

STUDENT RECORDS REQUEST FORM

St Albans Institute Pty Ltd t/a Hawk Institute

Section 1: Student Details			
Student Full Name:		Student ID:	
Gender:	O Male O Female O Others	Date of Birth:	
Email Id:		Phone no:	
Course Code and Course Name:			
Course Start Date:		Course End Date:	

Section 2: Request Details (Student Use)			
I would like to request for (TICK): ☐ Testamurs ☐ Statement of Attainment ☐ Letter of Academic Progress* ☐ Letter of Tuition Fee Paid* ☐ Letter of Invitation* ☐ Records of Results ☐ Completion letter ☐ Re-Issue of Testamurs and Records of Results* ☐ Enrolment Confirmation Letter ☐ Others; please specify*			
Note: - All AQF certification documentation including Qualifications (Testamurs and Records of Results) and Statements of Attainment (SOAs) is issued within 30 calendar days of the learner being assessed as meeting all requirements of the training product, in accordance with the <i>Standards for RTOs 2025</i> and the AQF Qualification Issuance Policy. - AQF certification documentation (Testamurs, Records of Results, Statement of Attainment) is only issued where the learner: has completed the qualification or one or more units of competency from a qualification from which they have subsequently withdrawn; and has paid all agreed fees associated with the training product. - This form applies to student-initiated requests such as letters, duplicate copies, re-issues, or additional records. The timing of this request does not affect the original issuance timeframe. - Learners retain the right to lodge a complaint or appeal if they believe documentation has not been issued correctly, in accordance with <i>HAWK's Feedback, Complaints and Appeals Policy and the National Code 2018 Standard 10</i>. - For further information, refer to HAWK's Student Handbook, Fees and Refund Policy, and Records Management Policy.			
Student Signature:		Date Requested:	

Section 3: Request Received By (Office Use Only)

Staff Name:

Sign:

Date:

Request Type:

Initial Request: ☐ YES ☐ No If Yes, go to Section 4

Record Re-Issued: ☐ YES ☐ No If Yes,
* The cost for re-issuing the Testamurs/ Records of Results/ Statement of Attainment is \$300 for each qualification.

Has Re-Issuance Fee paid: ☐ YES ☐ No If Yes, attach payment receipt.

Section 4: Document Collection Section (To Be Completed at the Time of Collection)

Collection Method: ☐ Collected In Person ☐ Emailed

Student Name: _____ Collection Date: _____ Signature: _____

Section 5: Staff Authorisation

Staff Member Providing Record:

Name: _____ Signature: _____ Date: _____

**If a duplicate or re-issued copy of a Qualification document (e.g., Testamurs, Statement of Attainment, or Records of Results) is provided to the student, all previously issued versions of that document will no longer be valid and must not be used. Only the most recent document issued by HAWK will be recognized as the valid credential.*