

UniMAC
University of Media, Arts and Communication

DIRECTORATE OF ACADEMIC AFFAIRS
Teaching & Examinations Unit

STUDENT PROCEDURES GUIDE

Quick-Reference Handbook for Undergraduate Students

Based on UniMAC Undergraduate Policies & Procedures (September 2024)

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PROCEDURE 1 | DEFERMENT OF PROGRAMME

If you need to temporarily pause your studies, follow the steps in this guide to defer your programme correctly. Failing to follow the approved procedure may result in your studentship being cancelled.

1.1 Eligibility

Category	Criteria
All Students	Any registered student wishing to temporarily suspend studies.
Maximum Period	Up to two (2) continuous semesters per application.
Exception	Level 300 Top-Up students also qualify under this policy.
Not Eligible	Students who have already interrupted for more than four (4) continuous semesters – these are deemed to have abandoned their studentship.

1.2 Requirements / Documents Needed

- Completed deferment application form (obtained from your department).
- Written statement of reason(s) for deferment.
- Supporting documents (e.g. medical certificate from a certified Medical Officer if reason is medical; employer letter if reason is work-related).
- Proof of payment of applicable fees (freshmen/women must pay a percentage of fees as determined by the Academic Board before deferring).

1.3 Step-by-Step Process

Step	Action	Details
1	Obtain Form	Visit your Head of Department (HOD) and request the deferment application form.
2	Complete & Submit	Fill in the form with your reasons and attach all supporting documents. Submit to your HOD.
3	HOD Forwards to Dean	Your HOD forwards the application to the Dean of Faculty / School.
4	Dean's Decision	The Dean reviews the application and makes a decision.
5	Registrar Notified	The Dean's decision is communicated to the Registrar.
6	Student Notified	The Registrar communicates the final decision to you before you leave the University.
7	Return to Studies	Re-register at the start of the semester when you resume.

1.4 Timelines

Stage	Deadline / Timing
Submission Deadline	Application must be made within two (2) weeks of the start of the semester.
Processing Time	Decision is communicated before the student leaves campus.
Maximum Deferral	Two (2) continuous semesters; extendable only within the maximum completion period.
Programme Abandonment	Interruption beyond four (4) continuous semesters = studentship deemed abandoned.

1.5 Responsible Offices & Approvals

Office	Role
Head of Department (HOD)	Receives application and forwards to Dean.
Dean of Faculty / School	Reviews and approves or rejects the deferment.
Registrar	Records the deferment and communicates decision to the student.
Medical Officer (if medical)	Provides certificate advising on length of interruption.
Academic Board	Sets fee percentage payable by freshmen/women deferring.

1.6 Fees

- Freshmen / Women: Must pay a percentage of programme fees (as determined by the Academic Board) before deferment is granted.
- Continuing students: No deferment fee in most cases; confirm with the Finance Office.
- Fees paid for courses from which you withdraw are generally non-refundable except for medical emergencies.

1.7 Outcomes

- Approved: Your studentship is placed on hold; you return and re-register after the approved period.
- Rejected: You are expected to continue your programme. You may reapply with stronger documentation.
- Exceeds limit: If you do not return within four (4) continuous semesters, your studentship is cancelled. You may re-apply for fresh admission.

1.8 Frequently Asked Questions (FAQs)

Question	Answer
Can I defer without telling the University?	No. Deferring without approval means your studentship will be cancelled and your name removed from the student roll.
Can I defer more than twice?	No. You may defer for at most two (2) continuous semesters, subject to the maximum programme completion period.
What if my reason is medical?	You need a certificate from a certified Medical Officer. The Registrar will verify the medical report.
Do I lose my accumulated credits?	No, as long as you return within the approved period and within the maximum completion period.
Who do I contact if I haven't heard back?	Follow up with the Registrar's Office directly.

PROCEDURE 2 | RESULTS COMPLAINT / APPEAL (REVIEW OF EXAMINATION RESULTS)

If you believe your examination results do not accurately reflect your performance, you may request a formal review. Act quickly – the deadline is strict.

