



Higher Education Services Transfer Policy

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Higher Education Services Transfer Policy

1.0 Introduction

1.1 In accordance with [Section 38](#) of the Higher Education Act 2017 (HERA) and the Regulatory Framework for Higher Education in England [Conditions of Registration F2](#), Office for Students (OfS), FutureLearn is required to publish information about its arrangements for a learner to transfer.

1.2 Definitions of 'a student transfer' as stated in section 38 of the HERA.

- "A student transfers from a higher education course ("course X") provided by a UK higher education provider ("the transferring provider") to a different higher education course ("course Y") provided by the same or a different UK higher education provider ("the receiving provider"),
- the receiving provider recognises, or takes account of, the study undertaken, or a level of achievement attained, by the student:
 - on course X, or
 - on another higher education course provided by the transferring provider, when the receiving provider is determining the study to be undertaken, or the level of achievement attained, by the student on course Y, and
- either the transferring provider or the receiving provider is a registered higher education provider, or both are registered higher education providers."

1.3 This policy is for students under a validated programme with FutureLearn. This policy does not include those students who are under an OPM sub-contractual arrangement, for example, Brunel University and Roehampton University. Students should refer to the following:

- Brunel University (BU), [Student Transfer Policy](#)
- Roehampton University (RU), [How to apply | Transferring to Roehampton | University of Roehampton, London](#)

2.0 Transferring between Programmes

2.1 FutureLearn will review all requests to change programmes made by students while studying an online partner programme.

2.2 Students will be required to contact Student Support to discuss the request in the first instance. Student support will check to see that the student is progressing through their current programme without risk of academic failure. They will also check that the student is up to date with their payments. The student support teams will then support the student with their application to change programmes if permitted by the partner university. There are some instances where this is not possible, for example, the transfer is too late into the term, or the transferring credits cannot be applied to the new programme.

2.3 For validated partnerships and RU students' requests will be processed entirely by the FutureLearn Student Support team.

- Students will be asked to complete a [transfer form](#), for validated partners and the SR2 form for RU.
- Once received from the student the student support teams will input any credit achieved.
- Once the checks above in 2.1 have been conducted the request to transfer will be reviewed by the Programme Lead. It is only when the programme team signs off on the transfer will it proceed. The Programme Leader is likely to consult the existing programme team to

gain their input to determine the learner's motivation and capability to transfer to the new programme.

- Student Support will communicate the outcome of the request to students via email with any conditional transfer requests.
- Once any conditional requests are met the student will then be transferred onto the next available study period.

3.0 Transferring between Modes of Study

3.1 Students will be required to contact student support to discuss the request in the first instance. Student support will check to see that the student is progressing through their current programme without risk of academic failure. They will also check that the student is up to date with their payments. The student services teams will then support the student with their application to change programmes if permitted by the partner university. There are some instances where this is not possible, for example, the transfer is too late into the term, or the transferring credits do not map to the alternative mode of studies modules.

3.2 For validated partnerships and RU student's requests will be processed by the FutureLearn Student Support teams in liaison with the partner university. For campus to online transfers the following process will be followed.

3.2.1 Students will be asked to submit to FutureLearn a transfer form with any awarded and transferrable credit included. For RU students will complete the SR2 form.

3.2.2 Student Support will check the above in 2.1 in collaboration with the partner university. Once this is complete, and with Student Support being satisfied in relation to engagement and payment, the request to transfer will be passed to the Programme Leader to review. It is only when the programme team signs off on the transfer will it proceed. The Programme Leader is likely to consult with the existing programme teams at the partner university to gain their input to determine the learner's motivation and capability to transfer to the new programme.

3.2.3 Student Support will communicate the outcome of the request to students via partner university systems making clear any conditional requests that need to be met before the transfer is actioned.

3.2.4 Once any conditional requests are met the student will then be transferred onto the next available study period.

4.0 Transferring from FutureLearn to another University

4.1 Individuals wishing to transfer from FutureLearn to another institution will be supported. FutureLearn will ensure through its Registry department that any outstanding credit or exit award will be presented at the next available partner Board of Examiners, (applicable for RU or BU partnerships). The partner universities will then follow their own processes to issue the credit or exit award so that the transfer of credits can go ahead.

4.2 For validated partnerships the Registry department will ensure that outstanding credit or exit award is presented to the next available FutureLearn Subject and Award Boards. FutureLearn will then ensure that a formal transcript confirming the credits and/or exit award is facilitated at the request from the other institution.

4.3 Any payments and refunds due will be calculated and dealt with through the [terms and conditions of the student contract](#).

