

How to contact the college, and order transcripts, diploma supplements and duplicate certificates.

How do I order transcripts?

To place a transcript order, for Open University qualifications please email registry@newham.ac.uk including your full student registration number and put 'Transcript request' in the subject line. If you do not have your registration number, please include the full name that you registered at the college with. Your transcript will be sent to the last registered address at the college. If you have changed address in the interim, you will need to complete a change of address form.

Alternatively, if you have studied for a Pearson qualification, you may place an order directly with [Pearson Education](#).

How much does a duplicate transcript or diploma supplement cost?

There is a £15 charge for a transcript or diploma supplement.

Transcripts sent by standard Royal Mail to overseas addresses can take between 2-8 weeks to arrive depending on the destination. Please note that the Standard Airmail service is not trackable.

Can I request an electronic transcript or diploma supplement?

For security reasons, we do not normally permit transcripts or diploma supplements to be sent electronically. However, due to the pandemic, where a student can provide us with evidence of identity, we can send electronic transcripts to an identifiable email address during the period of lockdown.

Can I collect my transcripts?

Yes, you can collect your transcripts by appointment only from the Higher Education office at Stratford Campus. You will need to bring photographic identification.

How long will my order take?

We aim to send transcripts within two weeks of an order being placed. Please note this may take longer during busy periods in July/August and January.

How do I order duplicate certificates?

To place a duplicate certificate order for an Open University award, visit the [OU Validated Awards](#) page.

How much does a duplicate certificate e.g. degree, diploma or certificate of higher education cost?

Check the link above for details about costs.

Need to contact us?

If you wish to communicate with the college with regard to any matter relating to Higher Education, please email registry@newham.ac.uk as this email account is monitored. Do not email individual members of staff as they may be on annual leave and not available to respond to your enquiry.