

ACADEMIC DOCUMENT REQUEST FORM

SUBMISSION GUIDELINES

- For current students, alumni, and former students of ISS only.
- Submit completed form to the Registrar's Office via email: registrar@iss.edu.sg.

SECTION A: STUDENT INFORMATION

Date of Request	Student's Full Name (Last/Family Name, First/Given Name)	Date of Birth	Student ID No.

Student Status / Academic Level (Please select one of the following options and provide additional details as necessary.)

<input type="checkbox"/> Current Student Grade Level:	<input type="checkbox"/> Former Student & Alumni Year of withdrawal or graduation Grade: Year
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SECTION B: REQUESTOR INFORMATION

 Are you the student requesting the document/s? ☐ No (provide all details below) ☐ Yes (proceed to **part 2 only**.)

1.	Requestor Full Name (Last/Family Name, First/Given Name)		NRIC/Passport No.	Relationship to Student
2.	Contact No.	Email Address	Purpose of Request (Please select the reason(s) you are requesting)	
			<input type="checkbox"/> University Application <input type="checkbox"/> Immigration <input type="checkbox"/> School Transfer <input type="checkbox"/> Others (Please specify): _____	

SECTION C: DOCUMENTS SELECTION

Sel	Document	No. of Copies	(official use) Fee (S\$)
<input type="checkbox"/>	Certification of Enrolment Free of charge for current students - for immigration/bank purposes (*Please attach supporting documents).		
<input type="checkbox"/>	Certified Report Cards Please specify: From Grade _____ Semester _____ To Grade _____ Semester _____		
<input type="checkbox"/>	Certified Transcript Only for High School Students in Grades 9-12.		
<input type="checkbox"/>	MYP Results of Achievement Certificate Certified True Copy (only for Grade 10 and above students).		
<input type="checkbox"/>	IB Results of Achievement Diploma Certified True Copy (available for Alumni who have graduated from Grade 12 with an IB Diploma).		
Total Document Processing Fee (For Official Use):			S\$

*Special Notes for Grade 12 students:

- Up to 10 free transcripts for university admissions.
- 1 Certification of Enrolment and 2 transcripts are provided at Graduation.
- For Recommendation Letters, please send your request directly to the teachers.

SECTION D: PROCESSING TIMELINE & FEE

Processing Timeline:

- The processing timeline is inclusive of the date of receipt by the Registrar's Office.
- For urgent and emergency requests, the processing timeline may be delayed due to high peak period, volume of requests, or personnel availability. Therefore, there is no guarantee that you will receive the requested document/s on time due to unforeseen circumstances.
- Peak period: Two weeks at the start of the academic year, graduation week and end of term week.

Processing Fee Structure (per document, Incl 9% GST):

Student Category	Standard (6-10 school days)	Urgent (3-5 school days)	Emergency (next school day)
Current Students	<input type="checkbox"/> \$16.00	<input type="checkbox"/> \$32.00	<input type="checkbox"/> \$66.00
Former Students & Alumni (0-5 years)	<input type="checkbox"/> \$16.00	<input type="checkbox"/> \$32.00	<input type="checkbox"/> \$66.00
Former Students & Alumni (6+ years)	<input type="checkbox"/> \$32.00	<input type="checkbox"/> \$66.00	Not Available

SECTION E: DOCUMENT FORMAT AND MODE OF COLLECTION

<input type="checkbox"/>	Digital Format (PDF) – Email (to the above email address provided)	
<input type="checkbox"/>	Physical copy – Collection	<input type="checkbox"/> Self Collection from Campus <input type="checkbox"/> Authorised a person to collect (Refer to Section G)
<input type="checkbox"/>	Physical copy – Delivery - A fee quote will be provided prior to payment. - Delivery will be arranged once payment is received.	<input type="checkbox"/> Postal Delivery – Singapore Registered Post <input type="checkbox"/> FedEx Courier
<input type="checkbox"/>	Delivery Address: Country: _____ Postal Code/Zip: _____	
		Postage / FedEx Courier Fee: _____ S\$

SECTION F: PAYMENT DETAILS

Total Fee to Pay - Processing + Delivery: _____ S\$	
For Official use	
Payment Methods: <input type="checkbox"/> Cash (only at Finance Office Campus) <input type="checkbox"/> PayNow <input type="checkbox"/> Bank Transfer Receipt No.: _____	
Payment Instructions: 1. Payment is due after receiving the fee quote. 2. For FedEx Service, the fee quote will be provided upon document request confirmation. 3. Please include the student's name, ISS student ID in the payment details. 4. All bank charges will be borne by the payer. 5. Email payment confirmation advice/slip to: Ms Yap Phek Ling (Finance Department) yapphekling@iss.edu.sg	Bank Details: Account Name: ISS International School Pte. Ltd. Account Number: 003-922508-3 Bank Name: The Development Bank of Singapore Ltd Branch Name: Shenton Way Branch Branch Address: 6 Shenton Way, DBS Building Tower 2, Singapore 068809 Bank Code: 7171 Branch Code: 003 Bank Account Type: DBS Current Swift Code: DBSSSGSG PayNow (UEN No.): 201316975E

SECTION G: AUTHORISATION AND ACKNOWLEDGEMENT**Authorisation for Collection (if applicable)**

I, _____ [Student's Name], hereby authorise: Name of Authorised Person: _____ Phone No.: _____ NRIC/FIN/Passport No.: _____ Relationship to Student: _____ to collect the documents on my behalf from your office.
For Official Use
Document was collected on _____ (Date)