred to Taught Student Administration or Research Student Administration and an official statement that can be produced in its place. Otherwise a certified copy of the certificate can be produced on University headed paper.
- Where a student receives a certificate for a lower award, but subsequently continues on to a higher degree using the credits achieved, the original certificate must be returned to Registry before the higher degree can be awarded. This will be noted in the student's central university record.

When needed, certificates can be returned to the below address.

Taught Student Administration

University of Birmingham,

Edgbaston, Birmingham

B15 2TT, UK

Certificates for Non-Congregatable Programmes

- Students who complete a non-congregatable programme will have their certificates requested by the Taught Student Administration team after awards have been ratified at an Exam Board.
- Taught Student Administration run a process on a monthly basis (or every two weeks during peak periods following Exam Boards - July and November) to identify students who have successfully completed their programme, and will aim to order certificates for these students within two weeks of identification.
- Students can expect their certificates to be sent out up to 2 months after their departmental Exam Board.
- Some Schools hold their own ceremonies/celebration events for students who receive a non-congregatable award. If this is the case the student will receive their awards at this ceremony.
- All non-congregatable certificates will be accompanied by an academic transcript unless a student has already received their free copy or are not eligible to receive a transcript for their programme.
- Certificates will be sent out to the 'home' address which is held within the student's central university record and if incorrect the student will need to pay for a replacement certificate.
- It is the student's responsibility to keep their personal information up-to-date, including 'home' address by using the Student Portal or Enquiry Services.

Certificates for Non-Congregatable Alternative Qualifications

- Taught Student Administration will request certificates for non congregatable alternative qualification awards that have been ratified at an Exam Board.
- Students can expect their certificate to be sent out up to 2 months after the Exam Board has taken place, *unless* an appeal against the Exam Board decision is submitted.
- Certificates cannot be produced for students who have an appeal in process.
- Taught Student Administration will liaise with the Appeals Co-ordinator (Academic Policy and Standards Team) on a weekly basis during peak periods (July and November) to determine which students have/have not submitted a primary appeal.
 - The Taught Student Administration team will aim to order certificates within two weeks following:
 - i) Confirmation from the Appeals Co-ordinator that the deadline for submitting an appeal has passed and a student has not submitted an appeal, or
 - ii) Confirmation from the Appeals Co-ordinator that an appeal has not been upheld and the original decision of the Exam Board will stand.
 - Certificates will be sent out to the students 'home' address within SPAIDEN and if incorrect the student will need to pay for a replacement certificate.
 - It is the student's responsibility to keep their personal information up-to-date, including 'home' address by using the Student Portal or Enquiry Services.