



THE  
UNIVERSITY COUNCIL  
OF JAMAICA

*"Assuring Quality in Higher Education"*

# QUALITY ASSURANCE IN HIGHER EDUCATION WEEK



## Credential Assessment Webinar

Improving Quality in Student Academic Records:  
Preparation of Academic Transcripts

Presenter: Dr Angela Penny, Dir. Quality, Planning and Evaluation, UCJ

# Role of the UCJ

The mission of the University Council of Jamaica is to facilitate and oversee the development and maintenance of a robust higher education quality assurance system.

# Role of the UCJ



The UCJ is the National External Quality Assurance Agency for higher education in Jamaica.



The UCJ functions as the national information centre for local, regional, and international higher education institutions and qualifications.



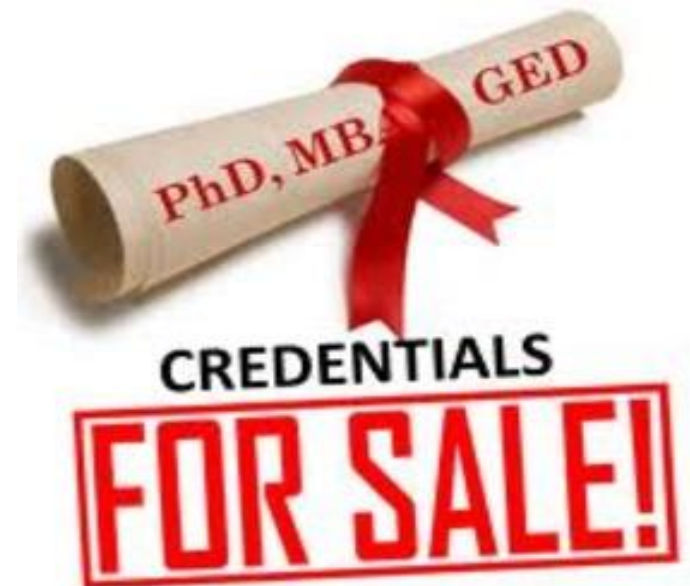
The UCJ is identified as the single competent authority in Jamaica for the recognition of foreign qualifications

# CREDENTIAL ASSESSMENT SERVICES

- ❖ Assessment of academic credentials for the purpose of employment or further study in Jamaica
- ❖ Statements on the status of local and foreign institutions
- ❖ Equivalence of credentials to support application for the CARICOM Skills Certificate
- ❖ Comparability of foreign qualifications to accredited programmes offered in Jamaica
- ❖ Provision of information concerning institutions and programmes (locally, regionally, and internationally)

# Why this is important...

Credential Assessment serves as a means to safeguard against fraud and diploma mills



# The transcript

- ✓ Student academic record, may be held in transcript form
- ✓ Formal record of a student's studies, which usually includes courses taken, grades received, credits received, extra-curricular activities, special recognition, and degrees conferred
- ✓ Proof of education

# What is the transcript used for?

- Make hiring/admission decisions
- Credential assessment tool
- Verify:
  - qualification awarded
  - education history
  - student bio-data
  - programme of study
  - existence of the institution



# Requirements of the UCJ

## Official [paper] transcript

- Printed on the institution's headed paper and sent directly from the institution, whether by mail/hand delivered in a sealed envelope **OR** received in a sealed, signature-stamped envelope.
- Bears the appropriate official signatures and the seal of the institution that issued it





# Requirements of the UCJ

- An **electronic** transcript is considered official if received directly, using an approved electronic means

Electronic transcripts are considered "official" when received from a secure site formally linked to the sending institution



# Transcript Errors/Omissions

- Grammatical/spelling/formatting errors
- Student data:
  - Incorrect/incomplete name, DOB, gender
  - Entry and/or exit date missing
- Course information
  - Year/semester, course code, credits, missing
  - Designed for the year to be included but no information entered
- Basis of admission/entry qualification missing
- Date of award/date of completion not clearly indicated



# Transcript Errors/Omissions

Discrepancies regarding the award title:

## Example:

Name of programme on transcript: Associate degree in Early Studies

Name on certificate: Associate of Arts in Early Studies

## Discrepancies with regard to dates:

- Transcript preparation date missing
- Award date on transcript is different from that on degree certificate
- Date of award and date of completion of studies differs from the certificate information
- Degree date is before completion of all courses



**Date!**

## Example:

1. Programme completed 2010

- Resit completed 2014
- Certificate dated 2009



2. Discrepancy with course information → transcript returned with additional errors, new course added and new date of completion

