

AWARD DOCUMENTATION: FORMER AND ALUMNI STUDENTS

STUDENT ADMINISTRATION OFFERS AN AWARD DOCUMENTATION REPLACEMENT AND VERIFICATION SERVICE FOR FALMOUTH UNIVERSITY GRADUATES.

Replacement Certificates

If the certificate that you were issued has been lost, destroyed or damaged, it may be possible for a duplicate certificate to be purchased. Copies of certificates are not held on file and a duplicate must be requested. Only one version of a certificate can be in circulation at any one time and damaged certificates must be returned before a duplicate can be issued. Your original certificate becomes invalid once a replacement has been produced.

The name that appears on the certificate cannot be changed from that at the time of graduation. Exceptional circumstances may be considered at the discretion of the University.

To apply for a replacement certificate, contact the relevant awarding bodies listed below.

Note: Falmouth University can only directly issue replacement certificates for awards conferred from May 2019, further information as to how to purchase a replacement certificate can be found below.

I completed my studies prior to May 2019, where can I get a replacement certificate?

Please contact the certificate providers below for more information:

Course / Qualification	Year	Awarding Body	Certificate Provider
South West Regional Diploma in Foundation Studies in Art & Design (2 sites Falmouth & Penzance)	Prior to 1993	BTEC	Pearson
BTEC Diploma in Foundation in Art & Design	1993 - 2000	BTEC	Pearson
ABC Diploma in Foundation in Art & Design	2001 - 2009	ABC Awards	ABC Awards
UAL Diploma in Foundation in Art & Design	2010 - 2017	University of the Arts London	University of the Arts London
BTEC Diplomas in General Art & Design ND Design ND Fashion ND Photography ND Copywriting HND Photography HND Graphic Design	1992 - 1994	BTEC (based at Camborne)	Pearson
Diploma Radio Journalism	1982 - 1991	BTEC	Pearson
Diploma in Art & Design	1967 - 1973	BTEC	Pearson
BA(Hons) Fine Art 1973 - 1992 BA(Hons) Graphic Information Design(GID) 1989 - 1991 PgDip Radio Journalism 1991-1992	Prior to 1993	Open University (CNAA)	The Open University
PhD - University of Plymouth	Ongoing	University of Plymouth	University of Plymouth
PhD - UAL	Ongoing	University of the Arts London	University of the Arts London

Provider	Year	Awarding Body	Certificate Provider
Dartington College of Arts	Post 1993 - 2008	University of Plymouth	University of Plymouth
Falmouth College of Arts	Post 1992 - 2006	University of Plymouth	University of Plymouth
University College Falmouth	2007 - 2008	University of Plymouth	University of Plymouth
University College Falmouth Incorporating Dartington College of Arts	2008 - 2012	University of Plymouth	University of Plymouth
Falmouth University	2013 – 2019 (April)	Falmouth University	University of Plymouth
Falmouth University	2019 (May) - Onwards	Falmouth University	Falmouth University

Certified certificate copies

A validated certificate is a copy of your original certificate, which will be stamped and signed by a Student Administration staff member to confirm it is an accurate copy. Validated certificates can be useful for job or further study applications if you are making multiple applications and/or you do not wish to send off your original document. You must be in possession of your original certificate in order to request validated copies and be able to provide Student Administration with a good quality scan of it to be validated.

In order to obtain a free certification of your original certificate, please send us an email titled 'Certified certificate copy request' and include a copy of the original document specifying why you require the certification and any specific requirements you may require.

Email: award@falmouth.ac.uk

Replacement transcripts

If the transcript that you were issued has been lost, damaged or destroyed, a duplicate can be purchased. Copies of transcripts are not held on file and a duplicate must be requested.

The name that appears on the transcript cannot be changed from that at the time of issue. Exceptional circumstances may be considered at the discretion of the University.

Further instructions on how to purchase a replacement transcript can be found below.

Can you supply my transcript in a signed and sealed envelope?

Yes, transcripts can be supplied in officially signed and sealed envelopes if required. You can request this in the online store when you place your order.

I studied years ago - can I still have a transcript?

