

Date of Issue	June 2021
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Subject	REQUESTS FOR ONTARIO STUDENT TRANSCRIPTS (OST), DUPLICATE DIPLOMAS AND LETTERS OF EDUCATION VERIFICATION
References	<u>Education Act</u> <u>Municipal Freedom of Information and Protection of Privacy Act</u> <u>Ministry of Education</u> <u>Ontario Student Transcripts (OST) Manual, 2013</u> <u>APM A1450 – Management of Personal Information - Student</u> <u>Policy 2196 – Records and Information Management</u> <u>Policy 2197 – Management of Personal Information</u>
Contact	Director's Office/School Services

1. General

- 1.1 In addition to issuing diplomas, certificates and transcripts, schools may also receive requests to provide letters or complete forms as verification or attestation of education or attendance at school. This procedure sets out guidelines and processes to follow in fulfilling these requests.
- 1.2 Requests for access to the Ontario Student Record (OSR) shall be in accordance with Administrative Procedures Memorandum (APM) A7610 – Ontario Student Record (OSR) and the Ministry of Education OSR Guideline.

2. Ontario Student Transcripts (OST)

- 2.1 The Ontario School Transcript (OST) is an official record that documents a student's academic progress. It is a component of the OSR and shall be created and managed in accordance with the Ministry of Education OST Manual.
- 2.2 Since September 1, 1999, an OST has been established for each student enrolled in an Ontario secondary school course, whether or not they are taking the course for credit.
- 2.3 The OST is an official document, and all information recorded on it must be accurate and up to date.
- 2.4 The OST shall be maintained electronically in the student information system while the student is a student of the board. A current and accurate copy of the student's OST shall be filed in the student's OSR at time of retirement or graduation.
- 2.5 When a student transfers schools within the Simcoe County District School Board (SCDSB), a student status sheet shall be filed in the OSR and the school will access the OST through the student information system.

- 2.6 When a student transfers schools outside the board, an official OST containing a summary of course work and diploma requirements completed will be issued and placed in the OSR along with student status sheet.
- 2.7 An official OST containing a summary of all course work and diploma requirements completed will be issued to any student who requires a transcript subject to fees as set out in Section 9 - Fees.
- 2.8 Sections A and C of FORM 1 of the OSR folder may still be used as the official record of student achievement in secondary school courses for all students who have withdrawn, transferred, or graduated from an Ontario secondary school before September 1, 1984. If such students request a record of their secondary school academic achievement, they will be issued an official OST showing the courses with the original course titles that are recorded in the student's OSR. Note that boards are no longer required to convert these original course titles to common course titles (or their abbreviations) or to provide common course codes for the original course titles.

3. Diplomas and Certificates

The Minister of Education grants diplomas and certificates on the recommendation of the principal. Diplomas and certificates shall only be issued by the school principal during the school year. Where a student has completed the requirements through private study, night school or summer school, or e-learning, the diploma or certificate will be issued by the principal of the school that holds the student's OSR when the final credit is earned. If the final credit is earned through the Independent Learning Centre, the student may choose to have the diploma or certificate issued by the director of the Independent Learning Centre or the principal of the school last attended. The person issuing the diploma or certificate will submit the necessary report to the Ministry of Education.

3.1 Diplomas

- 3.1.1 All students shall receive one diploma and an official transcript at time of graduation. Diplomas and transcripts not distributed at time of graduation shall be held at the secondary school for pick up.
- 3.1.2 Requests for duplicate diplomas can only be processed during the school year by the school the student last attended. A duplicate diploma will only be issued in cases where a transcript will not suffice.

3.2 Ontario Secondary School Certificates

The Ontario Secondary School Certificate (OSSC) will be granted, upon request, to students who are leaving secondary school upon reaching the age of 18 without having met the requirements for the Ontario Secondary School Diploma (OSSD) in accordance with the requirements of [Ontario Schools, Kindergarten to Grade 12: Policy and Program Requirements, 2016](#).

3.3 The Certificate of Accomplishment

Students who are leaving secondary school upon reaching the age of 18 without having met the requirements for the OSSD or the OSSC, may be granted a Certificate of Accomplishment (COA).

