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Academic Transcript
Name of Policy

December 20, 2019
Implementation Date

Senior Education Administrator
Positions(s) Responsible

December 20, 2019
Date of Last Revision

ACE Community College (ACC) has created this outline to set out the process related to the issuing of academic transcripts at the College. This policy applies to all students enrolled at the College.

Overview

1.1. The College recognizes the importance of academic transcripts in maintaining the academic integrity of the College.

1.2. The Faculty Support Department is responsible for the management of recording academic progress. The department must report this academic progress to Student Services, who will communicate this to the student as required.

1.3. The record of all Courses in which a student has registered shall remain on the academic transcript. 1.4. Third party requests for data on current or former students require written consent from the student or alumni member concerned.

Students Responsibilities

2.1. Students members are responsible for ensuring that written transcript requests are submitted well in advance of deadlines. Requests are processed in the order in which they are received.

2.2. The College is not responsible for academic transcripts that are lost or delayed in the mail.

2.3. Students are responsible for ensuring that the correct recipient address is on their written transcript request. The College is not responsible for transcripts sent to an incorrect address entered by a student.

2.4. Students are responsible for following up to ensure that their academic transcript has arrived at the intended destination.

Issuing of Unofficial Transcripts

An Unofficial Transcript must be issued upon written request to any student completing a Course at the College

Issuing of Official Transcripts

3. The College seal and signature of the Student Services Officer will appear on Official Transcripts. 4.2. An Official Transcript must be issued within three (3) weeks of successfully completing a College Program and after having successfully submitted a Credential Release Form; authorizing the College to release any academic documents including transcripts.

3.1. The College will not release any academic documents unless a completed Credential Release Form is submitted.

3.2. Official Transcripts will not be provided in electronic format or sent via fax or email, as this format is not considered to be official.

3.3. Official Transcripts will not be released by the College until all outstanding fees have been paid, and requisite documentation submitted.

3.4. An Official Transcript will be issued directly to the requesting organization, institution or employer, upon request by the student.

3.5. Students must allow five (5) business days upon receipt of a written request for Official Transcripts to be generated. This turnaround time does not include time needed for a transcript to arrive a destination by postal mail or courier.

3.6. Students may request for Official Transcripts to be generated on a 'rush' order within twenty-four (24) business hours for a prescribed fee.

3.7. Delivery times between rush and regular orders do not vary as both methods will be shipped via regular postage.

3.8. If a student requests for an Official Transcript to be sent to a destination by courier, additional charges will apply.

3.9. All students must be issued one (1) copy of their Official Transcript within two (2) weeks of successfully completing their Program. This one (1) Official Transcript will be supplied free of charge.