



## Document Request Form

### Information and Completion Instructions

#### Information

The Document Request Form should be completed and submitted to KOI Reception if, as a current or past student, you need any of the following:

- **Completion Letter** - only for students who have completed their course and are eligible to graduate or have graduated and only available **after** the Confirmation of Completion date);
- **Confirmation of Enrolments Status – PLEASE NOTE: It is KOI Policy not to provide Letters Confirming Enrolment to support visas of family members or friends until students are enrolled into their second or later trimester, and have established acceptable academic progression.**
- **Confirmation of approved break in studies** - for an employer or overseas travel;
- **Release Letter** – KOI approval to transfer studies to another provider (only required if you want to leave KOI before you have completed two (2) trimesters – you must first complete a Withdrawal from Studies Form);
- **Completion Transcript** - only for students who have completed their course and are eligible to graduate or have graduated and available **after** the Confirmation of Completion date);
- **Official Interim Transcript** – available for current and past students who have not completed their course;
- **Cross-Institutional or Non-Award Transcript;**
- **Replacement documents** – for any document(s) provided by KOI. You will need to explain type of document you need and why you need a replacement. Original documents must be returned or a statutory declaration provided to explain loss of Official documents;
- **Other documents** – please clearly identify the type of document and clearly explain why you need it.

You will be contacted when your requested document(s) are ready – normally within five (5) working days of the request. Documents will need to be collected in person from KOI Reception, Level 1, 31 Market St, Sydney.

If you cannot collect your documents personally, you can nominate someone else to collect your documents – you will need to provide this person's name and address. The person nominated will need to supply photo ID such as a current Australian Driver's license, passport or current student card (if a student at KOI).

Some documents will attract an administrative fee – these are identified in the section "*Procedures and Fees*" below, and on the Document Request Form.

Please read and follow the instructions below for the alternative ways you can complete and submit a Document Request Form.



## Completion Instructions:

You can complete and submit the Document Request Form using any of the options below:

### **Option 1.** Download and print the form

- i. complete it by hand
- ii. submit it in person to KOI Reception, Level 1, 31 Market St.

### **Option 2.** Download and print the form

- i. complete it by hand,
- ii. scan the form
- iii. email it to [reception@koi.edu.au](mailto:reception@koi.edu.au)

**Option 3.** Download and save the form to your computer or other device (remember the location you save the form to)

- i. complete the form electronically
- ii. enter an electronic signature (pop-up instructions will appear explaining how to do this when you click the signature box on the form you have saved to your computer)
- iii. save the completed form
- iv. email the completed form to [reception@koi.edu.au](mailto:reception@koi.edu.au)

## Procedures and Fees

Students who require any of the above should read the following procedures and fees (where applicable) which will apply to student requests for these documents:

- **Completion letters and Official Transcripts (available on completion of course only)**
  - Free – First set only
  - Complete the Document Request Form – available at Reception, Market St Campus and the KOI website
  - Hand the completed form to Reception, Market St Campus or email it to [reception@koi.edu.au](mailto:reception@koi.edu.au)
  - These documents **CANNOT** be provided until the KOI Board of Examiners and the KOI Academic Board authorise certification of grades:
    - For **T0315** this date is **Friday 11 March 2016**;
    - For **T0116** this date is **Friday 08 July 2016**
- **Cross-institutional and Non-Award Transcripts**
  - Free – First original only
  - Complete the Document Request Form – available at Reception, Market St Campus and the KOI website
  - Hand the completed form to Reception, Market St Campus or email it to [reception@koi.edu.au](mailto:reception@koi.edu.au)
  - This document **CANNOT** be provided until the KOI Board of Examiners and the KOI Academic Board authorise certification of grades:
    - For **T0315** this date is **Friday 11 March 2016**;
    - For **T0116** this date is **Friday 08 July 2016**



- **Official Interim Transcript (incomplete course)**
  - \$10.00
  - Complete the Document Request Form – available at Reception, Market St Campus and the KOI website
  - Hand the completed form to Reception, Market St Campus or email it to [reception@koi.edu.au](mailto:reception@koi.edu.au)

**Students can obtain an unofficial incomplete course transcript via Moodle free of charge at any time.**

- **Replacement Completion letters and Official Transcripts**
  - \$15.00
  - Complete the Document Request Form – available at Reception, Market St Campus and the KOI website
  - Hand the completed form to Reception, Market St Campus or email it to [reception@koi.edu.au](mailto:reception@koi.edu.au)
  - Students will need to explain why the replacement is required – if it is due to a typing error on the original, the replacement charge will be waived. However the original(s) must be returned to KOI before the replacements will be provided.

- **Replacement Cross-institutional Transcripts**
  - \$15.00
  - Complete the Document Request Form – available at Reception, Market St Campus and the KOI website
  - Hand the completed form to Reception, Market St Campus or email it to [reception@koi.edu.au](mailto:reception@koi.edu.au)
  - Students will need to explain why the replacement is required – if it is due to a typing error on the original, the replacement charge will be waived. However the original(s) must be returned to KOI before the replacements will be provided.

- **Letter Confirming Enrolment**
  - Free
  - Complete the Document Request Form – available at Reception, Market St Campus and the KOI website
  - Hand the completed form to Reception, Market St Campus or email it to [reception@koi.edu.au](mailto:reception@koi.edu.au)
  - Students will need to supply the name and address to whom the letter is to be addressed and the reason for requesting the letter
  - If you have been requested for this letter in writing, you should attach a copy of the written request.

**Please note that KOI does not provide letters to support students wishing to invite family members to Australia until they have established a record of academic progression and after they have enrolled in their second trimester.**

- **Other Documents**
  - May attract a fee depending on the document requested. You will be advised of the cost before processing;
  - You will need to clearly identify the type of document and clearly explain why you need it;

**Please note: it may not be possible to provide the type of document you request or you may be required to provide supporting evidence – these will be discussed with you on receipt of your request.**