

Regulations for Confirming Awards and Issuing Certificates

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1 May 2018.	2015 Version.	General update.

Document Owner	Approved By	Date Approved	Review Frequency
Student Services.	Senate Regulations and Special Cases Committee.	4 October 2018.	Every three years.

Note: In exceptional circumstances, and subject to approval by the Chair of the Senate Regulations and Special Cases Committee, responsibilities assigned to Schools, Heads, of School, School Officers or School Committees in these Regulations may be assumed by the College, Head of College, College Officers or College Committees respectively, as appropriate.

Regulations for Confirming Awards and Issuing Certificates



PRIFYSGOL
BANGOR
UNIVERSITY

These regulations apply to all students who receive Bangor University awards.

Introduction

1. Degrees, Diplomas and other qualifications awarded by Bangor University are confirmed during a University Degree Ceremony. The University can determine the precise format of the ceremony and the number of ceremonies. Academic and other staff of the University are expected to attend Degree Ceremonies. The University may approve alternative arrangements for programmes delivered by or in partnership with others.
2. Certificates are issued to students who successfully complete award-bearing programmes of the University. Certificates are produced by the Student Administration Section. Colleges and Schools, any other organisation or individual are not authorised to produce certificates for award-bearing programmes of the University.
3. Certificates can only be produced by the Student Administration Section when it has received evidence from Boards of Examiners that students have successfully completed their programme of study.
4. Documents to confirm that students have completed non-award-bearing courses can be produced by Colleges or Schools as defined in the Code of Practice for Non-Award-Bearing Provision.
5. Boards of Examiners must decide whether students have qualified for their degrees. After qualifying they are called 'graduands'. Graduands become 'graduates' when they receive their award certificates.

Confirmation of Awards

6. Students can choose to attend a Degree Ceremony. If they are unable to attend, or do not wish to attend, the Ceremony, they will receive their award certificates by post.
7. The Vice-Chancellor of the University is authorised by these regulations to confirm awards at Degree Ceremonies. In exceptional circumstances, the Vice-Chancellor can delegate this duty to a senior officer of the University.
8. Students who attend a Degree Ceremony must wear the appropriate academic dress (including gown, hood, and cap) as specified by the University.
9. The University can confer honorary degrees, fellowships or other distinctions on individuals considered by the University to be worthy of such awards.
10. The University, acting through the Head of Student Administration (or nominee) has the right to bar a student from attending a Degree Ceremony.
11. Where the agreement between the University and a collaborating Institution allows, the Institution can arrange a ceremony to confirm awards. The arrangements must be approved by the University's Head of Student Administration. Students who

attend the ceremony are entitled to wear the appropriate academic dress as specified by the University.

Issuing Certificates

12. A certificate will be issued within 2 months of the date on which the Student Administration Section receives confirmation of the student's result. Certificates will be issued by post, but if the student chooses to attend a degree ceremony within the period when the certificate would normally be issued, the certificate will be issued at the Ceremony.
13. If, due to exceptional circumstances, it is not possible to issue a certificate as described in paragraph 12, certificates will be issued as soon as is practically possible.

Contents of Certificates

14. Certificates will contain the following information:

- University Name
- Name of partner institution and type of award (if appropriate)
- University Crest
- Name of award in full
- Programme title
- Full name of student
- Date when student was admitted to the degree
- Name and signature of the Vice-Chancellor
- Certificate number
- A stamp on the certificate to make it evident if a certificate is a replacement.

Certificates will contain security features that can be used by the Student Administration Section to verify that a certificate is genuine, for example, watermarked paper and microtext.

15. Award names and programme titles are defined when a course is validated. Changes to programme titles can be approved after validation. Unless by agreement between the student and the University, a programme title cannot be modified once a student has enrolled for the first year of a specific course. Only the approved programme title as recorded for the student in the University's student record system will be printed on the certificate.
16. The name that appears on the certificate will be the full legal name of the student as recorded in the University's student record system. Requests to amend a name due to marriage or change of name by deed poll will normally be rejected. In exceptional circumstances a request received within 28 days of a certificate being awarded can be approved if the student provides a reasonable explanation why the name had not been changed before the certificate was issued.
17. Requests to change the award or programme title, student name, any other details printed on the certificate, or any features on the certificate will normally be rejected. Such requests will only be considered in cases where there is evidence that the details printed on the certificate are incorrect.

18. The name and location of any other higher education provider involved in the delivery of a programme and the principal language of study and assessment is specified on the transcript.

Delivery

19. Certificates posted to an address in the UK are normally sent by Royal Mail second class delivery. All certificates posted to an address outside the UK are normally sent by Royal Mail 'signed for' delivery or its equivalent (so that their receipt/return can be tracked).
20. Certificates will only be posted to a student's current permanent home addresses as recorded in the University's student record system. If no such address exists or is out of date, the certificate will be kept in the Student Administration Office until the student contacts the University. The University may make alternative arrangements to deliver certificates to students on collaborative programmes.
21. If a certificate does not reach a student, and it can be demonstrated that the University is at fault, a copy of the certificate will be sent free of charge. If a student has failed to provide the University with a correct address an administrative charge will be made for issuing a replacement certificate.

Replacement Certificates

22. If a student loses their certificate, a replacement can be issued provided that the student provides a statement to confirm that the original is lost/damaged. A charge will be made for replacement certificates.
23. Replacement certificates will be marked 'Duplicate'. The replacement certificate may differ in format and style to the one that was issued originally but will contain the same information.
24. The time taken to produce replacement certificates is normally up to six weeks from processing of the request.

Verification

25. The University will respond to any reasonable requests to verify that a certificate is genuine. The University will only respond to requests if there is clear evidence that the person seeking verification has been provided with a valid copy of the certificate. This will normally be determined by referring to the certificate number, and any other parts or features of the certificate that are deemed to be appropriate. If a student has given a third party a copy of the certificate, this will be taken as an indication that there is permission for the University to verify the certificate.

Complaints

26. If a student is dissatisfied with any aspect related to the production or issuing of a certificate, then in the first instance, the student should contact the Awards Office to discuss their concerns. If the matter is still not resolved to the student's satisfaction, then a complaint can be submitted using the Student Complaints Procedure.