UNIVERSITY OF RWANDA

PROCESS AND PROCEDURES FOR PREPARING AND ISSUING OF ACADEMIC DOCUMENTS

Approved by SMC meeting of 14th February 2018

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1. Introduction

The main aim of documenting the process and procedures for issuing of academic documents is to ensure that there is coordination and efficiency in the preparation of documents leading to the printing of academic documents (i.e. degree certificates, transcripts and language proficiency certificates) and issuing them. This will avoid delays in the availability of certificates after graduation, which lead to missed opportunities and often cause a lot of anxiety. The process and procedures also outline the process for issuing academic documents.

The documented processes and procedures will also serve as a guide to staff who are responsible for implementation of such processes.

2. Processes and time lines

Process/Document	Process Description	Timeline	Responsibility
Procurement	Procurement process in case of absence of a contract.	At least 6 Months to the graduation ceremony	DVCAAR and University Registrar
Approval of results and graduation lists by CACs	Provisional graduation lists shall be presented to CAC at the time of approval of end of year results. Only students who have paid all the required fees shall appear on the graduation list presented to CAC.	At least 2 months to the graduation ceremony	College Principals College Registrars
Clearance for graduation	The College Registrar's office is required to have a complete database of graduates who are cleared by the Finance office, Library and students' welfare. **Students shall not be required to present any**	Two weeks to the graduation ceremony	College Registrars and College Directors Finance

	physical form to be cleared for graduation.		
Approval of examination results and graduation lists by Senate	College Principal are required to present to Senate end of year results and the graduation list for approval. The graduation list shall be final after the approval by Senate. Any amendments shall require approval by the Chairperson of Senate.	At least 1 month to the graduation ceremony	Chairperson of Senate
Publication of the final graduation list	The final graduation list shall be published on the University website after the approval by Senate	Two days after Senate's approval	University Registrar
Issuing academic transcripts	Academic transcripts shall be issued immediately after the approval of the graduation list by Senate	Within one week after the approval of the graduation list.	College Registrars
Printing of the degree certificates	The order for printing Degree certificates shall be made by the University Registrar after the approval of graduation lists by Senate. Degree certificates shall be printed on a format approved by Senate and co-signed by the University Registrar and the Vice Chancellor.	At least 5 days after the approval of the graduation list by Senate	University Registrar
Distribution of degree certificates	Normally, degree certificates be	Immediately after being printed	College Registrars

	dispatched to College Registrars for distribution. Students will not be requested to present any proof of clearance as this information must be available in the College Registrar's office before graduation. A degree certificate shall only be collected by the owner. A power of attorney where permission is given to someone else to collect the certificate on behalf of the owner.		
Language Proficiency Certificates	Language proficiency certificates are prepared, signed and issued by the office of Director of Language Enhancement Centre at a cost stipulated in the fees structure	Not more than two days from the time a request is received.	Centre for Language Enhancement
Academic Testimonial	Academic Testimonial for ongoing students are issued by the School Dean on request. Academic Testimonial for graduates is issued by the College Registrar and it is co-signed by the College	Not more than two days from the time a request is received.	College Registrar and School Dean

	Principal and the College Principal.		
Issuing academic documents to graduates of former institutions	Graduates of former institutions which were merged to form UR are issued with University of Rwanda academic documents. Logos and stamps of former institutions are not used in this case. For clarity, a footnote is added at the bottom of the document stating as follows; " *the bearer is a graduate from the former institution ……………….that was merged with other Public Higher Learning Institutions to form University of Rwanda in September 2013*".	Not more than two days from the time a request is received.	College Registrar
Document certification and confirmation	Certification and confirmation of academic documents as true copies of the original, is done by the University Registrar. Requests that require professional confirmation shall be oriented to the concerned College for handling.

The request normally comes from former students, prospective employers, academic | | University Registrar |

	institutions and education verification companies, for academic and employment purposes.		

3. Names to appear on the academic documents

Names appearing on the official academic documents submitted during the first registration shall be the ones to appear on the University Academic documents. It shall be the responsibility of the College Registrar to ensure that there is no variation in names.

Requests for change of names shall follow the legal procedures and guidelines stipulated in the academic regulations.

4. Correction of errors and replacement of a lost degree certificate

Requests for correction and replacement of already printed academic documents shall be processed by the College Registrar, approved by the College Principal and submitted to the University Registrar for further review and printing.

Graduates will meet the cost for replacement of academic documents in case of loss or corrections of errors not committed by the University. University staff shall be held accountable and sanctioned appropriately for any errors committed due to proven negligence.

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