

### 3. PROGRAMME OR CAMPUS TRANSFER

#### Purpose and scope

- 3.1 This section of the Consolidated Academic Policies and Regulations (CAPR) explains how students may ask to change their programme or home campus after enrolment.
- 3.2 These regulations apply to all registered students of the College, and to any action taken on or after 1 June 2016 regardless of the date of the event giving rise to the action.
- 3.3 These regulations **do not** apply in the following circumstances:
- (a) A student has not fully completed the initial registration and enrolment process. If so, the College will normally refer the request to the Admissions office for consideration.
  - (b) A student is currently part of a regulatory investigation. If so, the College will normally investigate any concern or allegation, and formally consider the application for transfer when the investigation is complete.

#### Definitions

- 3.4 'Home campus' means the College site for teaching, learning and student support services allocated to the student in their offer and at registration.
- 3.5 'Programme stage' means the division of programme decided when the College validates a programme. In undergraduate programmes, this often aligns with the division of the programme by level. The programme stages are shown in the Programme Handbook.
- 3.6 'Academic presentation' means the start of a programme. For example, a programme may have three (3) start points during an academic year or it may only have one (1). Each of these points is the start of a different academic presentation.
- 3.7 'Reasonably arguable' means taking into account the specific circumstances and evidence the relevant officer concludes that what is proposed is more likely than not to be logically sustainable.

## Introduction

### *Overview*

- 3.8 The aim of the College is to provide an environment where every student has the maximum chance of success in their programme. As part of this, the College recognises that students may have decided they no longer have an academic interest in the subject for which they initially registered or they wish to pursue another subject. Or they may have various other reasons for occasionally seeking to change their programme or home campus.
- 3.9 Transfer of programme or programme is a formal process designed to ensure that all students can benefit and achieve within the College according to their interests and academic aptitudes. If a student's difficulties are complicated or long lasting, the College will make a more detailed investigation with the student.
- 3.10 In some cases it will be in the student's best interests to withdraw and reapply to join a different programme at a later date. In such circumstances the student may be able to re-join at the start of an applicable programme stage.

### *Principles*

- 3.11 A student may transfer between programmes or home campus, subject to College approval, but there is no automatic right of transfer.
- 3.12 The student must satisfy the conditions for entry. The College will normally grant permission to enrol for a new programme or home campus only during one of the following times because it becomes increasingly difficult for a student to catch up with the new programme, especially where practical work is concerned:
- (a) In the first two (2) weeks of the first term of study.
  - (b) At the end of a programme stage, where the student has met the criteria for progression to the next stage.
- 3.13 Students who still wish to transfer programme or home campus after the second week of the start of the first term must usually take authorised absence from their studies for the rest of that term and begin the new programme at the start of the next academic presentation of the programme.

**NOTE: Additionally, a Board of Examiners may offer a student who has not achieved enough credit points to progress in a programme the opportunity to transfer to a related programme. This offer is particularly likely if the student cannot achieve the**

**credit points in a separate part of the programme (e.g., in a single module or in half of a joint honours programme) but has a good overall academic record. If an offer is made, the student will be informed of the Board's decision and have the opportunity to transfer to the recommended programme.**

*Transfer and finance*

- 3.14 When considering a programme or campus transfer, students must consult the Student Finance Office about their tuition fees. The College will not normally grant a transfer request unless the student shows evidence of seeking guidance from the Student Finance Office and that they are aware of the financial implications.
- 3.15 If the College grants a student an authorised absence after week 2 for a period of no longer than a term, the student remains liable for all tuition fees payable until that point in line with the Fees, Refund and Debt policy.
- 3.16 The College will not waive debt if a student transfers programme or campus, and will not accept liability for any re-assessment of a student's maintenance or loan.
- 3.17 When resuming their studies, students will be liable to pay any difference in the level of tuition fee between programmes or campuses. They will also be liable for additional tuition fees if repeating some or all of the study they have already done.

*Transfer and assessments*

- 3.18 Students who have submitted assessments during the academic year up to the effective date of the transfer will receive marks for them.
- 3.19 The College will cancel the enrolment of the student from any modules on the releasing programme that begin after the point of transfer.
- 3.20 The College will mark as 'incomplete' any uncompleted assessments on modules already begun that are due for submission/attendance after the point of transfer. No credit will be awarded for them. The modules are not 'failed' and the student will keep the current number of attempts at the assessment component for that module.
- 3.21 A student who transfers before completing their intended award may not be conferred an intermediate award.
- 3.22 Students should submit an application for extenuating circumstances if they are unable to attend or submit assessments up to the point of transfer.

*Transfer and termination*

- 3.23 The College does not normally allow a student to transfer to another programme if it has already required them to withdraw from a programme. However, the College may choose to admit such a student to a programme as a new enrolment if they fulfil the necessary academic and admissions criteria.

Procedures

*Overview*

- 3.24 The process for applying for a transfer of programme or campus has four (4) stages:
- (a) Stage 1 – Submitting an application.
  - (b) Stage 2 – Initial review of the application.
  - (c) Stage 3 – Considering the application.
  - (d) Stage 4 – Deciding on the application.

*Stage 1 – Submitting an application*

- 3.25 A student may submit an application only:
- (a) in writing on the prescribed form with the student's full name, student number, and signature;
  - (b) by 4pm, ten (10) working days before the start of their next term or the end of their programme stage for consideration for immediate transfer, or at any time for consideration for interruption of study and transfer at a later date; and
  - (c) to the place and person stated in the written instructions.
- 3.26 The application must include:
- (a) a clear statement of the grounds for request (i.e. why the student believes a transfer is necessary);
  - (b) a statement outlining the student's understanding of the practical and financial consequences (including evidence of discussions with the Student Finance Office, if appropriate); and
  - (c) all relevant evidence or details of events in support of the request; and
  - (d) a list of any people who are known to have relevant information.

