

### **Transcript Policy**

Official transcripts are prepared for institutions including secondary schools, colleges, universities and other tertiary education institutions. Official transcripts are also prepared for credential evaluation institutions if required. All transcript requests should be submitted in writing to the school's administrative office email: **admin@islandacademy.com**.

#### **Processing Time:**

- Standard processing time for transcript requests, both hard and soft copy, is **72 hours (Monday to Friday, not including weekends)** from the time of request/payment.
- An **expedited service** is available for an additional fee, with transcripts processed within **24 hours**.
- When transcripts are ready, a notification by phone or email will be made.

#### **Fees & Payment**

- The fee for a standard transcript request, both hard and soft copy, is **100 XCD**.
- For expedited processing (24-hour service), the fee is **150 XCD**.
- Please note that IA does not incur courier fees. These fees are borne by the person requesting the transcript who will also be responsible for sending off any sealed transcripts via courier.
- The cost of the transcript is waived for students currently attending IA and remain free of cost for students graduating up to September 30 of their graduating year.
- Payment should be made at the time of the request. Accepted payment methods include cash, credit card, cheque or online payment. Cash/card payments can be made upon collection of transcript.

#### **Required Information:**

- When requesting a transcript, please provide the following details:
  - Full name (as used during enrollment)
  - Date of birth
  - Year of graduation or last year of attendance and relevant grade
  - Mailing address or email address of relevant recipient (if applicable)
  - Any specific instructions for sending the transcript (e.g. student application number)
- Failure to provide adequate or incorrect information can delay the processing of the transcript.

If you are unsure about any step in this process, please send us an email before you make a payment.