

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.)

☐ Current Student Grade Level:	☐ 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)
			☐ University Application ☐ Immigration ☐ School Transfer ☐ Others (Please specify): _____

SECTION C: DOCUMENTS SELECTION

Tick	Document	No. of Copies	(official use) Fee (S\$)
☐	Certification of Enrolment For student status verification purposes.		
☐	Certified Report Cards Please specify: From Grade ____ Semester ____ To Grade ____ Semester ____		
☐	Certified Transcript Only for High School Students in Grades 9-12.		
☐	Certified IBMYP Results of Achievement Certificate		
☐	Certified IBDP Results of Achievement Diploma		
Total Document Processing Fee (For Official Use):			S\$

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	☐ \$16.00	☐ \$32.00	☐ \$66.00
Former Students & Alumni (0-5 years)	☐ \$16.00	☐ \$32.00	☐ \$66.00
Former Students & Alumni (6+ years)	☐ \$32.00	☐ \$66.00	Not Available

SECTION E: DOCUMENT FORMAT AND MODE OF COLLECTION

☐	Digital Format (PDF) – Email (to the above email address provided)	
☐	Physical copy – Collection	☐ Self Collection from Campus ☐ Authorised a person to collect (Refer to Section G)
☐	Physical copy – Delivery - A fee quote will be provided prior to payment. - Delivery will be arranged once payment is received.	☐ Postal Delivery – Singapore Registered Post ☐ FedEx Courier
☐	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: ☐ Cash (only at Finance Office Campus) ☐ PayNow ☐ 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)