2.1 Eligibility

Category	Criteria
Who Can Apply	Any student who is dissatisfied with their final examination results for a course.
Timeframe	Application must be filed within 14 days of the official release of results.
Not Applicable	Frivolous or ill-motivated complaints may attract sanctions including a ban from University examinations.

2.2 Requirements / Documents Needed

- Completed review application form.
- Payment receipt for the applicable review fee.
- Clear written statement of grounds for the review (why you believe the result is incorrect).

2.3 Step-by-Step Process

Step	Action	Details
1	Pay Fee	Pay the applicable review fee at the Finance Office / designated payment platform.
2	Obtain Receipt	Collect your payment receipt – you will need it with your application.
3	Complete Application	Fill in the review application form, stating clearly the grounds for your request.
4	Submit In-Person	Submit the completed form in person to the Director of Academic Affairs. Deadline: within 14 days of results release.
5	Referral to Dean	The application is referred to the Dean of the relevant Faculty for action.
6	Review Conducted	The Dean's office reviews the matter (e.g. checks marking, totals, data entry).
7	Board Authorisation	The Academic Board may authorise the Registrar to amend results if the review supports a change.

8	Decision Communicated	You are notified of the outcome through the Registrar / student portal.
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2.4 Timelines

Stage	Deadline / Timing
Submission Deadline	Within 14 calendar days of the official release of results by the Academic Board.
Dean's Review	Processed within the Faculty – timeline set by the Dean.
Result Amendment	Implemented by the Registrar upon Academic Board authorisation.

2.5 Responsible Offices & Approvals

Office	Role
Finance Office	Collects the review fee.
Director of Academic Affairs	Receives the application and forwards to the relevant Dean.
Dean of Faculty	Conducts or oversees the review.
Academic Board	Authorises result amendments and imposes sanctions for frivolous complaints.
Registrar	Amends and publishes corrected results.

2.6 Fees

- A review fee is payable at the prevailing rate at the time of application.
- Confirm the exact amount with the Finance Office or student portal.
- Fee is non-refundable regardless of outcome.

2.7 Outcomes

- **Result Amended:** The Registrar updates your academic record. The corrected result is reflected on the student portal.
- **No Change:** The original result stands. You receive formal notification.
- **Frivolous Complaint:** The Academic Board may sanction you, including banning you from University examinations for a stated or indefinite period.

2.8 Frequently Asked Questions (FAQs)

Question	Answer
What counts as a valid ground for review?	Examples include arithmetic errors in totalling marks, data-entry mistakes, or a missing mark not reflected in your result.
Can I submit by email or proxy?	No. The policy requires in-person submission to the Director of Academic Affairs.
What if the 14-day deadline falls on a weekend?	Submit the next working day and inform the Director's office in writing about the deadline date.
Can I appeal the Academic Board's decision?	The policy does not outline a further appeal beyond the Academic Board. Consult the Registrar's office for guidance.
What if my complaint is found to be frivolous?	The Academic Board can bar you from University examinations for a stated or indefinite period. Do not file a complaint without genuine grounds.
Dealing with Continuous Assessment Results	Published prior to revision week. Seek redress during revision week. Can only seek script remarking for final examinations only at the end of semester examination.

PROCEDURE 3 | EXAMINATION REGISTRATION & PROCEDURES

This guide covers what you must do before and during examinations. Ignorance of these rules is not an excuse — read carefully.

3.1 Eligibility to Write Examinations

Requirement	Details
Regular Enrolment	Must have pursued an approved course as a registered student for the required period.
Fees	Must have fully paid all required fees.
Not Suspended / Dismissed	Must not be under suspension, or have been dismissed or asked to withdraw.
Attendance	Must not have been absent from class for 21 or more days in the semester (such students are barred from end-of-semester exams).

