UNDERGRADUATE AND POSTGRADUATE TAUGHT STUDENT TRANSFER, SUSPENSION AND WITHDRAWAL PROCEDURE

2022/23

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Withdrawal Form
Suspension Form
Transfer Form

About this Policy
The Student Suspension, Transfer and Withdrawal Policy articulates the mechanisms that Manchester Met uses to facilitate a student’s change of status within a range of circumstances.

VERSION CONTROL STATEMENT

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<td>Approved By</td>
<td>Caroline Rigby (Director of Student Management)</td>
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1. **Introduction and Scope of Procedure**

1.1 This procedure sets out the University’s approach for handling a range of circumstances through which students may leave the University, either temporarily or permanently. This includes a student:

- choosing to suspend their studies temporarily with the University;
- choosing to transfer to another programme of study either within, or external to the University;
- choosing to withdraw permanently from their studies at University;
- being required to withdraw permanently from their studies by the University on academic grounds.

1.2 The procedure will also reference referral to other University procedures or regulations – for example Fitness to Study Policy, Regulations for the Payment of University Fees | Manchester Metropolitan University (mmu.ac.uk) Student Pregnancy and Maternity Guidelines, Visa & Immigration by which students may leave, or be asked to leave, the University.

1.3 The procedure applies to all students on Undergraduate and Postgraduate taught Programmes. Separate procedures exist for postgraduate research students; these procedures can be found in the Regulations for Postgraduate Research Degrees.

1.4 All students who are choosing to suspend or withdraw from the University or wish to transfer to another programme of study should be referred to speak to a Student Adviser in a Student Hub in the first instance. The actions required in each of these circumstances will be detailed in the appendices of the procedure.

1.5 Students who are being required by the University to withdraw permanently are covered in a separate section.

1.6 Instances where concerns about academic performance may be linked to underlying health-related issues, the University’s Fitness to Study Policy informs and guides the University’s response to situations where there are concerns that a student is not well enough to study.

1.7 Staff who are unsure about whether Fitness to Study may apply in specific circumstances should contact the University’s Student Case Management Team for advice.

1.8 Specific procedures apply to international students wishing to temporarily suspend their registration with the University, transfer to another Programme, withdraw from, or be withdrawn from their studies. These are identified in Section 6 of this Policy.
2. **Definition of terms**

2.1 Suspension of studies is where a student agrees or is required to take time out from their studies with the intention of normally returning to the same programme of study within a time limited period (usually returning at the same point in the following academic year).

Please note: “the programme and its requirements, and University services and facilities currently in place at the time of suspension, may change during the period of suspension. The University’s terms and conditions available here [https://www.mmu.ac.uk/legal/terms-and-conditions/](https://www.mmu.ac.uk/legal/terms-and-conditions/) set out the circumstances when changes may occur”.

2.2 The Transfer is a change from one programme of study to another. Transfers may be internal from one programme of study at Manchester Met to a different programme at Manchester Met; or external whereby a student transfers from Manchester Met to another University or vice versa. Internal transfers may also include a change in study mode (for example Full-Time to Part-Time, Full-Time to Full-Time with Sandwich year).

Please note: External transfers will be treated as a withdrawal from the University.

2.3 Withdrawal is where a student agrees or is required to leave their programme of study permanently, with no intention of returning at a later date. Depending on a student’s academic progress at the point of withdrawal they may be entitled to an exit award, as defined in the approved Programme Specification.

Please note: When a student who has withdrawn wishes at a later point to return to the University, they will be required to re-apply through the University’s standard admissions process.

2.4 The implications and actions required of each of these courses of action are now considered below in more detail.

3. **Student Engagement**

3.1 The University considers that student academic success depends very heavily upon their engagement with their Programme. The University defines engagement as:

- attending timetabled teaching sessions, which include lectures, seminars and academic or personal tutorials;
- other forms of contact with academic and professional services staff that relate to academic study;
- attending examinations, tests and other assessment activities;
- submitting coursework;
- accessing University facilities, including the Virtual Learning Environment(s)
(including Moodle), the University Library, and Programme materials;
• participating in field trips and other activities that are a compulsory part of a Programme.

