



**GUIDELINES FOR RE-ISSUING OF CERTIFICATES AND
TRANSCRIPTS BY THE UNIVERSITY OF RWANDA**

Approval by Senate meeting of 17 February 2015

GUIDELINES FOR RE-ISSUING OF CERTIFICATES AND TRANSCRIPTS BY THE UNIVERSITY OF RWANDA

1. INTRODUCTION

The objective of the guidelines is to provide clarity on the conditions and processes for re-issuing of certificates and transcripts required by graduates of the University of Rwanda as well as by those who graduated from the following former institutions that were merged to form the University of Rwanda: Institute of Agriculture and Animal Husbandry (ISAE); Kigali Health Institute (KHI); Kigali Institute of Education (KIE); Kigali Institute of Science and Technology (KIST); the National University of Rwanda (NUR); the School of Finance and Banking (SFB) and Umutara Polytechnic (UP).

2. CONDITIONS FOR RE-ISSUING

- Replacements will only be issued where the original document is lost, damaged or stolen - and not where it is temporarily mislaid or inaccessible. For the lost certificate or transcripts, the applicant must provide proof that the loss was reported to the police at least six months earlier.
- Replacements will bear the name of the graduate as they were known at the time of graduation.
- Replacements will carry the following statement "This is a certified duplicate degree certificate or transcript, was re-issued on 00/00/0000".
- The costs of the replacements shall be borne by the applicant
- Certificates and transcripts of former institutions will not be re-issued with effect from 1 February 2015
- Applicants from the former institutions will be issued with the University of Rwanda Certificates and transcripts carrying the following clarification statement: "The bearer graduated from (*Name of former institution*.....), which was merged with six other Public Higher Learning Institutions to form the University of Rwanda, effective 10th September 2013"
- Names cannot be changed retrospectively, unless the applicant provides sufficient evidence that without the change, he or she will suffer serious hardship or discrimination (e.g. if the name change is related to a gender reassignment). Changes of name due to marriage or divorce shall not be acceptable
 - The applicant must submit a notarized legal document confirming their change of identity.
 - The applicant must return their existing certificate and transcripts.

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5. PROCEDURE

5.1. REPLACEMENT DUE TO LOSS OR DAMAGE OR THEFT

- An application for a replacement certificate shall be submitted to the Office of the University Registrar.
- Application for replacement transcripts shall be submitted to the Office of the College Registrar
- Applicant shall supply the following information (for both cases):
 - Name
 - Student ID number (if known)
 - Date of birth
 - Award year
 - Degree type (i.e. BA, BSc, MA, PhD)
 - Programme title (i.e. Business Studies, Geography)
 - Classification
 - Reason for replacement (i.e. lost / damaged /theft/ graduated from a former institution)
- The applicant shall provide a duly signed affidavit, a copy of National ID or passport and proof of payment for the replacement certificate or transcripts
- The replacement certificate shall be signed by the Vice Chancellor and the University Registrar
- Replacement transcripts shall be signed by the College Principal and the College Registrar

5.2. REPLACEMENT DUE TO NAME CHANGE

- The application shall be submitted to the Deputy Vice Chancellor responsible for Academic Affairs and Research
- Applicant shall supply the following information:
 - Name (former)
 - Student ID number (if known)
 - Date of birth
 - Award year
 - Degree type (i.e. BA, BSc, MA, PhD)
 - Programme title (i.e. Business Studies, Geography)
 - Classification
- The applicant shall submit a notarized legal document confirming the change of identity
- The applicant shall provide proof of payment for the re-issue of the certificate and a copy of National ID or passport
- After approval, the University Registrar shall:
 - Amend the applicant's records, to display the new name as the main identifier for the applicant; the previous name shall be recorded in the appropriate field. (This is necessary should any employer contact the University with a request for checking qualifications – the applicant would

otherwise appear as non-existent. The old name shall be kept so that all records can be tied together, whether connected to new name or old).

- Prepare a note describing the change and send it to the respective College Registrar, to be placed in the applicant's file
- Advise the respective College Registrar to amend the corresponding graduation list by recording the applicant under the new name
- Collect the old certificate and transcripts from the applicant
- Issue the applicant with the new certificate (the Corresponding College can then issue the applicant with new transcripts)

5.3. DISPOSAL OF CERTIFICATES AND TRANSCRIPTS OF FORMER INSTITUTIONS

- Duly signed certificates and transcripts shall be kept under the responsibility of the College Registrars until when collected by their owners after fulfilling all the conditions.

All the unsigned certificates and transcripts shall be submitted to the University Registrar who shall arrange for their destruction and disposal. Each College shall submit to the Deputy Vice Chancellor responsible for Academic Affairs and Research, a record of the signed certificates and transcripts in their custody and those to be destroyed


Prof. Nelson Ijumba

Deputy Vice Chancellor for Academic Affairs and Research

