



CITY COLLEGE PLYMOUTH

Higher Education Student Transfer Guidance

2019-20

1. Introduction

All providers of Higher Education in England are required to publish student transfer arrangements in accordance with the Higher Education Research Act 2017 and the Office for Students Regulatory Framework 2018.

City College Plymouth works proactively to support Higher Education students in transferring their studies, in acknowledgement that circumstances may change for students over time. The guidance in this document covers student transfers that are triggered when a student requests to:

1. Transfer from another provider into a course at City College Plymouth
2. Transfer from one course to another within City College Plymouth
3. Transfer from City College Plymouth to another provider

Or where transfers are triggered by City College Plymouth's Student Protection Plan.

All procedures within this document are underpinned by the Academic Regulations of the awarding Higher Education Institution (HEI) or Awarding Body.

2. Transfer from another provider into City College Plymouth

City College Plymouth welcomes enquiries from students who wish to transfer into a Higher Education course at the College, from another HE provider and will work with all applicants to determine whether transfer is possible, and to agree the conditions and requirements for that transfer within the regulations of the associated awarding HEI or body.

We are aware that students may choose to transfer their studies as a result of a personal change in circumstances or aspirations, or due to an event at their current/ previous institution of study.

Any transfer will be managed within the College's Accreditation of Prior Learning Process (APL), for both:

- Admission of students onto a similar course
- Admission of students onto an alternative course

In both cases a full review of the application for transfer will be undertaken, managed by the HE Department in partnership with the relevant academic team. Completed credit, level attained and other study undertaken will be taken into consideration, alongside the programme learning outcomes. Volume of credit that can be transferred will be determined by the Academic Regulations of the awarding HEI or awarding body.

3. Transfer from one course to another within City College Plymouth

Students wishing to transfer from one course to another within the College should contact the HE Department for guidance on the steps to take. This will involve a meeting with the Programme Leader for the programme the student wishes to transfer onto, and the HE Department will support in organising this. The process followed will be dependent on the point in the academic year at which the transfer is requested. Transfers requested early in the academic year that do not require the transfer of credit will be managed through our admissions process, but must be submitted prior to the October half term of each academic year.

Any transfer requests that are made prior to the commencement of the next academic year of study and do require the transfer of credit (for example a student wishing to transfer into the second year of a different Foundation Degree prior to the commencement of the academic year) will be managed within the College's Accreditation of Prior Learning Process (APL), for both:

- Transfer of students onto a similar course
- Transfer of students onto an alternative course

In both cases a full review of the application for transfer will be undertaken, managed by the HE Department in partnership with the relevant academic team. Completed credit, level attained and other study undertaken will be taken into consideration, alongside the programme learning outcomes. Volume of credit that can be transferred will be determined by the Academic Regulations of the awarding HEI or awarding body.

The HE Department, and ultimately the Head of Higher Education, will take oversight of any transfer requests between courses, reviewing that the appropriate steps and considerations have been taken, and will confirm whether the transfer request is successful. In the case where a request is declined, reasons will be provided as to why the transfer request was not possible.

4. Transfer from City College Plymouth to another provider

Students may wish to transfer their HE studies to another provider as a result of events outlined within our Student Protection Plan, or due to a change in personal circumstances or study choices, and the College will facilitate this transfer.

4.1 Transfer initiated by the student

If the transfer is initiated by the student, the College will follow the student withdrawal process. It is the responsibility of the student to discuss the transfer with their chosen new provider, and to notify the College of their decision, through contacting both their Programme Leader and the HE Department (contact details at the end of this guidance).

The College will support with the arrangements by providing the institution that the student is transferring to with details of any completed credits, level attained, module and programme learning outcomes and any other information that may be requested by the student. Confirmation of eligibility

for an exit award will also be provided. These details will be provided through both the student transcript, and key programme documentation (primarily the programme specifications or Programme Quality Handbooks which are also available on the College website).

4.2 Transfer initiated by the Student Protection Plan

The College's Student Protection Plan is designed to protect the interests of students where significant material changes take place which would affect the continuation of study at the College. This includes:

- Disruption or cessation of College programme delivery
- Suspension and/ or revocation of the College's Tier 4 Sponsor Licence
- Loss of accreditation from regulatory bodies
- Institutional closure

City College Plymouth is committed to supporting continuation of learning for all students and wherever possible would enable students to complete their programme of study through teaching-out.

However, in all cases of a student transfer that is triggered by the College's Student Protection Plan, a student will be provided with details of the team who will be overseeing this transfer, a plan of the actions that are being taking to support the transfer by the College, ongoing updates and final confirmation of the situation regarding the transfer. Throughout the process the College will support the student in transferring to another provider and will work proactively with respect to communication with the new provider. The College will also support with the provision of all details outlined in section 4.1.

5. Refund and Compensation

The refunding of fees, and liability for fees in the case of a student led transfer, will be managed in line with the college's Higher Education Fee Policy & Compensation and Refund Policy, available on the College's website (details at the end of this document) or through contacting the HE Department.

Compensation for tuition and maintenance costs where students have to transfer courses or providers will also be in accordance with the College's Higher Education Compensation and Refund Policy.

6. Contacts, Advice and Support

Advice and support is available to all students for any decisions regarding their studies, including any aspect of transferring. The first point of contact with respect to any academic queries should be the relevant Programme Leader. The HE Department, based in K106, 1st floor of the Kings Road tower block will be able to provide guidance regarding associated policies and processes, and will take central oversight of all student transfer arrangements. The team can be contacted at he@cityplym.ac.uk, or on 01752 305786.

Any concerns or queries regarding student transfer arrangements should also be sent to he@cityplym.ac.uk in the first instance. Complaints related to transfer should be sent to talkback@cityplym.ac.uk.

The APL Process, Student Protection Plan and HE Fees Policy & Compensation and Refund Policy can be found on our 'Information for Students' page here: <https://www.cityplym.ac.uk/student-life/university-level-study/information-for-he-students/>