3.2 For the purposes of this Policy, the University focuses on three aspects of engagement that are particularly relevant: attending timetabled teaching sessions; accessing Moodle (or equivalent) for academic study; and submitting work for assessment (including exams/tests, regardless of whether a pass mark is achieved).

3.3 Further information regarding student engagement can be found in the Engagement Policy.

4. **Student is thinking of choosing to leave their programme of study, transferring to another course, or taking time out from their studies**

4.1 Depending on the situation, students should normally be encouraged to consider a time-limited suspension rather than withdrawal in the first instance.

4.2 All students who are considering transferring to a different Programme, suspending their studies or withdrawing from the University (but who have not been required to do so by the University) should be advised by a Student Adviser in a Student Hub to talk to their programme Leader in the first instance. This will enable them to look at what other options may be available and seek academic approval. This is particularly important for students wishing to transfer as they will need to check if there are any vacancies and/ or if they meet the entry requirements.

4.3 The Student Adviser may also signpost to specialist support as required including wellbeing and/or disability support.

4.4 Once students have made a decision to leave their programme of study, or who wish to transfer, should be advised to complete the online suspension or transfer form, as appropriate. This form will go to the student’s Programme Leader. If the Programme Leader does not respond within two weeks, the University’s Student Records Office (SRO) will contact the relevant Head of Department.

4.5 Once this form is completed the SRO will update the student’s record with a ‘Possible Leaver’ flag. This flag will be removed if the student ultimately does not leave their course.

4.6 Any decision around taking time out, leaving or transferring to a new course can have serious financial implications The Student Adviser will refer the student to finance (Student Billings) for a discussion about how suspending, withdrawing or transferring programme will impact on their tuition fees and Student Finance funding. (Student Billings - 0161 247 2937 studentbillings@mmu.ac.uk)
4.7 Any students who require information/support on how to pay their tuition or accommodation fees; help with setting up a payment plan; or advice on what to do if they cannot pay their fees should be referred to the Collections and Recovery Team (0161 247 2937 pay@mmu.ac.uk)

4.8 Students who require general support on financial matters and/or help with applying for any loans should be referred to Student Financial Support (0161 247 1045), and the Students’ Union Advice Centre (0161 247 6533 s.u.advice@mmu.ac.uk)

4.9 Financial implications are outlined in more detail below.

5 **Implications for Student Fees/Funding**

The Regulations for the Payment of University Fees include details of how fees are adjusted in the event of suspension of studies, internal transfer to another Programme or withdrawal from the University, along with any sanctions that may result from failure to make payment of University fees. Any academic action taken under this Policy will take precedence (i.e. a student suspended for non-payment of fees may still be withdrawn over academic concerns)

5.1 Transfer
Transfers can impact on fees charged which may be overall higher depending on the Programme type and Regulations for the Payment of University Fees assigned. Transfers may also have an impact on Student Finance funding and Manchester Met Student Support Packages.

5.2 Suspension
Student Finance funding is not available during periods of suspension. The exception to this is if an undergraduate suspension relates to health reasons (and Student Billings are notified), the student maintenance loan is extended for an additional 60 days providing medical evidence has been provided. Postgraduate taught students suspending on health grounds must provide medical evidence and, if in financial hardship, should be directed to the Student Financial Support team.

If a suspension is in the third term, students will be charged 100% tuition fees and Student Finance may require repayment of any overpaid Maintenance Loan, or deduct any overpayments from your next entitlement of Student Finance upon your return. This means you are entitled to Student Finance funding up to the point of your suspension. As the agreement for the Maintenance Loan is a direct agreement between you and Student Finance, the University does not have access to this information and cannot advise an exact amount. We recommend that you contact Student Finance England at the earliest possible opportunity so they can advise you of the full financial consequences of your suspension.

5.3 Withdrawal
Depending on a student’s engagement and/or the point within the academic year a student withdraws from the University, 100% fees may still be charged even for students exiting with a lesser award. Student Loan eligibility may also be affected and any maintenance loan for living costs received from Student Finance after the
withdrawal date may also be recalled with immediate effect. Following withdrawal from the University, students are required to inform Student Finance immediately to discuss implications to fee payment or any maintenance loans. Student Billings will also update Student Finance for any relevant students.