The COA may be a useful means of recognizing achievement for students who plan to take further training, or who plan to find employment directly after leaving school. The COA is to be accompanied by the student's OST. For students who have an Individual Education Plan (IEP), a copy of the IEP may be included.

4. Letters of Education Verification

- 4.1 Parents/guardians/adult students may request additional documentation in the form of a letter or completed standard forms for the purpose of verifying education or school attendance, home addresses, etc. Examples of such requests include:
- 4.1.1 admission to secondary or post-secondary education;
 - 4.1.2 verification of courses taken or graduation diplomas or certificates received, for employment;
 - 4.1.3 attendance or verification of residence for benefit qualification (e.g. Social Assistance, Child Tax Benefit, etc.);
 - 4.1.4 attendance records; or,
 - 4.1.5 province of Quebec record of English language instruction.

5. Processing Requests

During the school year such requests shall be processed at the school the student attends or last attended. During the summer shutdown period when schools may be closed, such requests shall be processed at the SCDSB Education Centre by School Services staff, where appropriate.

6. Processing Transcripts

6.1 Current Students Applying to University or College

- 6.1.1 The student transcript shall be sent by the electronic transfer of all student marks throughout the year to the Ontario College Application Service (OCAS) and/or the Ontario University Application Centre (OUAC). Students who apply out-of-province or require transcripts for other purposes, shall request a transcript from the school Student Services/Guidance office. Current students shall not be charged fees.

6.2 Former Students

- 6.2.1 **Students Who Attended Before 1985** – These records are paper-based and are stored at the school. As a result, these transcript requests can only be processed during the school year by the school they last attended and may require additional processing time. The student will receive an official copy of the transcript. Fees are applicable as outlined in section 9.
- 6.2.2 **Ontario College and University Bound Students who Attended After 1985** – These students can order their transcript online when they complete their college application (www.ontariocolleges.ca) or their university application (www.ouac.on.ca). An electronic XML copy of the transcript shall be securely transferred to OCAS and/or OUAC. Fees are applicable and shall be collected through the college application process.
- 6.2.3 **Out-of-Province or Other Requests After 1985** – These requests may include transcripts for students to attend university or college outside of Ontario or for employment verification. Students shall be provided with a signed and board-sealed official transcript. Fees as set out in Section 9 will apply.

7. Responding to Requests During the School Year

- 7.1. To request transcripts, duplicate diplomas or letters of education verification, parents/guardians/adult students shall complete the Request for Transcripts, Duplicate Diplomas and/or Ontario Student Education Verification Form, FORM A1456 – 1, and submit the form by email to the Student Services office (secondary) or the principal (elementary). Alternately, former students can complete the form through School Cash online and make payment at the same time. Parents/guardians may only request transcripts or letters of education verification for students under 18. All requests must be verified and authenticated as outlined below.
- 7.1.1 Former students requesting their own documentation (transcripts, diplomas or letters) will be required to pay the required fee and verify their identity through photo identification prior to the release of the transcript or letter. Elementary documentation shall be released to the parent/guardian.
- 7.1.2 Release to a Third Party
Where a parent/guardian/adult student requests that the documentation be picked up by a third party (includes a parent/guardian of a student over 18), the following is required:
- 7.1.2.1 A signed Consent to Release Education Verification Documentation Form, FORM A1456 – 2, authorizing the release of the transcript or education verification document to the identified third party.
- 7.1.2.2 A copy of the student's photo identification and photo identification of the person picking up the transcript or education verification document, for verification purposes. The school shall not retain copies of the photo identification. Staff will verify they have seen the identification on the appropriate form and return any copies along with the transcript or education verification document.
- 7.1.3 Every effort shall be made to view original identification; however, in special circumstances where the student is unable to personally pick up their transcript or education verification document and/or provide a copy of their identification, the student's identity may be verified through a series of questions regarding information contained on the transcript and/or in the student information system, or in the OSR. A minimum of five data elements shall be verified. Such information may include, Ontario Education Number (OEN) (from a report card), name, address at time of attending school, date of birth, place of birth, parent/guardian name, three non-compulsory courses taken by the student and/or grade achieved, etc. Questions or concerns will be referred to the Controller, Business Services.
- 7.1.4 Students may also be verified by staff who know them. Where a student is verified by a staff member, it shall be noted on their request form.
- 7.1.5 Former students requesting that their transcript be emailed to them must have their email identity verified through an email exchange with the staff member in order to confirm the security of the email address, in addition to the identity verification requirements outlined in item 7.1.3.
- 7.2 When letters of verification are requested, where possible, the letters shall be supported by a source document (e.g. an attendance record card may verify school attendance, etc.).