3.2 Before the Examination — What You Must Do

Step	Action	Details
1	Register Courses	Confirm your course registration via the student portal (SOIS). Only registered courses will appear on your examination schedule.
2	Pay All Fees	Clear all outstanding tuition and Academic Facility User Fees (AFUF) well before exams begin.
3	Check Timetable	The daily examination timetable is published at least 24 hours ahead. Check it every day to know which papers you write.
4	Arrive Early	Be at the examination venue at least 30 minutes before the exam starts.
5	Carry Your ID Card	Bring your valid student identity card and place it on the examination table when you enter.
6	Deposit Prohibited Items	Deposit any prohibited items (books, phones, unauthorised notes) at the spot designated by the Examinations Officer before entering the room.

3.3 During the Examination — Rules You Must Follow

- Wait outside until the Examinations Officer invites you into the room.
- Sit in your assigned seat only. Refusing to occupy your assigned seat is an offence.
- Do NOT bring books, papers, written notes, or mobile phones into the exam room or nearby washrooms.

- No communication of any kind with other students — not verbal, written, or electronic.
- You may raise your hand to attract the Invigilator's attention.
- To leave temporarily, obtain the express permission of the Invigilator and be accompanied by a designated attendant.
- Smoking and drinking alcoholic beverages are strictly prohibited in the exam room.
- If you finish early, surrender your answer booklet(s) and leave quietly. You may not return to the exam room.
- Do NOT take any answer booklets (used or unused) out of the room.
- If you have special needs (physical disability, pregnancy, etc.), notify the Examinations Office before the exam period.

3.4 Late Arrival

Scenario	Outcome
Arrival ≤ 30 minutes after start	You may still be permitted to write (at the Invigilator's discretion).
Arrival > 30 minutes after start	You may NOT be allowed to write. You will be awarded a grade of Z (Disqualified) for that paper.

3.5 Absent From an Examination

A grade of Z (Disqualified) is awarded for an exam you miss without a satisfactory reason. The following are NOT accepted as reasons for absence:

- Misreading the timetable
- Forgetting the date or time
- Being unable to find the examination hall
- Not being able to wake up in time
- Failure to find transport
- Ill-health (without prior deferment approval)

Only documented and proven emergencies may be considered.

3.6 Examination Malpractice – What Counts & Consequences

Offence Examples	Possible Sanctions
Copying / allowing others to copy from your work	Grade Z; paper cancellation; suspension; expulsion.
Communicating with another student during the exam	Grade Z; loss of marks; withholding of results.
Possessing unauthorised materials (notes, phone, etc.)	Immediate confiscation; Grade Z; possible suspension/expulsion.

Refusing to follow Invigilator instructions	Formal investigation; Academic Board sanctions.
Impersonating another student	Cancellation of award; possible expulsion.

Additionally, offenders' names, index numbers, photographs and offence details are published on all University notice boards.

3.7 Responsible Offices

Office	Role
Examinations Officer	Manages entry, seating, and conduct during examinations.
Chief Invigilator / Invigilator	Oversees the exam room; can refuse entry without ID; reports offences.
Registrar	Receives malpractice reports; informs the Pro Vice-Chancellor.
Pro Vice-Chancellor	Constitutes investigation committee for offences.
Academic Board	Reviews reports and imposes or varies sanctions.

3.8 Frequently Asked Questions (FAQs)

Question	Answer
What if I lose my student ID before the exam?	Visit the Examinations Office or Registrar immediately to obtain a temporary verification letter. Do not attempt to sit without ID.
Can I go to the toilet during the exam?	Yes, but only with the express permission of the Invigilator. You will be accompanied by a designated attendant.
What do I do if I receive the wrong question paper?	Raise your hand immediately to alert the Invigilator. Do not begin writing on the wrong paper.
My phone rang in the exam room – what happens?	This is treated as possessing a prohibited device and may result in confiscation, loss of marks, or further sanctions.
I missed an exam due to a death in the family – can I still write?	You may qualify for a Supplementary Examination. See Procedure 5 in this guide.