# Basis of admission and transfer of credits information missing:

## Example:

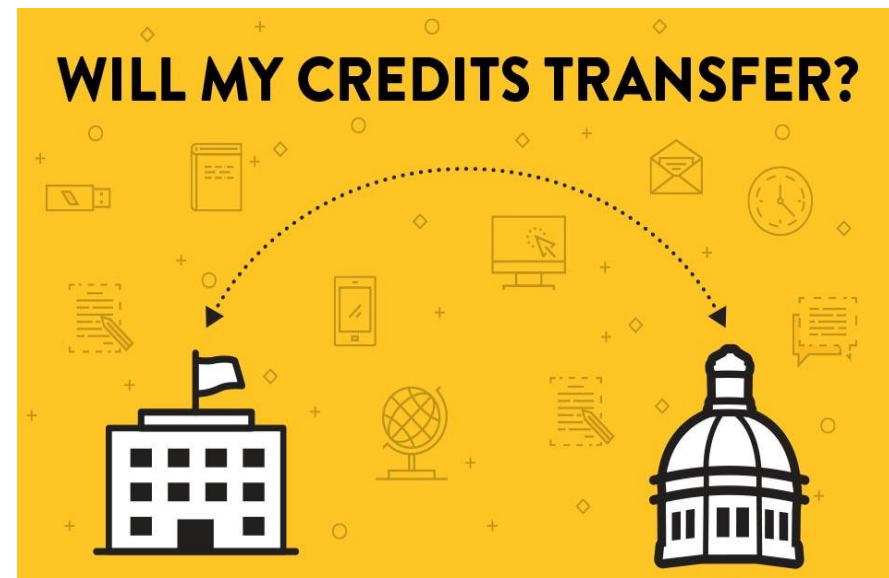
Student completed an Associate degree in Pencil Design. Allowed to transfer 60 credits to a Bachelors degree in Primary Education



Number of credit transferred and number of credits completed at the institution not indicated:

**Example:**

Duration for a bachelors degree is identified as two years.



(Credits were transferred from an Associate degree but this was not noted on the transcript)

- Missing information on the grading scheme and how to interpret the transcript
- Putting semester hours only and no indication of number of credits



**GRADING**



No indication for resit examinations:

**Example:**

A course that should have been completed in second semester of 2011 was actually completed in 2021

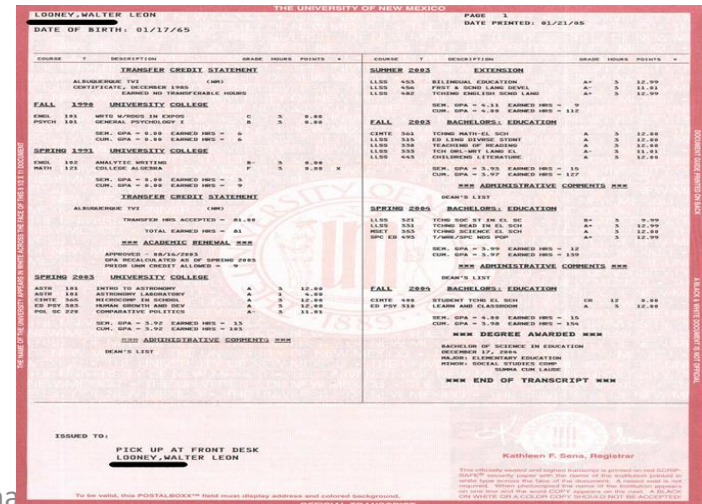


On the transcript, the resit grade was identified with the 2011 courses instead of it being identified as a resit taken in 2021

# Unclear presentation of the information to facilitate ease of use and interpretation

## Example:

- A list of courses and grades
- No indication of the semester and year courses were taken
- Unsatisfactory alignment of information
- No signature and stamp on each sheet, with use of regular paper