- 7.3 Principals can only attest to what they know to be true or what our records can substantiate while keeping in mind that our information is provided by the parent/guardian and is only validated through the source documents they provide.
- 7.4 **Canada Revenue Agency Child Benefit Forms and Letters** – Parental applications to claim or adjust the child tax benefit may require a letter from the school confirming the child's name, home address and parent/guardian of record. Schools can issue these letters. In some cases of joint custody, Revenue Canada may request additional information that includes the percentage of time the child spends at each residence. These requests may be problematic particularly where the parents/guardians do not agree. Where the school can confirm the time spent at each residence (e.g., through school or transportation records, or court order), the school can generate a letter providing both parents/guardians agree with the information. In cases of dispute, or where the records do not support what the parent/guardian is asking the principal to validate, principals shall advise the parent/guardian that they are unable to fulfill their request as it cannot be substantiated. A template letter is attached, FORM A1456 – 3, which can be used for this purpose. Questions may be referred to the superintendent of education or Controller.

8. Responding to Requests During the Summer

- 8.1 Parents/guardians/adult students may request copies of transcripts and other documentation from executive assistants in the School Services Department, as outlined in Section 6 – Processing Transcripts. Official transcripts, including the board seal, shall be issued and signed by a superintendent of education or the director of education.
- 8.2 School services staff do not have access to the OSR and can only access information that is contained in the electronic student information system; therefore, it may not be possible to process all requests. Staff shall assess each request on a case-by-case basis in consultation with the superintendent of education.
- 8.3 If the parent/guardian/adult student disputes the information the request will be referred to the appropriate superintendent of education.

9. Fees

- 9.1 Students currently enrolled in a SCDSB secondary school shall not be charged for transcripts.
- 9.2 The fees for each transcript and duplicate diploma request shall be \$15. Payment shall be by School Cash online, cash, or cheque.
- 9.3 While the school may request repayment of any outstanding fees from the student, they cannot withhold issuing a transcript for non-payment of fees.
- 9.4 Fees may not be charged for requests for: confirmation of graduation, years of schooling completed for employment verification/background checks, or for completing forms.

10. Retention

Consent forms and copies of all letters provided shall be retained for the current school year plus one year additional year (C + 1).

Questions regarding this procedure, the issuing of transcripts or production of other types of education/demographic information should be directed to the Controller, Business Services at the Education Centre.

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Revised June 2021

Issued under the authority of the Director of Education

REQUEST FOR TRANSCRIPTS AND DUPLICATE DIPLOMAS

Last Name	First Name/Middle Name
Last Name used during school	Other names used
Current Mailing Address (street, city, postal code)	Mailing address when last attended (if different than current)
Home Phone Cell Phone	Email
Last Secondary School Attended	Last Year of Attendance
Date of Birth (year/month/day)	OEN – Ontario Education Number (if known)

DOCUMENT INFORMATION

Fee: \$15.00 per copy <input type="checkbox"/> Ontario Student Transcript # of originals requested: _____ <input type="checkbox"/> Duplicate Diploma	<input type="checkbox"/> Mail to the current mailing address above <input type="checkbox"/> Mail to this address: _____ _____ <input type="checkbox"/> Email to the Email address above (a paper copy will not be mailed to you)
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CHECKLIST OF FORMS AND SUPPORTING DOCUMENTATION (to be completed and submitted by student)

<input type="checkbox"/> Completed and Signed Request Form <input type="checkbox"/> Completed Signed Authorization Form required for release to a third party (Link to Website) <input type="checkbox"/> Photo Identification of requester <input type="checkbox"/> Photo identification of third party (required when a third party is authorized to pick up a transcript) <input type="checkbox"/> Fees <input type="checkbox"/> cash <input type="checkbox"/> cheque or <input type="checkbox"/> School Cash Online
During the school year and the first week in July and the last week in August, requests are processed by the school. Refer to the Board website for school names and addresses. (School Directory). During the second week in July to the third week in August, requests are processed at our Education Centre 1170 Highway 26, Midhurst, Ontario. Contact (705) 728-7570 with questions.