5.3.1 Student Billings need to be notified of postgraduate taught students who receive an exit award suspend, withdraw or transfer courses. Postgraduate taught students will be charged for credits commenced, if they have commenced their dissertation 100% fees are charged. Undergraduate students will be charged based on fee liability dates. There are a limited number of Postgraduate taught Programmes where the fee structure is different to this as detailed in the Regulations for the Payment of University Fees | Manchester Metropolitan University (mmu.ac.uk).

5.3.2 If a withdrawal is in the third term, students will be charged 100% tuition fees, and Student Finance may require repayment of any overpaid Maintenance Loan or deduct any overpayments from your next entitlement of Student Finance upon your return. This means you are entitled to Student Finance funding up to the point of your withdrawal. As the agreement for the Maintenance Loan is a direct agreement between you and Student Finance, the University does not have access to this information and cannot advise an exact amount. We recommend that you contact Student Finance England at the earliest possible opportunity so they can advise you of the full financial consequences of your withdrawal.

6 International Students

6.1 All Tier 4 and Student Visa holders are subject to statutory reporting requirements placed by UK Visas and Immigration (UKVI). A comprehensive overview is covered in the University's CAS Policy, the International Compliance team’s website.

6.2 The University, through the International Compliance team, monitors the immigration status of overseas students on a regular basis, through pre-enrolment and re-registration activities. Where a student has not provided evidence of their current immigration status and continuing permission to remain in the UK and study, the student will be withdrawn by the International Compliance team, on the authority of the Academic Registrar. There will be no right of appeal.

6.3 Engagement on a course of study is important for all students to succeed on their course. It is especially important for Tier 4 and Student visa holders as regular engagement is a requirement of their visa. Engagement is classed as classroom-based attendance, assessment and assessment submissions, attendance at examinations and regular on campus contact with a dissertation supervisor. The International Compliance team, on the authority of the Academic Registrar, will withdraw students where significant gaps in engagement cannot be explained sufficiently. A significant gap may be classed as 6 weeks or more, less than 85% of timetabled activity (in certain instances) or any course specific requirements. Students should refer to section 7 of this policy if they wish to appeal.
6.4 Where an international student has overstayed but is able to successfully extend their immigration permission within 14 calendar days of the overstay the International Compliance team will consult the student’s Programme Leader and the Student Records Operations team. If appropriate they will agree a temporary suspension of studies. A new Certificate of Acceptance of Studies (CAS) will then be issued, in accordance with University CAS Policy.

6.5 Transfer - The University is required to report transfer of Programmes of Tier 4 students to the UKVI. Transfers for Tier 4 and Student Visa holders are subject to the student’s immigration permission. In all instances, the student’s current immigration permission must cover the full duration of the programme they are transferring onto. If a student is wishing to transfer to a different subject area, they may transfer if they can show that their new course meets their overall career aspirations. In such instances, the International Compliance team will request a new personal statement so they can make this assessment. Students transferring onto a course at a lower level may be required to withdraw from the University and re-apply for their new course through the admissions process. The University will withdraw sponsorship of any Tier 4 or Student Visa permission where this applies.

6.6 Suspension - The University is required to report a suspension of Programme by Tier 4 or Student Visa holders to UKVI. This would usually lead to withdrawal of immigration sponsorship by the University. Where a withdrawal of sponsorship takes place, the University would expect students to make arrangements to return home.

6.7 Withdrawal - The University is required to report a withdrawal of Programme by Tier 4 or Student Visa holders to UKVI. This would usually lead to withdrawal of immigration sponsorship by the University. Where a withdrawal of sponsorship takes place, the University would expect students to make arrangements to return home.

6.8 Once the above steps have been completed, international students need to complete on online suspension or transfer form as outlined in section four.

7 Right of appeal

7.1 Where the student has a right of appeal this must be submitted in writing to the Student Case Management Team within 10 days of the notification.

