



# INTERNAL PROCEDURE

**Title: City College Norwich – HE Student  
Transfer Policy**

**POLICY HOLDER: Assistant Principal Higher Education and Adults**

**SMT OWNER: Vice Principal Curriculum and Quality**

**VERSION NO: 3.0**

**LAST REVIEWED: September 2023**





**Summary:** This procedure details the process for Higher Education students seeking to transfer between internal courses, or to another HE provider.

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**Accessibility:** If you would like this information in an alternative format, e.g., Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the College's marketing team on 01603 773 169.

**Further information:** If you have any queries about this policy or procedure, please contact the named policy holder.



## Amendments log

Review date	Version	Changes	Originated by	Approval
Sept 2019	1.0	Initial Issue	S Rhodes	E. Rose
Sept 2021	2.0	Reviewed and up issued	S Rhodes	E. Rose
Sept 2023	3.0	Adding to the new Internal Procedure Template	S Rhodes	E. Rose

City College Norwich, Ipswich Rd, Norwich NR2 2LJ



## Background

1. All providers of higher education in England are required to publish student transfer arrangements in accordance with the Higher Education Research Act 2017 and Office for Students Regulatory Framework 2018. The purpose of the policy is to facilitate the continuation and quality of study for all students whenever a risk to their continued study occurs and to facilitate transfer between providers.

All references to 'the College' in this document refer to City College Norwich.

## Introduction

2. The College recognises that the initial selection of a course and institution is a major decision for all students, with many factors needing to be taken into account. Furthermore, the College also understands that, in some cases, students' needs and aspirations may change over time, which may result in a desire to change courses and / or institution.
3. Student transfer, for the purposes of this document includes:
  - a) Transfer triggered by the College's Student Protection Plan
  - b) Student-led transfer to another provider from City College Norwich
  - c) Transfer to City College Norwich from another provider
  - d) Transfer between courses at City College Norwich
4. In the event of a) above, we aim to teach out all current students on their original course, but where this is not possible, we will provide students with support, advice and guidance to facilitate an appropriate transfer.
5. In the event of b) above, we will provide students with support, advice and guidance to facilitate a transfer to a course elsewhere that is more appropriate for them.
6. In the event of c) above, we will facilitate the transfer of students from other providers to City College Norwich where we may be able to offer a suitable alternative course, in order for students to complete their studies. Please see the section, Transfer into City College Norwich, below for further information.
7. In the event of d) above, we will facilitate transfer to a suitable alternative course for existing City College Norwich students, as appropriate. Please see the section below, entitled Transfer between City College Norwich Courses.
8. In the cases of scenarios b), c) and d), for first year's, student transfers will not normally be sanctioned after the second week of the academic year. For students progressing to Year 2, or Year 3, of programmes, we would expect such transfers to take place

before the start of the next academic year (and in exceptional circumstances within the first week of the new academic year)

9. This plan is available to all current and potential students and is reviewed annually.

## **Student Transfer triggered by the College's Student Protection Plan**

10. The College's Assistant Principal Higher Education and Adults (or their designated nominee) will establish a Student Protection Implementation Team appropriate to the transfer and will oversee the production by this team of a Student Protection Implementation Plan. This plan sets out the details of the reasons for the implementation plan, the responsible manager for the plan (normally this is expected to be the Assistant Principal Higher Education and Adults, or their nominated senior academic manager), details of the Students' Union named representative who will be part of the implementation team; the risks identified and likely implications for students; the communication, support and advice plan for students and the timescales involved.

## **Transfer Out of City College Norwich**

11. As a consequence of events outlined in our Student Protection Plan, or a student decision to transfer, we would facilitate transfer to another Higher Education provider for the student to complete their studies. This may include, but is not limited to:
  - a) Course or discipline closure
  - b) Institutional closure
  - c) Loss of designation
  - d) Loss of accreditation
  - e) Student-led withdrawal
12. Should transfer to another provider be necessary, we will support arrangements to:
  - a) Confirm any completed credit, level attained, or study undertaken as appropriate so a student may transfer to another provider straight away or at a later date. This is provided through a student transcript.
  - b) Receive a refund for all/part fees, where transfer of completed credit is not possible, in accordance with the College's Rules, Regulations and Procedures for Students available at: [Rules and Regulations](#)
13. Transfer out of City College Norwich, as a consequence of events outlined in the Student Protection Plan, will be handled by our Assistant Principal Higher Education and Adults, or nominated deputy, and facilitated by our HE Office.

14. A Student-led request to transfer out of City College Norwich, will initially be handled by the appropriate Course Leader, working with their Higher Education Delivery Manager (HEDM), to both understand the reasons for the request, and to ensure that the student is aware of the likely processes that will be applied elsewhere to ensure the applicants suitability to enroll with the other higher education provider. The transfer process itself will be facilitated by the HE Office.

## Transfer to City College Norwich

15. As a consequence of events at other higher education providers triggering a transfer, or a student electing to transfer to the college, we will consider:
- Admission of students onto a similar course, taking completed credit, level attained, or other study undertaken into consideration, as appropriate. This will be facilitated through our College's admissions and Recognition of Prior Learning (RPL) processes available via this link, [Admissions](#) and [Recognition of Prior Learning \(RPL\)](#).
  - Admission of students onto an alternative taught course, taking completed credit, level attained, or other study undertaken into consideration, as appropriate. This will be facilitated through our processes for [Admissions](#) and [Recognition of Prior Learning \(RPL\)](#).

## Transfer between City College Norwich Courses

16. As a consequence of students requesting to transfer between courses at the college we will consider:
- Transfer of students between courses at City College Norwich will normally be handled initially by the current Course Leader working with the proposed Course Leader, to accept the transfer, and will subject to sufficient space being available on this course, and taking completed credit, level attained, or other study undertaken, into consideration, as appropriate. This will be facilitated through our processes for Recognition of Prior Learning and course transfer.

## Refund and Compensation

17. Refund for all/part tuition fees where students are unable to transfer completed credit, is provided for in accordance with our [Rules and Regulations](#) (see paragraph 10a to 10d above).
18. Compensation for tuition and maintenance costs where students have to transfer courses or provider are in accordance with the College's Rules, Regulations and Procedures for Students [Rules and Regulations](#)

## Advice and Support

19. In the event of a transfer in or out of the College, advice and support will be available to you individually or collectively. In the first instance, advice is available from the HE-Office (for external students) and the appropriate Course Leader / HEDM for your current course (for existing CCN students).
20. Independent advice and support is available from the Students' Union for students transferring in or out of the College ([STUDENTUNION@ccn.ac.uk](mailto:STUDENTUNION@ccn.ac.uk)).
21. In the event of transfer between courses at the College, advice and support will be available to you individually or collectively. In the first instance, advice will be available from your current Academic Leader and Independent advice and support is available from the Students' Union.

## Feedback and Contacts

22. If you have any views, concerns or feedback in relation to transfer arrangements arising under the student protection plan, please contact the HE Office, at [HE\\_OFFICE@ccn.ac.uk](mailto:HE_OFFICE@ccn.ac.uk)
23. Contacts for other enquiries about Student Transfer are:
  - a) Transfer into City College Norwich from another provider, please contact City College Norwich's HE Office at [HE\\_OFFICE@ccn.ac.uk](mailto:HE_OFFICE@ccn.ac.uk)
  - b) Transfer to another provider for a taught award, please contact City College HE Office, [HE\\_OFFICE@ccn.ac.uk](mailto:HE_OFFICE@ccn.ac.uk)
  - c) Transfer between courses at City College Norwich, please contact your current Course Leader in the first instance.