**LOONEY-WALTER LEON**  
 THE UNIVERSITY OF NEW MEXICO  
 DATE OF BIRTH: 01/17/65  
 DATE PRINTED: 01/21/65

COURSE	DESCRIPTION	GRADE	UNITS	POINTS
<b>TRANSFER CREDIT STATEMENT</b>				
ALBUQUERQUE, TX 1961				
CERTIFICATE, DEGREE 1961				
EARNED NO TRANSFERABLE UNITS				
FALL 1961	UNIVERSITY COLLEGE	C	3	9.00
PSYCH 101	PSYCHOLOGY I	B	3	9.00
<b>UNIVERSITY COLLEGE</b>				
FALL 1961	UNIVERSITY COLLEGE	C	3	9.00
PSYCH 101	PSYCHOLOGY I	B	3	9.00
<b>TRANSFER CREDIT STATEMENT</b>				
ALBUQUERQUE, TX 1961				
TRANSFER UNITS ACCEPTED - 0.00				
TOTAL EARNED UNITS - 0.00				
<b>SEE ACADEMIC RENEWAL</b>				
APPROVED - 01/17/65				
UNITS CALCULATED AS OF SPRING 1965				
PREREQ UNITS CORRECT ALLOWED - 0				
<b>SPRING 1965</b>				
ASTH 101	ASTHMA	A	3	12.00
ASTH 102	ASTHMA	A	3	12.00
ASTH 103	ASTHMA	A	3	12.00
ASTH 104	ASTHMA	A	3	12.00
ASTH 105	ASTHMA	A	3	12.00
ASTH 106	ASTHMA	A	3	12.00
ASTH 107	ASTHMA	A	3	12.00
ASTH 108	ASTHMA	A	3	12.00
ASTH 109	ASTHMA	A	3	12.00
ASTH 110	ASTHMA	A	3	12.00
ASTH 111	ASTHMA	A	3	12.00
ASTH 112	ASTHMA	A	3	12.00
ASTH 113	ASTHMA	A	3	12.00
ASTH 114	ASTHMA	A	3	12.00
ASTH 115	ASTHMA	A	3	12.00
ASTH 116	ASTHMA	A	3	12.00
ASTH 117	ASTHMA	A	3	12.00
ASTH 118	ASTHMA	A	3	12.00
ASTH 119	ASTHMA	A	3	12.00
ASTH 120	ASTHMA	A	3	12.00
ASTH 121	ASTHMA	A	3	12.00
ASTH 122	ASTHMA	A	3	12.00
ASTH 123	ASTHMA	A	3	12.00
ASTH 124	ASTHMA	A	3	12.00
ASTH 125	ASTHMA	A	3	12.00
ASTH 126	ASTHMA	A	3	12.00
ASTH 127	ASTHMA	A	3	12.00
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ASTH 130	ASTHMA	A	3	12.00
ASTH 131	ASTHMA	A	3	12.00
ASTH 132	ASTHMA	A	3	12.00
ASTH 133	ASTHMA	A	3	12.00
ASTH 134	ASTHMA	A	3	12.00
ASTH 135	ASTHMA	A	3	12.00
ASTH 136	ASTHMA	A	3	12.00
ASTH 137	ASTHMA	A	3	12.00
ASTH 138	ASTHMA	A	3	12.00
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ASTH 141	ASTHMA	A	3	12.00
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ASTH 143	ASTHMA	A	3	12.00
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ASTH 264	ASTHMA	A	3	12.00
ASTH 265	ASTHMA	A	3	12.00
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ASTH 273	ASTHMA	A	3	12.00
ASTH 274	ASTHMA	A	3	12.00
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ASTH 280	ASTHMA	A	3	12.00
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ASTH 313	ASTHMA	A	3	12.00
ASTH 314	ASTHMA	A	3	12.00
ASTH 315	ASTHMA	A	3	12.00
ASTH 316	ASTHMA	A	3	12

Additional courses completed to satisfy the requirements of an accredited programme not reflected in the award date:

### Example:

Student completed additional courses for the accredited programme, yet the certificate show the initial date of the award

Change of name for programmes not indicated:

**Example:**

Name of programme changed from Bachelor of Welfare Management to Bachelor of Science in Welfare Management

# Transcript Preparation



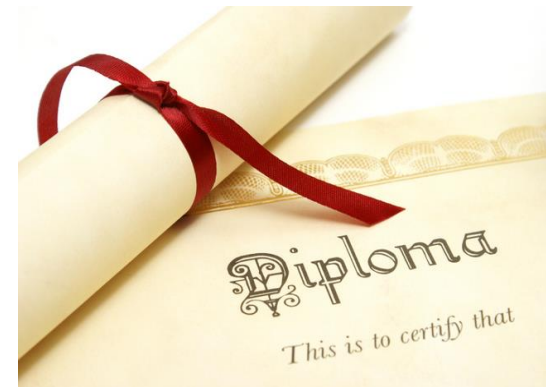
✓ Policy document for the design of certificates and student transcripts in place

✓ **Student Related Information**

- Full name
- Date of birth
- Gender
- Reference number
- Qualifications that form the basis for admission
- Date of admission and completion or withdrawal from the programme of study
- Information about any credits transferred, entrance examinations, and prior learning assessment used for admission or advanced placement

# Programme

- Name of programme of study with the major/ specialisation completed at the institution
- Duration of the programme
- Overall grade point average
- Class of degree awarded
- Number of credits required and number of credits completed at the institution
- Date degree/diploma/certificate was completed and date conferred



# Courses

- A list of all courses completed, in progress or withdrawn from at the institution
- Name of each course with course code, credits, and the grades earned
- Date(s) of each semester during which the student studied the different courses
- Grade point average per academic term and overall
- Exam resits





# Other Information

- A notation of academic suspension, dismissal, or probation, if any of these actions have been taken against the student
- Awards for academic performance given to the student
- Date the transcript was issued



# Other Information

- Each sheet paper should bear a signature where special paper is not used
- Official transcripts are marked 'official' and include the institution's corporate seal and registrar's signature.
- Key to the institution's grading scale

# *In closing...*

*An institution's reputation as creditable is based on the trust that employers, other institutions, credential evaluators, and other stakeholders place in the authenticity and accuracy of the institution's transcripts, in order to make important decisions regarding students' learning.*



## Contact Information

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