The requirement to formally record individual assessment and module marks only became law in 2003 therefore we are unable to guarantee that a complete set of detailed module information has been retained for all former students. Whilst we will make every effort to obtain your past marks in order to produce a transcript, we can only do so if this information has been retained. If you wish to check whether we can provide you with a transcript before placing your order within the Falmouth Payment Portal, please contact us.

Email: award@falmouth.ac.uk

Note: If you just require proof of your award you may wish to consider requesting an Award Verification Letter instead.

Award verification letter

An award verification letter confirms a former student's qualification, classification, date of award and dates of attendance. Once we can retrieve documentary evidence from our archive records to confirm that you undertook, completed and that a qualification was awarded, we will be able to issue an award verification letter on Falmouth University headed paper.

Note: Due to the historical nature of the records, not all requests can be fulfilled as there may be difficulties locating certain physical or electronic documents required to produce an award verification letter.

How do I order my replacement / verification documents from Falmouth University?

Replacement certificates, replacement transcripts and award verification letters all ordered through [the online store at this link](#).

1. Visit the Falmouth University payment portal
2. Select the type of document you require (certificate, transcript, award verification letter)
3. Add item to the basket
4. Add a tracked postal service to your order (if required)
5. Go to shopping basket
6. Proceed to checkout
7. Register or log into your payment portal account
8. Answer the identifying questions
9. Confirm delivery address details
10. Confirm billing address details
11. Provide payment information

How much do documents cost?

The following charges apply:

Document	Cost (£) First class or standard mail air postage included as standard
Replacement Certificate	30.00
Certificate Certification	Free
Replacement Transcript	15.00
Award Verification Letter	7.50

Tracked Service Postal Zones	Cost (£) In addition to document price
UK	2.50
Europe	3.00
International	3.50

How and when will my documents be sent/received?

Requests are usually processed within 15 working days. We recommend that you place your order in plenty of time as urgent requests cannot be prioritised.

Note: We are particularly busy during the certificate and transcript production periods (mid-May to July, September and February). Throughout these periods, it may take longer to process your order.

All certificates and documents ordered are posted via first class or standard air mail (if you are based abroad) and will be posted out to the address you have provided. Alternatively, you can add a tracked service delivery to your order within the Falmouth University payment portal.

For information on how long your item may take to arrive please visit the **Royal Mail** website.

We are unable to estimate how long items take to be delivered to various destinations. We also can't be responsible for any items that are lost in the mail/post. If you wish to trace items that have been ordered, we can provide you with the recorded mail item number and you can then trace the item via the Royal Mail website.

Can my documents be sent electronically?

Certificates and transcripts have to be posted as hard copies. Certified certificate copies and award verification letters can be provided as password protected PDF documents.

Can someone else order a document for me?

We take the security of our students' data very seriously and for this reason will only supply replacement documents to the student themselves.

Note: We reserve the right to refuse to supply any documents if we believe the requestor is not the person whose record the request relates to.

Can I request an expedited service?

All document requests are processed chronologically in order of receipt. We do not offer an expedited service, as we produce all documents as quickly as we can in all cases.

Can you send my document by courier?

We are unable to arrange delivery by courier, however if you wish to do this yourself please let us know when you place your request, either by entering in the delivery address section that you will be arranging a courier, or by sending us an email titled ' Courier arrangements' to award@falmouth.ac.uk as soon as you have placed your order.

Note: You must make all arrangements and bear all costs for this.

Can you send my document to someone other than myself?

We cannot send your document to anyone other than yourself. The only exception is with regard to transcripts, these can be sent directly to another institution if we are provided with a named recipient, email or postal address.

Note: For security reasons we reserve the right not to send your document to a generic address (e.g. an admissions office) without a recipient name, as this can result in documents failing to be delivered.

Refunds

If you have ordered documents via our website but no longer require them, you may be entitled to a refund, provided we have not processed your order. You will need to contact us as soon as possible to request a cancellation and refund.

If your order has already been processed and your refund request reaches us after your documents have been produced, we cannot provide a refund.

Disclaimer

To prevent fraud and misuse, the University withholds the right to decline requests for further replacement certificates where a former student has already requested a replacement certificate.