AUTHORIZATION

Applicant's Signature: _____ Date: _____

FOR OFFICE USE ONLY (to be completed by board staff)

Payment received: \$ _____	Verified by:
Date:	<input type="checkbox"/> Photo identification
Signature:	<input type="checkbox"/> Other data elements, i.e. courses taken, place of birth, etc. to be used when original photo identification is not possible. Refer to APM A1456, section 7.1.3.

REQUEST FOR EDUCATION VERIFICATION

Please be advised the school can only verify data as it exists in school records as of the date of your request which normally includes the current information only (we do not maintain a history of previous addresses or custodial information). Records cannot be backdated or changed. In the event there is a dispute because school records were not updated, parents/guardians will need to determine alternate sources of verification.

Verification requests for prior periods where the student attended a different school(s) shall be made to the school(s) the student attended. Verification letters shall only be released where satisfactory proof of access can be confirmed. Please note, these requests may take up to 10 business days to process. Thank you for your understanding.

PARENT/GUARDIAN INFORMATION: (please print)

Parent/Guardian Last Name	Parent/Guardian First Name
Current Mailing Address	City/Province/Postal Code
Home Telephone/Cell Number	Email

STUDENT INFORMATION: Current Student(s) / Former Student(s)

Usual Last Name/Legal Last Name	First Name, Middle Name	D.O.B. (yr/mm/day)
Usual Last Name/Legal Last Name	First Name, Middle Name	D.O.B. (yr/mm/day)
Usual Last Name/Legal Last Name	First Name, Middle Name	D.O.B. (yr/mm/day)

PURPOSE REQUIRED: Detail what information is required and for what purpose.

<input type="checkbox"/> Attendance Record	<input type="checkbox"/> Other: (please explain)
<input type="checkbox"/> Address/Custody (Office Index Card)	

AGENCY/ORGANIZATION REQUESTING EDUCATION VERIFICATION: (please check)

<input type="checkbox"/> Revenue Canada (indicate dates if applicable)	<input type="checkbox"/> Sports Association
<input type="checkbox"/> Social Assistance / Ontario Works	<input type="checkbox"/> Other: (please specify)

Signature of Parent/Guardian	Date
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Verified by: i.e. Photo ID

SIMCOE COUNTY DISTRICT SCHOOL BOARD
CONSENT TO RELEASE INFORMATION TO A THIRD PARTY

(Full Name – please include both maiden name and current name if applicable)	(Date of birth)
(Address)	(Telephone)
I hereby consent and authorize the Simcoe County District School Board to release my transcript, duplicate diploma and/or educational verification documents to:	
(Name of person picking up the document)	(Relationship)
Last school attended: _____	

I also understand that the document(s) will be sealed in an envelope for privacy reasons and is not to be opened by any other person except the person named on the document. The person indicated above understands they must bring their personal, valid, photo identification, along with this letter in order to pick up the educational verification documents requested.

Name of Student (please print)	Signature of student
Name of Third Party (please print)	Signature of Third Party
Date:	

For Office Use Only (To be completed by Board Staff)	
Staff member authentication of Third Party:	
	<input type="checkbox"/> Valid Photo Identification Shown
	Type of Identification:
Date:	Signature:

(School Letterhead)

(Date)

Canada Revenue Agency
Sudbury Tax Centre
PO Box 20000, Station A
Sudbury, ON, P3A 5C1

Regarding Child Benefits Application

Canada Revenue form RC66 E (11) CANADA CHILD BENEFITS APPLICATION indicates that once you receive an individual's application you may ask for supporting documents to prove the individual is the primary person responsible for care and upbringing of the child. These supporting documents include a signed statement from a school authority confirming the child's home address and guardian on record.

Enclosed is the information requested. Please note that the address is confirmed at time of registration based on source documents provided to the school by the parent/guardian and is verified by the parent/guardian through the annual verification process.

The address below is the address of record as of the date of this letter.

STUDENT LEGAL NAME: _____

STUDENT HOME ADDRESS: _____

STUDENT GUARDIAN OF RECORD: _____

Sincerely,

Principal
Name of school

c. Parent/Guardian