7.2 Where a student request for an internal Programme transfer or a suspension of studies is rejected, the student will be invited to continue on their current Programme.

7.3 The student can only appeal the rejection on the basis that:
• the decision was not reasonable; or;
• new material evidence is now available which was not disclosed at an earlier stage of the process.

7.4 Students who are suspended or withdrawn from their Programme by a Head of Department against their wishes may appeal on the basis that:

• new material evidence is now available which was not disclosed at an earlier stage of the process.
• there was a material irregularity in the conduct of the process that was such a nature to cause reasonable doubt as to whether the outcome might have been different had the error not occurred; or;
• they are able to demonstrate that they are not yet at a stage of not being able to complete the academic work required to secure a pass at the end of the current academic session and that they would be able to secure a pass if they engaged with the Programme as normally timetabled.

7.5 Where a student appeals, it will be dealt with under the Academic Appeals Procedure. The normal outcomes of an appeal will be one of the following:
• to confirm the student’s suspension or withdrawal;
• to allow a student to continue on the course;
• to change the withdrawal to a suspension for the remainder of the current academic year.

7.6 Where an Appeal is upheld and the Panel agrees that a student can continue on a course, but the student does not then engage fully with the course, the student will be withdrawn by their Head of Department with no further right of Appeal. A ‘Completion of Procedures’ letter will be issued by Student Case Management.
APPENDIX ONE

Suspension of studies at the request of the student

i. If a student is considering suspending their programme of study they should, in the first instance, be directed to discuss the implications with a Student Adviser in a Student Hub. The Student Adviser will advise the student to speak to their Programme Leader and/or Personal Tutor if they haven’t already done so. A referral to Student Billings to discuss any financial implications of a decision should also be made by the Student Adviser and a referral to the International Compliance team should also be made if they are fee assessed as overseas.

ii. In cases where the student concludes that they still wish to suspend their studies, the student should be directed to complete a ‘Request to suspend study’ form online which will then go to the relevant Programme Leader.

iii. The relevant Programme Leader (or delegated staff member) will be asked to consider all student-led suspension requests and will make the final decision. Where they consider the reasons for the request are valid, a suspension generally for up to one calendar year may be approved. The timeframe and duration for any approved suspension must take account of any implications for the student’s capacity to re-engage with the programme of study at a later date and with all required assessment or reassessment points.

iv. Medical evidence will be required for all health-related suspensions.

v. Students considering suspension on the grounds of pregnancy, adoption or a parental order should first consult the Student Pregnancy and Maternity Guidelines.

vi. Where a suspension of studies is for a full calendar year, the expectation is that the student will return to their programme at the same point in the next academic year. Students will bank any marks they have already received (including any fails) and their (re)assessment status on units previously undertaken will be identical to that prior to the start of the suspension. This will include any penalties applied or unspent approved Exceptional Factors.

vii. If the student returns at an earlier point in the next academic session, additional tuition fees will be due unless approved by the Student Billings Manager. Exceptionally, if the student is allowed to return from suspension at the start of the next academic session to retake the year, they will not bank previously achieved marks, although penalties (such as academic misconduct) may still apply (e.g. 40% capped penalty would be applied to work submitted for that unit in a retake year). Returning from suspension at the start of the next academic year could have serious financial implications.

viii. The expectation is that first requests for suspensions of studies will be approved, except where there are clear reasons for not doing so (e.g. an attempt to avoid a
University disciplinary process, the academic expulsion procedure, payment towards tuition fees). Suspension should not be granted to allow a student to defer submission of assessment in the final term where all teaching or placement elements have already been completed.

ix. In all instances, requests for a second or a subsequent suspension of studies must be approved by the relevant Head of Department (or delegated staff member) with any decision based on the likelihood of the student returning to, and successfully completing, the Programme.

x. Where a request from a student for a suspension of studies is rejected, the student will be invited to continue on the Programme. In such instances, the student will have the right to submit an appeal against the decision under the Academic Appeals Procedures (see section 7).

xi. The Student Records Operations team will email students the outcome of all suspension requests to their Manchester Met account and any other email addresses held for the student on the student records system.

