

Dispatch of Final Award Documents to Partner Colleges

The LJMU Final Transcripts and Award Certificates policy can be found [here](#).

Printing and Checking Process of Final Award Documents

- The bulk run of documents is usually actioned between the 5th-9th of each month and then sent for printing externally, which typically has a 3-5 day turn around.
- Once received from the printers, certificates and transcripts for each partner are manually checked in accordance with the programme cohort posting information on Web Hub. Any additional certificates i.e. not included as part of the Web Hub information on programme cohorts, are also noted.
- Once checked, documents are packaged ready for posting.
- A 'Partner College Receipt Form' is completed, which includes the name of the partner and the programme code(s) being sent, in addition to the printed lists of individual students receiving documents. We retain an electronic copy of these documents, while the hard copy is placed inside the package to be sent to the partner.
- A courier form is attached to the outside of the package containing the certification, making sure relevant contact information for the partner is included i.e., email/phone number. Packages are sent to the LJMU Post Room for dispatch via courier. Tracking information will be provided once the package has been processed by LJMU Postal Services.

Time Frame for Dispatch of Final Award Documents

- We aim to dispatch final award documents to partner colleges within 8 weeks of the conferral date on a student's award.
- At busier times i.e. during graduation and exams, dispatch may be delayed.

Receipt of Final Award Documents by the Partner

- Once documents are received, the partner should check the documents against the printed list(s) of students receiving documents.
- They should then email a copy of the receipt form to awards@ljmu.ac.uk to confirm receipt of all the listed documentation.
- Confirmation should be sent within 4 weeks of receiving the documents and **any missing documents or errors must be highlighted at this point.**

Missing Final Award Documents

- If any documentation is missing, the partner college must report this at the earliest opportunity and within 4 weeks of receipt of the documents.
- If missing documentation is reported after this time, the college will be liable to purchase replacement documentation.

Final Award Document Errors

- If any errors are noted on any documents received, this must be reported to the Awards Team at the earliest opportunity and within 4 weeks of receiving the documents.
- The Awards Team will investigate any reported errors, in order to identify the cause of the error and where responsibility should lie for purchase of replacement(s).
- If LJMU are found to be at fault, replacement documents will be issued free of charge, on receipt of evidence of the original copies being destroyed.
- If the partner college is found to be at fault, then replacement documents must be ordered via the online shop. It is between the college and the student concerned to decide who is liable for the cost. Evidence of the original copies being destroyed must be provided before replacements will be processed and issued.

Replacement Final Award Document Charges

- The university currently charges £50 for a replacement certificate.

- The university currently charges £25 for a replacement transcript.

Distribution to Students

- Where certificates are to be posted to students by the partner institution, it is essential that such items are posted using the equivalent to UK Recorded Delivery or Registered Post for overseas deliveries, and that a full postal record must be maintained.