PROCEDURE 4 | RETAKE REGISTRATION

A retake allows you to sit for the examination of a course you previously failed, without re-attending classes. Understand your options carefully before registering.

4.1 Understanding Your Options After Failing a Course

Option	When It Applies
Retake	Failed up to 3 courses across the academic year
Repeat	Failed 3–5 courses in an academic year
Withdrawal	Failed 3+ courses as a Fresher in any single semester OR $\geq 50\%$ of courses as a continuing student

This guide covers the Retake pathway only. For Repeat, consult Section 30.2 of the Undergraduate Policies and Procedures.

4.2 Eligibility for Retake

Criterion	Details
Maximum Failed Courses	Failed up to three (3) courses across the academic year (both semesters combined).
Referral Cap	No more than three (3) cumulative referrals across the two semesters in any given academic year.
Attempts Allowed	A student may retake three (3) failed courses a maximum of two (2) times only. After two failed retakes, withdrawal follows.
Failed in One Semester	If all three (3) failures occur within a single semester, you do NOT progress to the next level – you must repeat the academic year first.

4.3 Requirements / Documents Needed

- Student identity card.
- Proof of payment of the retake examination fee (determined by the University).
- Access to the Students Online Information System (SOIS) for registration.

4.4 Step-by-Step Registration Process

Step	Action	Details
1	Confirm Eligibility	Check your results on the student portal. Confirm you have failed ≤3 courses and that all three failures are not concentrated in a single semester.
2	Pay Examination Fee	Pay the applicable retake fee to the designated University account or payment platform.
3	Register on SOIS	Log in to the Students Online Information System (SOIS) and register for the failed course(s).
4	Obtain Confirmation	Print or save your registration confirmation as proof of registration.
5	Check Exam Timetable	Monitor the timetable published by the Examinations Office — retakes are held when the course is next available.
6	Sit the Examination	Attend the examination with your student ID. The paper will be marked over 100%.

4.5 Timelines

Stage	Timing
When Retake Is Offered	When the course is next available in the academic calendar.
Registration Deadline	Follow the schedule published by the Registrar / Academic Affairs — register as early as possible.
Maximum Retake Attempts	Two (2) times per failed course. After the second failed retake, the student is withdrawn.
Appeal After Withdrawal	Within 14 days of formal notification of academic dismissal, appeal to the Vice-Chancellor. The VC's decision is final.

4.6 Responsible Offices & Approvals

Office	Role
Finance Office / Payment Platform	Processes the retake examination fee.
Directorate of Academic Affairs / Registrar	Publishes the retake schedule and manages registration records.
Department / Examinations Coordinator	Sets and administers the retake examination paper.
Academic Board	Sets policies; handles appeals from dismissed students.
Vice-Chancellor	Final authority on appeals against academic dismissal.

4.7 Fees

- A retake examination fee applies – the amount is determined by the University from time to time.
- Pay before registering on SOIS. Your registration may not be accepted without proof of payment.

4.8 Outcomes

- Pass: The new grade is recorded on your transcript. Both the original and new grade are shown.
- Fail (first retake): One more attempt available.
- Fail (second retake): Withdrawal from the University. You may appeal to the Vice-Chancellor within 14 days.

4.9 Frequently Asked Questions (FAQs)

Question	Answer
Do I need to attend classes for a retake?	No. A retake means you sit the examination only. If you need to attend classes, that is a Repeat (different process).
Is the retake exam marked differently?	Yes. Retake examinations are marked over 100% (i.e. there is no Interim Assessment component).
Will both grades show on my transcript?	Yes. Your transcript records every attempt and the grade obtained each time.
What if I fail 4 or more courses?	Failing 3–5 courses triggers the Repeat pathway (Section 30.2 of the Policy), not Retake. Seek immediate advice from your academic advisor.
Can I retake a course I passed to improve my grade?	No. You may only retake a course you have failed.

PROCEDURE 5 | SUPPLEMENTARY EXAMINATION PROCEDURES

A Supplementary Examination is an additional end-of-semester examination granted to students who could not write the main examination due to exceptional circumstances beyond their control.