xii. The effective date of suspension noted in the email relates to the date the student last actively engaged with the University and must not be the date when the formal suspension process commenced. The definition of engagement here includes attending classes, submitting assessed coursework, and/or engaging with Moodle.

xiii. Student Billings will update Student Finance England for any relevant students. If a student fails to return to the University at the end of their agreed suspension, they may be withdrawn from their Programme.
APPENDIX TWO

Transfer of programme of study at the request of the student

i. The Student Adviser in a Student Hub will advise the student to speak to their current Programme Leader/ personal Tutor if they have not already done so. This is important as the student needs to discuss the academic implications of a transfer and to check if there are any vacancies on the programme they wish to transfer to. They should also be directed to speak to the International Compliance team if they are fee assessed as overseas as there may be a requirement to make a new visa application before the transfer can take place.

ii. Where the student concludes that they wish (and are able) to transfer to another programme of study in the University, they should complete a ‘Request to transfer from my Programme’ form online.

iii. If the student is fee assessed as overseas, the transfer cannot be processed until confirmed by the International Compliance team.

iv. If the internal transfer is not due to take effect until the start of the next academic year, and they are not continuing with their programme of current study, the student will be suspended.

v. Students are not eligible for maintenance or Postgraduate Loan funding during periods of suspension until their transfer takes effect.

vi. If the student wishes to leave their Programme and transfer to another institution this should be treated as a withdrawal.

vii. Where a fully enrolled student wishes to transfer to a programme of study which is at a higher academic level (e.g. Foundation year to a different linked degree); or the transfer will take place during the current academic session and is to a programme of study that is significantly different (as determined by the new Programme Leader or delegated staff member):

viii. The Programme Leader (or delegated staff member) for the new Programme will consider the student’s request which will result in one of the following outcomes.

- **unconditional offer** - Any previously undertaken credits for units that are valid on the new Programme will be transferred to their new student profile. This change will be reflected in the student’s timetable and Moodle access with immediate effect and as soon as systems have updated;

- **conditional offer** – The student is required to meet certain conditions before they can transfer (e.g. successful completion of current year). Any previously undertaken credits for units that are valid on the new Programme will be transferred to their new student profile. This change will be reflected in the
student’s timetable and Moodle access upon confirmation that all conditions have been met. It is the responsibility of the student to notify Student Records Operations Team when these conditions have been met;

- **reject** – details of the reasons for not granting the transfer should be communicated to the student within 7 calendar days of receiving the decision from the Programme Leader (or equivalent).

ix. This outcome will be emailed by the Student Records Operations team to the student’s Manchester Met email account and any other email addresses held for the student on the student records system.

x. It is the student’s responsibility to inform the University’s Student Billings team when a transfer is agreed. Student Billings will then also update Student Finance.

xi. **Internal Programme transfers where the student has not yet fully enrolled**

xii. Where a student record is still provisional, (i.e. prior to completion of enrolment) any transfer request should be dealt with via Recruitment and Admissions.
APPENDIX THREE

Withdrawal from the University at the request of the student

i. Students should be directed to discuss the implications with a Student Adviser in a Student Hub in the first instance and will be referred to speak to their programme Leader/ Personal Tutor if they have not already done so. Part of this discussion will be to determine whether a suspension of studies, or internal transfer to another programme of study may be more appropriate. The student should also be referred to the International Compliance team if they are fee assessed as overseas.

ii. Where a student concludes that they wish to withdraw from the University, they should complete a ‘Notification of withdrawal from my Programme’ form online.

iii. They should be made aware of the financial implications of withdrawing from the Programme as outlined in Section.

iv. Once the student has formally informed the University of their intention to withdraw, Student Records Operations team will email them to confirm the withdrawal and their last date of engagement.

v. The student record will be updated to reflect the leave date, reason for withdrawal and, where appropriate, issue an exit award.
APPENDIX FOUR

Withdrawal of a Student by the University

i. The University has in place a range of mechanisms for supporting student success and managing engagement with programmes of study. However, there may be occasions where a student is judged to be at risk of being unable to complete the required academic work to a sufficient standard to secure a pass at the end of the academic year or equivalent session.

