



Queensland University of Technology
Student Business Services
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 www.student.qut.edu.au
 CRICOS No. 00213J ABN 83 791 724 622

HiQ STAFF USE ONLY

Receipt No: _____ Amount: \$ _____
 Initials: _____ Date: ____/____/____ Campus: GP/KG/CB
 Date received: ____/____/____ Date mailed: ____/____/____



Request for academic record or Australian Higher Education Graduation Statement

Using this form

Please read the instructions on page two of this form before completing your request and signing the declaration.

1. Personal details (please PRINT clearly in black ink)

Student number

Date of birth (dd/mm/yyyy)

Title (Dr/Mr/Mrs/Ms/Miss/Mx etc) Email address

Family name Daytime phone

Given name(s)

Family name at the time studies were undertaken..... Mobile

2. Method of collection

I would like to receive via post → Provide your mailing address Mail address

or

State Postcode

I would like to collect from a HiQ service point on campus* → GP KG CB

(Please select your HiQ service point for collection) *Express processing pick up not available from the Caboolture campus

3. Academic record request

I request ___ copy/copies of my academic record listing **ALL** studies at QUT, QIT and BCAE - except Mt Gravatt. *or*

I request ___ copy/copies of my academic record for a **SPECIFIED COURSE** (complete course details below).

The academic record will bear an endorsement stating that this is not a full academic record. If studies were completed prior to 1986, please list all details below including the full name of the awarding institution.

Course code	Course title	Year started	Year finished	Campus
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please produce the record (If you do not make a selection, we will produce the record immediately)

Immediately *or* After results are released for my studies in the current semester or teaching period.

4. Australian Higher Education Graduation Statement (AHEGS) request

I request ___ copy/copies of my AHEGS for this course

Course code

Course title

You must have completed and graduated from a QUT accredited award course from December 2012 onwards to be eligible for an AHEGS.

5. Cost details

Number and type of records requested

• I request academic record(s) for my studies 1986 to present (**\$15 each**) *or* pre-1986 (**\$30 each**) =

• I request AHEGS for the course listed above (**\$30 each**) =

Processing

• I require express processing[^] (**\$20**) Yes No =

• I request a scanned copy of my record sent by email[^] (**\$5**) Yes No =

[^]See the instructions on page two for more information on these options.

Delivery

• I am collecting my record in person (**free**)

• Please send my record (select one):

or by post within Australia (**free**)# by post overseas (**\$1.50**) =

by express post within Australia (**\$10**) by courier overseas (**\$25**)

#Free postage will not leave QUT the same day

Total cost =



Request for academic records or replacement graduation statement



Instructions

Academic records

- an academic record is a complete listing of the courses and units you have studied including your grades.
- if you have studied more than one course you can choose to include all courses or just a specific course.
- you can request an academic record either during your studies or after you have completed your course.

Australian Higher Education Graduation Statement (AHEGS)

- the AHEGS is an official document issued when you graduate that provides a summary of your qualification.
- it includes details about your course, units, grades and a summary of QUT and the Australian higher education system.
- the AHEGS is only available to students who have completed and graduated from a QUT accredited award course from December 2012 onwards.

How to lodge your request

- lodge this form and payment (EFTPOS and credit card accepted, no cash) at one of our HiQ service points on campus or
- complete the online request form and payment: <https://qutpay.qut.edu.au/CART/Academic-Records-Request.aspx>

Processing time

- up to five working days for standard record and AHEGS requests (but note that it may take up to 6 weeks after conferral before an AHEGS is available for us to print).
- up to four weeks for academic records from former institutions held in the QUT archives (you will be notified by email if this applies to you).
- three hour 'express' processing is available weekdays (except public holidays) before 2pm. This service may not be available for some older academic records, including those for studies pre-1986 or recently conferred awards.
- three hour 'express' processing may be ordered for an AHEGS for a recently conferred award however it may take up to 6 weeks after conferral before an AHEGS is available for us to print.

Payment methods

- your request must be pre-paid before it can be processed.
- payment by EFTPOS or credit card is accepted at HiQ on campus. Cash is not accepted.
- pay online via QUTPay: <https://qutpay.qut.edu.au/CART/Academic-Records-Request.aspx>

Collecting your documents

- if you nominate to collect your record and the record remains uncollected for six months from the print date, the record will be destroyed and a new request (and payment) will need to be submitted.
- if your record or AHEGS is to be collected by someone other than you, QUT must receive and approve your authorisation at least three hours before the collection time.
- visit www.student.qut.edu.au/enrolment/proof-of-enrolment-and-academic-records/academic-records for instructions on authorising a third party to collect your record.
- results cannot be released to a third party (a person other than you) unless your third party authority has been approved by QUT.
- QUT does not provide official academic records in an electronic format. If you request a hard copy of your official academic record, we can send you a scanned PDF copy as an email attachment, provided you request this in your order and pay the relevant charge. The PDF is an unofficial copy of your record and includes 'copy' watermarked on the document.

Circumstances where documents cannot be issued

- where you have sanctions in place. For documents to be produced you MUST notify SBS once you have cleared your sanction.
- where the identity of the student requesting the record cannot be clearly established.

Refunds

- if you wish to cancel your application, please note refunds incur an admin fee of \$10. Full refunds will only be given if a QUT error has occurred.

Privacy

Details of QUT's practices regarding student information and privacy see www.qut.edu.au/privacy. If you're unable to access the internet, you can visit HiQ on campus, phone (07) 3138 2000 or email askqut@qut.edu.au for this information.

6. Declaration

I declare that to the best of my knowledge the information supplied by me is true, correct and complete in every respect. I acknowledge that the submission of false, incorrect, incomplete or misleading information may result in delays in processing. I acknowledge that it is my responsibility to provide all necessary documentary evidence. I am aware that if I have chosen 'express processing' the conditions noted apply.

- I warrant that I am the student identified in this application and am requesting a copy of my own academic transcript.
- I understand that QUT will pass fraudulent requests to law enforcement agencies for action.
- I understand that QUT excludes, to the extent permitted by law, all liability to any person in respect of any claims, actions, losses or damages which may be suffered or incurred arising from QUT's processing of this request.

Student's signature Date/...../.....

Student number

Full Name

Date of birth (dd/mm/yyyy)