
THE AGA KHAN UNIVERSITY

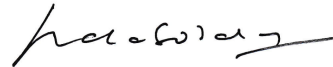

TRANSCRIPTS OF STUDENT RECORDS POLICY & ISSUANCE PROCEDURES

Policy #	: A003	Pages	: 6
Issue #	:	Effective Date	: May 25, 2026
Revision #	:	Revision Date	: 2025

DISCLAIMER: If there is a discrepancy/conflict between the electronic copy of this policy and/or any other copy of this policy, the original held by the policy owner in the Provost Office will always supersede and prevail.

Responsible Authority:

Policy Authority:



Dr. Tania Bubela
Provost & Vice President Academic
Deputy Vice Chancellor Academics,
Research & Extension

Dr. Sulaiman Shahbuddin
President and Vice Chancellor

1.0 INTRODUCTION

1.1 Aga Khan University (AKU) maintains an official academic record for every student. This Policy on Transcripts of Student Records sets out the principles governing the creation, content, authentication, and release of official academic transcripts. It replaces earlier guidance on Academic Transcripts and consolidates University-wide practices to ensure accuracy, integrity, and consistent treatment of students across all AKU entities.

2.0 PURPOSE

2.1 The purpose of this Policy is to:
2.1.1 Define what constitutes an official Academic Transcript at AKU;

- 2.1.2 Specify the minimum content and format requirements for Academic Transcripts;
- 2.1.3 Establish the conditions under which Academic Transcripts are issued, including to third parties;
- 2.1.4 Safeguard the integrity, authenticity, and confidentiality of Academic Transcripts; and
- 2.1.5 Clarify the roles and responsibilities of the Office of the Registrar and other Academic Entities.

3.0 SCOPE AND JURISDICTION

- 3.0 This Policy applies to all current students, alumni, and withdrawn students and to all Programmes, regardless of mode of delivery.
- 3.1 This Policy is applicable to all Academic Transcripts issued by AKU, whether in paper or electronic form.
- 3.2 In the event of any conflict between this Policy and the regulations of a professional or regulatory body, AKU will, where necessary, align its transcript practices with such external requirements while maintaining the integrity of AKU student records.

4.0 TRANSCRIPTS

- 4.1 The Office of the Registrar will issue official Academic Transcripts to current students, alumni, and withdrawn students. Requests may be made at any time during study or after separation from AKU, subject to this Policy and associated procedures. The Academic Transcript will indicate, as appropriate and in accordance with the approved programme specifications, at least the following information:
 - 4.1.1 Name of the Academic Entity (college, faculty, school or institute issuing the award);
 - 4.1.2 Student name and student number (or equivalent identifier);
 - 4.1.3 Programme title and the awarded degree, diploma or certificate, including any major or specialization, as applicable;
 - 4.1.4 Period of study and date of conferment of the award (where applicable);
 - 4.1.5 Course/module names, numbers and credit values, as applicable;
 - 4.1.6 Scores and/or grades, or a statement of pass/fail, for each course/module;
 - 4.1.7 An indication where a student has passed a supplementary examination;
 - 4.1.8 Overall grade point average (GPA) and any honours or distinctions attained; and
 - 4.1.9 Thesis or dissertation title, where applicable.
- 4.2 Unless indicated otherwise, all references to students include withdrawn students (see Annex A).
- 4.3 Additional copies of the Academic Transcript will be processed only upon a student's request and upon payment of the prescribed fee, even when the request originates from another institution or organization. In all such cases, the student's written, signed consent authorizing the release of the transcript is required.

- 4.4 Where requests are submitted electronically, a Personal Identification Number (PIN), secure electronic signature, or other approved method of identity verification may be accepted as a surrogate for a handwritten signature, in accordance with AKU procedures.
- 4.5 AKU may withhold the issuance of Academic Transcripts where the student has not fulfilled all financial and other obligations that are due to AKU (other than future loan payments), as determined by AKU's policies.
- 4.6 The language of the Academic Transcript will be English. Applicants are responsible for any needed translation(s).
- 4.7 The Registrar will ensure appropriate means of authenticating Academic Transcripts, which may include security paper, official seals, authorised signatures, secure electronic delivery systems, and other measures designed to prevent forgery, tampering or misuse.
- 4.8 The grading system, grade point average (GPA) calculation, and any honours classification used by AKU will be explained in a narrative and/or legend accompanying the Academic Transcript, as required, to ensure clarity for external readers.

5.0 **ROLES AND RESPONSIBILITIES**

- 5.1 The Office of the Registrar is responsible for maintaining official student records, issuing Academic Transcripts in accordance with this Policy, and periodically reviewing procedures for transcript production and release.
- 5.2 Academic Entities are responsible for timely and accurate submission of grades and other academic information to the Office of the Registrar.
- 5.3 The Office of the Registrar is responsible for the issuance of Academic Transcripts; Academic Entities are not authorized to issue official Academic Transcripts.
- 5.4 Students are responsible for submitting complete and accurate transcript requests, providing consent where required, and ensuring that all outstanding obligations to the University are fulfilled.

6.0 **POLICY REVIEW**

- 6.1 This policy and procedures will be reviewed at least every three years, or earlier if required by regulatory changes or institutional priorities.