4.4 In the first instance students should discuss this request with Student Support. Student Support can then process the request and arrange the self-withdrawal which will be processed by Registry.

5.0 Transferring to FutureLearn from another University

5.1 Those individuals requesting to transfer from another University are welcomed and requests will be considered. Individuals wishing to transfer to a FutureLearn programme will follow the standard [admissions process](#) and be supported by an Education Advisor. Recognition of Prior Learning will be assessed and where required academic teams will be requested to review module exemptions.

5.2 Applicants who wish to proceed will be coached through the admissions process by the Education Advisors. Applicants will be required to produce transcripts and where applicable a copy of their exit award. In addition, they will also need to provide evidence of their withdrawal from the previous institution, along with the standard application requirements.

5.3 As per the standard admissions process applicants will be contacted by the Education Advisor with the outcome of their assessed application, those outcomes could include: unconditional or conditional offer, a request for further information, an offer for an alternative programme or non-admittance to the programme.

6.0 Monitoring

6.1 The ongoing monitoring of this policy will be the responsibility of the Academic Registrar. Formal review of the policy will take place every three years.

Appendix

Application to Transfer Course

Students who are considering a programme transfer are advised to talk with Student Support in the first instance.

There is no automatic right for a student to transfer programmes.

Using this form:

This programme transfer application form has multiple sections:

- Part A should be completed by the student.
- Part B should be completed by the Programme Leader of the current programme.
- Part C should be completed by the Programme Leader of the new programme.
- Part D explains the process of submitting the form.

Part A: Student Details <i>(To be completed by the learner)</i>			
First Name		Surname	
Learner ID		Department	
Current Year of Study e.g Year 1			
Current Programme of Study			
Date your studies began	DD/MM/YYYY		
Current Mode of Attendance	Full time / Part time		
New Programme of Study			
New Year of Study e.g. Year 1			
New Mode of Attendance (new programme)	Full time / Part time		

Disclaimer: I understand it is my decision to transfer at this stage and any additional work I have been asked to complete by the department is necessary in order to transfer into the new programme. I am aware that although my new department(s) will give reasonable assistance with any additional work I have to undertake, it is my responsibility to carry out that work. The academic outcome will depend on my taking on any extra work and being able to cope with the extra workload which may inevitably result from a transfer at this stage in my academic process. Therefore, I understand that this additional workload will not be accepted as an exceptional circumstance or grounds for appeal. I understand the financial implications involved in the programme transfer.

Signature

Date

DD/MM/YYYY

Please note that you will receive notification of this change after the "effective from" date. In some circumstances this may be in the following academic year. You will be informed if the transfer request has not been approved.

Part B: Authorisation of the Programme Leader of the Current Programme

Academic Status

Please provide information about the student's current academic standing:

Name

Role

Date

DD/MM/YYYY

Part C: Authorisation of the Programme Leader of the New Programme

New Programme Name

Intended Award

Year of Study e.g Year 1

Module Credit Details:

Number of credits carried over from the existing programme of study

Number of credits remaining on the new programme (to qualify for the final award stated)	
Will the proposed transfer require the student to go on leave of absence? <i>If yes, a separate Leave of Absence form is required.</i>	Yes / No

You must note any details of the following:	
Repeat study and why this cannot be avoided	Yes / No Details:
Missed essential teaching and mitigation which will be put in place to remedy this	Yes / No Details:
Exemptions from assessments	Yes / No Details:

Please note that this section must be completed by the Programme Leader of the new programme for the transfer to be processed	
I approve the recommendation for this programme transfer, effective from DD/MM/YYYY .	
Name	
Role	
Date	DD/MM/YYYY

Part D: Submission of the Form (please send as Word Doc not PDF)

Please ensure that the form is **completed fully and accurately**. This will save time for both Student Services and academic departments and ensure faster processing of the request.

Once the form has been fully completed, please email to studentservices@futurelearn.com along with any other relevant documentation such as a leave of absence form and evidence.

Part E: To be completed by the Student Support Officer

Summary:

Case Officer Decision

Approve/Reject and rationale for decision

Signature

Date

DD/MM/YYYY

A case may be rejected if any of the following apply:

- (a) There is insufficient information and/or supporting evidence to consider the request.
- (b) The request has been submitted after programme failure, or to avoid programme failure, and the student did not express a desire to transfer prior to programme failure.
- (c) The student has been withdrawn from their programme.
- (d) The request is entirely retrospective.
- (e) The request would place the student at an academic advantage or disadvantage relative to their peers.