5.1 Eligibility – Who Qualifies?

Circumstance	Requirements
Medical Emergency	Student was unable to sit the end-of-semester exam due to illness. Must provide a medical report from a certified Medical Officer within 72 hours after the examination period ends.
Death of Immediate Family Member	Death of a parent, guardian, child, or spouse. Must submit a letter to the Registrar (through the Dean of Students) within seven (7) working days of the death.
Approved Institutional Assignment	Student was on an official University assignment (e.g. sports, academic exchange) that clashed with the exam. Must submit a letter to the Registrar through the Dean of Students for approval.
Other Grounds	Other grounds of special merit may be considered by the Academic Board in consultation with the Director of Academic Affairs.

5.2 Requirements / Documents Needed

- Formal letter addressed to the Registrar (channelled through the Dean of Students) stating the reason.
- Medical Report – from a certified Medical Officer (for medical grounds). Must be submitted within 72 hours after the examination period.
- Death Certificate or other official proof (for family bereavement).
- Official University assignment letter (for institutional assignments).
- Proof of payment of all outstanding Academic Facility User Fees (AFUF) and other approved fees.

5.3 Step-by-Step Process

Step	Action	Details
1	Gather Documents	Collect all required evidence (medical report, death certificate, official assignment letter, etc.).
2	Write a Letter	Write a formal letter to the Registrar stating your grounds and attaching supporting documents.
3	Submit to Dean of Students	Channel your letter through the Dean of Students, who forwards it to the Registrar. Medical grounds: submit within 72

		hours after the exam period. Bereavement: submit within 7 working days of death.
4	Registrar Reviews	The Registrar reviews the application in consultation with the Academic Board / Director of Academic Affairs.
5	Approval / Rejection	You are notified of the outcome. Approved students are scheduled for the Supplementary Examination.
6	Pay AFUF / Fees	Ensure all outstanding AFUF and approved fees are paid before the supplementary exam date.
7	Obtain Exam Timetable	The supplementary exam timetable is normally released two (2) weeks after the end-of-semester examination.
8	Sit the Exam	Attend the supplementary examination with your student ID and proof of fee payment.

5.4 Timelines – Critical Deadlines

Event	Deadline
Medical grounds – submit letter & report	Within 72 hours after the examination period ends.
Bereavement (death of immediate family)	Within 7 working days after the date of death.
Institutional assignment clash	Before the exam date if possible; immediately after if not.
Supplementary exam date	Two (2) weeks after the end-of-semester examination (or as determined by exigencies).
Frequency	Supplementary examinations are held two (2) times per academic year.

5.5 Responsible Offices & Approvals

Office	Role
Dean of Students	Receives student letters and forwards to the Registrar.
Registrar	Reviews applications; liaises with the Academic Board.
Director of Academic Affairs	Consulted by the Academic Board in granting supplementary exams.
Academic Board	Grants approval for supplementary examinations.
Finance Office	Confirms payment of AFUF and other fees.
Examinations Office	Schedules and conducts the supplementary examination.

5.6 Fees

- No specific supplementary examination fee is listed in the policy for non-final-year students.
- All students must show proof of payment of Academic Facility User Fees (AFUF) and any other approved fees before writing the supplementary exam.
- Confirm whether a supplementary exam fee applies with the Finance Office at the time of application.

5.7 Special Note: Marking

⚠ Important: How the Supplementary Exam Is Marked

- If you have an Interim Assessment (IA) mark: the supplementary exam counts as the end-of-semester exam portion (60%) and your IA mark (40%) is retained.
- If you do NOT have an IA mark (e.g. retake of supplementary): the entire examination is marked over 100%.

5.8 Outcomes

- **Approved & Passed:** Grade recorded normally on your transcript; combined with IA if applicable.
- **Approved & Failed:** Treated as a failed course — you may be eligible for a retake depending on your total failed courses that year.
- **Not Approved:** You receive a grade based on available marks (IA only, or Z if you had no marks). You may seek a retake or supplementary at the next available offering.