*Stage 2 – Initial review of the application*

- 3.27 Within five (5) working days of receiving the application, the College will decide whether the student's application presents a case that on first review seems to satisfy the conditions for a transfer.
- 3.28 To satisfy those conditions, the application must be reasonably arguable and must clearly identify and set out a situation and evidence that shows:
- (a) the student is fully qualified to enter the programme desired;
  - (b) the student can be accommodated on that programme within the numbers set for it at the desired home campus; and
  - (c) the point at which the transfer is to occur allows full study of the modules required.
- 3.29 Regarding the transfer of campus, the College generally only permits it if there are compelling and documented health, safety or mobility reasons.
- 3.30 After this initial review, the College must inform the student in writing that their application:
- (a) is rejected because it does not satisfy the conditions;
  - (b) is rejected because it does not satisfy the conditions for a valid application for transfer but will be considered under other regulations (for example, interruption of study, extenuating circumstances); or
  - (c) satisfies the conditions of initial review and that it will go to the Head of Department for decision.
- 3.31 A letter rejecting the application must state that the student may request a review of the decision and that any such request must say why the student believes the decision is wrong.

*Stage 3 – Considering the application*

- 3.32 On receiving the application and supporting evidence, the College will forward the application to the receiving Head of Department (in the case of transfers of campus, this will be the student's current Head of Department).
- 3.33 The Head of Department will assess the application against the criteria and:
- (a) consider the grounds for the request;

- (b) discuss the academic and practical consequences of the request with the student; and
  - (c) ensure the best possible opportunity for the student to successfully continue their studies.
- 3.34 To further the application, the student may be invited to a meeting. If the student cannot attend, the Head of Department will make a decision in their absence.

*Stage 4 – Deciding on the application*

- 3.35 The assessment must normally be completed and the student informed of the outcome within ten (10) working days of the Head of Department receiving the request. If this is impossible, the student must be notified within this timescale of the delay and the reasons for it.
- 3.36 When the assessment is complete, the student must be informed in writing that:
- (a) the application does not meet the grounds given above and the student will be expected to continue with their studies; or
  - (b) the application meets the grounds above and the student will be permitted to transfer their studies.
- 3.37 If the student's application succeeds, the Head of Department will inform the student at what point in the programme they will begin their studies after transfer. The Head of Department will also specify whether the new programme will accept any credit and marks obtained from modules done in the previous programme.
- 3.38 In giving the decision, the Head of Department must inform the student that within ten (10) working days, they may submit an appeal against the decision under the relevant regulations.

Advice and support

- 3.39 If a student is thinking about transferring to another programme or campus, they may wish to discuss their situation with their personal tutor or programme leader before starting the formal process.
- 3.40 Advice for students on programme or campus transfer, and the associated lower-level College rules is available from the Student Hub or the GSM London Students' Union (gsmuadvicecentre@gsm london.ac.uk). More complex queries

may be referred to appropriate individuals or the Office of Student Complaints, Appeals and Regulation (oscar@gsmlondon.ac.uk)

- 3.41 Advice for staff on programme or campus transfer is available from their nominated Academic Policy Partner.
- 3.42 If any staff development needs are identified, these may be discussed with members of the Staff and Educational Development Team.

#### Fees

- 3.43 The College may charge a fee for a transfer application and an additional fee to process a successful transfer, as set out in the College's list of charges (Schedule C).
- 3.44 The College is not liable for financial or other consequences arising from action under this policy.

#### Legal and regulatory context

- 3.45 These regulations are about the terms on which the initial relationship between the student and the College has been set up. Therefore, while there is limited legal context specifically on the transfer of programme or campus, these regulations have taken account of the principles of contract law that apply to relationships between students and higher-education institutions.
- 3.46 The College may not be bound by the principles and this policy alone may not provide the procedure to meet all of these principles, some of which may be met by other College policies and procedures.. It uses the principles as guidance only, to help it deal soundly with these matters.

#### Enforcement, monitoring and review

- 3.47 If any person or body in the College refuses to comply with a request or decision made to enforce this policy, their refusal must be reported to the Academic Registrar, who will take such action to enforce this policy as they think necessary.
- 3.48 Each year, the College must receive a report that enables it to monitor, identify and act on any shortfalls in how these regulations is interpreted and applied.
- 3.49 The annual report must include statistical data on the number of transfers by type; the outcomes, Departments and programmes from which they originate; the length of the process; and the equality characteristics (including sex,

disability and ethnicity) of those transferred, and those whose transfer is declined.

- 3.50 Every three (3) years, the College must review this policy to ensure that:
- (a) they remain up to date and continue to meet the expectations of the UK Quality Code, applicable legislation or guidance;
  - (b) areas of improvement, or any concerns, raised by students, external examiners, or professional bodies have been addressed; and
  - (c) opportunities to reduce unnecessary bureaucracy have been taken.

Schedule (not part of the policies and regulations):

*Responsible Officer: Head of Registry and Administration*

*Approved by: Board of Directors and Academic Board*

*Version: 1.0*

*Date: 24 February 2016*

*Monitoring and Review Body: Faculty Board*

*Effective From: 1 June 2016*

*Next Scheduled Review: June 2019*