ANNEX A – DEFINITIONS

Term	Definition
Academic Entity	A faculty, school, institute, department or division authorised by AKU to offer academic programmes.
Academic Transcript	The official, up-to-date record of a student’s academic performance at Aga Khan University, issued by the Registrar or an authorized officer in the approved University format.
Alumni	Graduates from AKU programmes.
Programme	An approved course of study leading to an AKU credential (e.g., degree, diploma, certificate, residency/fellowship).
Registrar	The University officer, or designate, responsible for the integrity of student records and the issuance of official Academic Transcripts.
Student	Any individual who is or has been registered in a programme or course of study at Aga Khan University.
Transcript Hold	A restriction that prevents the issuance of an Academic Transcript until specified conditions, such as the clearance of financial obligations, are met.
Withdrawn Student	A student who has formally discontinued their studies at AKU, whether voluntarily or because of academic, non-academic, or disciplinary action.

ANNEX B – ACADEMIC TRANSCRIPTS ISSUANCE PROCEDURES

1.0 GENERAL PRINCIPLES

- 1.1 These Procedures support and should be read in conjunction with the *Transcripts of Student Records Policy*.
- 1.2 The Office of the Registrar will publish current information on transcript request processes, fees, and processing times on its website and/or student portals.
- 1.3 The Registrar may delegate specific operational tasks related to transcript production to designated staff but retains overall responsibility for compliance with the Policy.

2.0 REQUESTING AN ACADEMIC TRANSCRIPT

- 2.1 Students, Alumni or Withdrawn Student may request Academic Transcripts:
 - 2.1.1 Electronically through online self-service systems, as applicable; or
 - 2.1.2 By submitting a written request (form), either in person or via email, where permitted by the Office of the Registrar.
- 2.2 All requests must include sufficient identifying information (e.g., full name, student number, programme, dates of attendance) to enable accurate retrieval of records.
- 2.3 Where a transcript is to be sent directly to a third-party institution or organization, the Student or Alumnus/Alumna must provide explicit written or electronic consent by completing the release of information form.
- 2.4 The Office of the Registrar will verify the identity of the requester using government-issued identification, AKU identification, PIN, or other approved verification methods.

3.0 FEES AND PROCESSING TIMES

- 3.1 AKU may charge a fee for the production of Academic Transcripts, as approved through the relevant University processes.
- 3.2 Current transcript fees and available payment methods will be published by the Office of the Registrar.
- 3.3 The Office of the Registrar will strive to process complete transcript requests within a reasonable timeframe, which will be communicated to students and may vary by campus or time of year.

4.0 HOLDS AND REFUSAL TO ISSUE TRANSCRIPTS

- 4.1 Where a student has outstanding financial or other obligations to AKU (other than future loan payments), the Registrar may place a hold on the issuance of Academic Transcripts.
- 4.2 The nature of the hold and the steps required for its removal will be communicated to the student by the relevant office (e.g., Finance, Library), with copy or notification to the Office of the Registrar where appropriate.
- 4.3 Once the outstanding obligations have been cleared, the hold will be lifted, and transcript requests will be processed in the usual manner.

5.0 CONTENT AND FORMAT OF ACADEMIC TRANSCRIPTS

- 5.1 The Office of the Registrar will maintain a standard template for Academic Transcripts for use across AKU, with minor variations permitted to meet local regulatory requirements.
- 5.2 The transcript template will clearly display AKU name and logo, student name and number, programme title, and award details on the first page.
- 5.3 Courses/modules will be listed chronologically or by term/semester, indicating course code, title, credit value, and grade or pass/fail status.
- 5.4 Any supplementary examinations or repeat attempts will be clearly identified in a consistent manner.
- 5.5 The grading legend and GPA/honours explanation will normally appear on the reverse side of paper transcripts or as an accompanying page or section for electronic transcripts.
- 5.6 Where applicable, the transcript will include notations for periods of break or leave, for any academic or disciplinary actions recorded by AKU, and for other extenuating circumstances where the University deems it appropriate.
- 5.7 Security features will be incorporated into the template as determined by the Registrar.

6.0 FORM, LANGUAGE AND DELIVERY

- 6.1 Academic Transcripts may be issued in paper form, electronic form, or both, using secure formats approved by the Registrar.
- 6.2 Academic transcripts are issued in English; applicants are responsible for any translation, for example, when submitting to other Institutions.
- 6.3 Where transcripts are issued electronically, secure delivery systems (e.g., password-protected files, secure portals, or trusted third-party credential services) will be used to protect authenticity and confidentiality.
- 6.4 Transcripts may be collected in person by the student or dispatched directly to the recipient indicated on the request form, in accordance with the student's instructions and AKU procedures (Transcript Request Form).
- 6.5 Any courier charges for direct dispatch will be paid by the student.

7.0 RECORD-KEEPING

- 7.1 The Office of the Registrar will maintain records of transcript requests and issuances in accordance with AKU's *Collection, Retention, Use And Confidentiality Of Student Information And Records Policy & Procedures* and other relevant policies and national statutes and regulations.
- 7.2 Information relating to transcript requests will be handled confidentially and used only for the purposes of verifying identity, processing requests, and maintaining accurate student records.