5.9 Frequently Asked Questions (FAQs)

Question	Answer
I was sick but didn't get a medical report within 72 hours. Can I still apply?	The 72-hour window is strict. If you genuinely could not attend due to severity of illness, apply as soon as possible with a full explanation and let the Academic Board decide.
Does a supplementary exam count as a retake?	No. A supplementary exam is a replacement for a missed end-of-semester exam. A retake is for a course you already failed.
Can I write a supplementary exam for more than one course?	Yes, provided each missed course qualifies under the eligible circumstances and you apply for each one.
What happens if I also fail the supplementary exam?	The result is treated as a failed course. Depending on the number of failed courses, you may need to retake or repeat. See Procedures 4 and the Academic Progression section of the Policy.

Who is considered an 'immediate family member' for bereavement?	The policy specifies parent, guardian, child, or spouse.
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PROCEDURE 6 | ELIGIBILITY FOR GRADUATION

Graduation is the formal award of a certificate, diploma, or degree by the University. To qualify for graduation, students must satisfy all academic, financial, and administrative requirements of the University.

6.1 Eligibility – Who Qualifies?

Requirement	Details
Completion of Programme	Student must successfully complete all prescribed courses and credit requirements for the programme.
Passing Grades	Student must obtain passing grades in all required courses.
Good Standing	Student must not be under suspension, dismissal, or any disciplinary sanction affecting graduation.
Financial Clearance	All tuition fees, Academic Facility User Fees (AFUF), library fines, hostel fees, and any other University charges must be fully paid.
National Service Requirement	Where applicable, students must comply with all national service obligations as required by law.
Completion Within Maximum Duration	Programme must be completed within the approved maximum completion period stated in the University policies.

6.2 Requirements / Documents Needed

- Completed graduation clearance form (where applicable).
- Valid student identity card.
- Proof of fee payment and financial clearance.
- Library clearance certificate.
- Departmental / Faculty clearance confirmation.
- Any additional documents required by the Registrar.

6.3 Step-by-Step Process

Step	Action	Details
1	Complete All Courses	Ensure all required courses and project/dissertation requirements have been completed successfully.
2	Check Results	Confirm final results and CGPA on the student portal (SOIS).
3	Obtain Clearance	Complete departmental, library, hostel, and financial clearance processes.

4	Verify Personal Details	Confirm correct spelling and arrangement of names for certificate printing.
5	Academic Board Approval	Final results are presented to the Academic Board for approval of award.
6	Graduation List Publication	Approved graduating students are published by the University.
7	Participate in Graduation	Eligible students are invited to participate in the Congregation ceremony.

6.4 Classification of Awards

The classification of degrees shall be determined by the student's Final Grade Point Average (FGPA) in accordance with University regulations.

Students should consult their Faculty, Department, or the Directorate of Academic Affairs for the applicable classification system for their programme.

6.5 Responsible Offices & Approvals

Office	Role
Department / Faculty	Confirms completion of academic requirements.
Finance Office	Confirms payment of all fees and financial obligations.
Library	Issues library clearance.
Directorate of Academic Affairs	Coordinates graduation processes and prepares graduating lists.
Registrar	Certifies eligibility and authorises issuance of certificates.
Academic Board	Approves final results and award of certificates, diplomas, and degrees.

6.6 Important Notes

- Students who owe fees or have outstanding obligations to the University will not be cleared for graduation.
- The University reserves the right to withhold certificates until all requirements are fully satisfied.
- Participation in the graduation ceremony does not automatically guarantee award of a certificate if discrepancies are later discovered.
- Students are advised to regularly check official University communication channels for graduation announcements and deadlines.

6.7 Frequently Asked Questions (FAQs)

Question	Answer
Can I graduate if I owe fees?	No. All financial obligations must be settled before graduation clearance is granted.
What happens if my name is misspelled?	Report immediately to the Directorate of Academic Affairs before certificates are printed.
Can I graduate after the maximum completion period?	No, unless special approval is granted by the Academic Board under exceptional circumstances.
Is attending the graduation ceremony compulsory?	No. However, eligible students who do not attend may collect their certificates later as directed by the Registrar.
When will certificates be issued?	Certificates are issued after final approval and completion of all clearance processes.

