

Frequently Asked Questions

1. How can I apply for the official transcript?

If you wish to obtain an official academic record of your study, you may apply for an *Official Transcript* by submitting an application online in *MyFuture* via [Learner Portal](#). Please refer to the [User Guide](#) of the online application for transcript and the “Frequently Asked Questions” in *MyFuture* for details.

Alternatively, you can also submit a paper application form to KEC College Office^{Note}.

Note – The opening hours are subject to change due to unforeseen circumstances. Please check the student notice posted on Learner Portal or contact the College Office for the latest opening hours.

2. Is there a fee for the official transcript?

Yes. A non-refundable of HK\$50 for the 1st copy and HK\$30 for the 2nd copy and thereafter for every single application.

3. How long will it take for the official transcript to be ready?

The normal processing time is 10 working days (excluding Saturday, Sunday and public holidays) upon receipt of application form and payment. However, as there are many applications after the release of results, the processing time during the peak period may be a bit longer than usual.

Besides, please be reminded that the processing time excludes mail delivery time and the delivery time is also subject to the service of Hongkong Post. Time needed for a copy of transcript to be delivered to a designated address varies from one destination to another and it is expected to take AT LEAST two weeks for document to reach an overseas address. If you are in urgent need of the transcript(s), please consider to pick up the transcript(s) in person at the College Office^{Note} and arrange courier service on your own.

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4. I need the official transcript(s) in urgent, can I get the transcript(s) earlier?

The official transcript will be prepared as soon as the related payment is settled and all applications are processed in the order of receipt.

The normal processing time is 10 working days (excluding Saturday, Sunday and public holidays) upon receipt of application form and payment. Besides, please be reminded that the processing time excludes mail delivery time.

If you need the official transcript(s) urgently for university application(s), you should first apply extension of submission deadline with the university concerned.

Meanwhile, you are advised to apply for transcript(s) through the paper form. For such request, please provide justifiable reason(s) AND attach supporting document(s) (e.g. offer letter from universities) to the application form and indicate clearly your preferred collection date on the form. The College will consider such special requests on a case by case basis but no guarantee can be made.

However, please note that time needed for a copy of transcript to be delivered to a designated address varies from one destination to another and it is expected to take AT LEAST two weeks for document to reach an overseas address. You are advised to plan ahead and allow enough time for postal delivery if you need to meet any deadline. If you are in urgent need of the transcript(s), please consider to collect it/them in person at the College Office and arrange courier service on your own.

5. If I choose personal pick-up the transcript(s), how can I know my transcript(s) are ready?

If you have opted to pick up your transcript(s) in person, you will be notified by the following means when the transcript(s) is/are ready:

- (a) For applications via *MyFuture* – By email to your official email address (i.e. Learner Webmail account on *Learner Portal*). Alternatively, please check the application progress regularly in *MyFuture* → Online Payment - Student Services Application → View Payment Records / Status.
- (b) For applications through paper form – By email to your official email address (i.e. Learner Webmail account on *Learner Portal*). Please check the email account nearer the time.

6. Can I collect the official transcript in person or by a representative?

Either way is possible as long as you have specified the mode of delivery at the time of application.

(a) Collect in Person –

If you wish to collect the official transcript in person, you could choose either to pick up the transcript(s) at KEC College Office during office hours. Please indicate your preference on the paper / online application form.

(b) Collect by Representative –

If the transcript is to be collected by a representative, the authorised person must present all the following 3 documents upon collection of the transcript(s):

- (i) a printed letter of authorisation ([Sample](#) can be download from [Learner Portal](#)); **AND**
- (ii) a printed photocopy of the applicant's HKID Card/ Passport (electronic copy of HKID will not accept); **AND**
- (iii) The representative will be required to present his/her HKID Card / Passport for verification.

7. Can the transcript be posted directly from the College to a designated address?

You can choose to have the official transcript sent by the College to a designated address by surface mail (within Hong Kong) / surface air mail (overseas). However, you should state clearly the addresses to which the official transcripts will be sent to avoid any postal error. The College will not bear responsibility on the loss or damage of the document during postal delivery.

Please be reminded that the processing time excludes mail delivery time and the delivery time is also subject to the service of Hongkong Post. Time needed for a copy of transcript to be delivered to a designated address varies from one destination to another and it is expected to take AT LEAST two weeks for document to reach an overseas address. If you are in urgent need of the transcript(s), please consider to pick up the transcript(s) in person at the College Office^{Note} and arrange courier service on your own.

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8. I am applying for further studies in other universities and they require that the official transcripts be sent in sealed envelope with an official chop stamped across the flap of the envelope and request the College to verify my academic records on their form(s). Can that be done?

Yes, that can be done. However, to avoid delay or any miscommunication, you should indicate such kind of instructions on the paper application form together with the supporting documents at the time of application.

In some occasions, you may also be requested by some universities or institutions to send them the transcript together with a specific covering form. Again, you will need to indicate such kind of instructions at the time of application for the official transcript.

9. Can I request for an electronic copy of the official transcript?

For security reason, the official transcript is issued in hard copy only and will not be sent via email.