

Document Request Form

Information and Instructions

Procedure:

If you need any official document from KOI, please complete the Document Request Form using any of the options below:

- **Option 1:**
 - i. Complete and submit the form through the Student Portal – Service and Forms – Document Request
- **Option 2:**
 - i. Download the form from KOI official website:
<http://koi.edu.au/wp/policiesforms-2/>
 - ii. Complete the form and email it to reception@koi.edu.au or studentserv@koi.edu.au

Document Requests may take 3-5 business days to process. Once the requested document is ready for collection, Student Services Team or KOI reception will email you for collection.

If you have any question, please contact Student Services Team (studentserv@koi.edu.au) for more information.

Collection:

- **In Person:**

All documents can be collected from KOI Reception (Level 1, 31 Market St).

- **By a Third Party:**

If you need your document to be collected by an authorised third party, please complete and submit the Third Party Authority Form available from KOI website: <http://koi.edu.au/wp/policies-forms-2/>

Please note the person nominated will need to provide a valid current photo ID such as a student card, Australian Driver's License or passport.

If you wish to receive the document by post, please contact Student Services studentserv@koi.edu.au or Reception reception@koi.edu.au

Documents and Fees:

Document type	Description	Fees
Completion letter	Only for students who have completed their courses which will be available AFTER the completion date along with the Completion Transcript	Free
Completion Transcript	Only for students who have completed their courses and are eligible to graduate or have graduated	1st copy – Free; Extra copies - \$15 per copy
Cross Institutional or Non-award Transcript	Only for students who have completed cross institutional or non-award study at KOI	1st copy – Free; Extra copies - \$15 per copy
Confirmation of Enrolment Status Letter	Only for students who have enrolled in the current trimester and have shown satisfactory academic progression at KOI;	Free
Official Interim Transcript	For current and past students who have NOT completed their courses. <i>Students must have passed at least 1 subject at KOI</i>	\$10 per copy
Confirmation of Approved Break in Studies	Only for students who are on approved trimester break	Free
Not-In Session Letter	For KOI vacations, Non-teaching period	Free
Release Letter	KOI approval to transfer studies to another provider. If a student wants to leave KOI before he/she has completed two trimesters - needs management approval Must complete the withdrawal process.	Free
Replacement Documents	Only for document(s) provided by KOI. Must state the reason why a replacement is required.	Fees may apply (the cost will depend on the document (s) students required)

For fee payment, please go to: <https://koi.edu.au/wp/future-students/fees-payment/>