PROCEDURE 7 | REQUEST FOR OFFICIAL DOCUMENTS

Students and alumni who wish to request official University documents such as transcripts, attestation letters, recommendation letters, introductory letters, or English proficiency letters must follow the approved online procedure below.

7.1 Documents That Can Be Requested

Requirement	Details
Transcript	Official academic record issued by the University.
Attestation Letter	Official confirmation of studentship or completion status.
Recommendation Letter	Letter supporting a student's academic or professional application.
Introductory Letter	Letter introducing a student for official purposes.
English Proficiency Letter	Confirmation that English is the medium of instruction.

7.2 Requirements / Documents Needed

- Valid student details (Index Number / Student ID).
- Active phone number and email address.
- Mobile Money or preferred payment option.
- Transaction ID received after payment.

7.3 Step-by-Step Process

Step	Action	Details
1	Visit Payment Platform	Log onto app.ropaygh.com
2	Select Institution	Choose University of Media, Arts and Communication (UniMAC) from the list of institutions.
3	Select Document Type	Choose the document you want to request (Transcript, Attestation Letter, Recommendation Letter, Introductory Letter, English Proficiency Letter, etc.).
4	Enter Personal Details	Provide your full name, email address, and phone number.
5	Choose Payment Method	Select your preferred payment option (MTN Mobile Money, Vodafone Cash, etc.).
6	Confirm Payment	Enter the verification code sent to your phone and approve the transaction.

7	Receive Transaction ID	An SMS confirming payment and containing your Transaction ID will be sent to you.
8	Visit Request Portal	Log onto docsrequest.unimac.edu.gh
9	Apply Online	Click on “APPLY ONLINE”.
10	Enter Transaction ID	Input the Transaction ID received after payment.
11	Confirm Student Details	Verify your information by clicking the “That is me” button.
12	Complete Request Form	Fill in all required information on the request form.
13	Submit Request	Click “Submit” to complete the process.
14	Receive Confirmation	You will receive an SMS confirming that your request has been submitted successfully.
15	Collection Notification	An SMS will be sent to you when the requested document is ready.

7.4 Timelines

Step	Stage	Timing
1	Payment Confirmation	Immediately after successful payment.
2	Request Submission Confirmation	Immediately after form submission.
3	Processing Time	Depends on the type of document requested and verification requirements.
4	Collection Notification	SMS notification sent once document is ready.

7.5 Responsible Offices & Approvals

Office	Role
Directorate of Academic Affairs	Oversees document request processes.
Teaching & Examinations Unit	Processes transcripts and academic-related documents.
Finance Office	Confirms payment transactions.
ICT Directorate	Supports the online request platform.
Registrar	Authorises issuance of official University documents.

7.6 Important Notes

- Students who owe fees or have outstanding obligations to the University will not be cleared for graduation.
- Ensure all personal details entered are accurate before submission.
- Keep your Transaction ID safely, as it is required for processing your request.
- Processing may be delayed if incorrect information is submitted.
- Some requests may require additional verification before approval.
- Students are advised to regularly check SMS notifications for updates on their requests.

7.7 Frequently Asked Questions (FAQs)

Question	Answer
Can I request documents without paying online?	No. Payment must be completed before the request can be processed.
What if I lose my Transaction ID?	Contact the Finance Office or Teaching & Examinations Unit with proof of payment.
Can someone request a document on my behalf?	Yes, but proper authorisation and identification may be required.
How will I know my document is ready?	You will receive an SMS notification once the document is ready for collection.
What happens if I enter incorrect information?	Your request may be delayed or rejected until corrections are made.

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Based on UniMAC Undergraduate Policies & Procedures (Approved by Governing Council, 11th July 2024)