ii. Action under this Policy may be initiated as a result of evidence of one or more of the following as outlined in the University’s Engagement Policy:

- failure to attend lectures and / or other timetabled elements of a Programme;
- failure to submit work for summative assessment;
- failure to attend examinations, tests or other assessment activities;
- failure to attend a meeting regarding student engagement.
- failure to engage in other ways with the requirements of a Programme (e.g. through Moodle, participating in field trips).

iii. Students may also be withdrawn following referral from the following procedures:

iv. Formal Stage of the Fitness to Study Policy.

v. the Collections and Recovery team under the Regulations for the Payment of University Fees;

vi. the Student Case Management under guidance for exceptional factors. Cases referred from these teams or procedures will proceed directly to 10.10.

vii. If a student, who is repeating without attendance, submits a further claim for elements already considered by the Student Case Management team in the previous academic period they may be referred to the Head of Department under section x.

viii. Failure to make payment of University fees in accordance with the Regulations for the Payment of University Fees may result in a student’s withdrawal of studies during the final term where all teaching or placement elements have been completed, prevention of re-enrolment or the prevention of a University award being issued. Failure to provide up to date immigration permission, if the student is a non-UK national and does not hold permanent residency or settlement.

ix. In cases where a period of at least 21 calendar days has elapsed since the beginning of an academic year and there is no evidence that a student has either attended any classes or engaged in any other way with their Programme, the matter will be progressed directly to the Final Academic Warning stage.
## APPENDIX FIVE Course Internal Transfer Procedure for Home Students: Quick Guide

### All requests for the following Professional courses should be referred to Direct Admissions:
- BA (Hons) Primary Education
- BA (Hons) Primary Education with Maths
- BSc (Hons) Physiotherapy
- BA (Hons) Social Work
- BSc (Hons) Speech & Language Therapy
- BSc (Hons) Mental Health Nursing
- BSc (Hons) Adult Nursing

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<td>This is dealt with by ADMISSIONS; standard UCAS</td>
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<td>This is dealt with by ADMISSIONS; standard UCAS</td>
</tr>
</tbody>
</table>

(Amended March 2021)
Online Course Transfer Form - https://manmetuni.cherwellondemand.com/CherwellPortal/AssistDL/SAMLlogin/One-Step/DLARTRNF1
### APPENDIX SIX Course Internal Transfer Procedure for International Students: Quick Guide

<table>
<thead>
<tr>
<th>The student would like to ...</th>
<th>... change to a new course on the <strong>same academic level</strong></th>
<th>... change to a new course on a <strong>higher academic level</strong></th>
<th>... change to a new course on a <strong>lower academic level</strong></th>
<th>... change their current mode of study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 4 of course X to level 4 of course Y</td>
<td>Level 4 of course X to level 5 of course Y (including Foundation Year to a different linked degree)</td>
<td>Level 5 of course X to level 4 of course Y</td>
<td><strong>Not allowed</strong></td>
<td><strong>E.g. part-time to full time, full-time to full-time with sandwich</strong></td>
</tr>
</tbody>
</table>

#### The student is enrolled, and has ...

| ... been granted a visa with MMU as their Student Visa sponsor, and has government / financial sponsorship | This is processed by **ADMISSIONS**; the student will need to complete and return a Direct Application form and produce another sponsor letter. Refer to International Admissions once complete. | This is processed by **ADMISSIONS**; the student will need to complete and return a Direct Application form and produce another sponsor letter. Refer to International Admissions once complete. | **Not allowed** | This is processed in **PROFESSIONAL SERVICES**; the student will need to contact the receiving Programme Leader and International Compliance ([VisaCompliance@mmu.ac.uk](mailto:VisaCompliance@mmu.ac.uk)) to see if it is possible to switch, and complete and return a Transfer of Course form online. |
| ... been granted a visa with MMU as their Student Visa sponsor, and **does not have** Government / financial sponsorship | This is processed by **ADMISSIONS**; the student will need to complete and return a Direct Application. Refer to International Admissions once complete. | This is processed in **PROFESSIONAL SERVICES**; the student will need to contact the receiving Programme Leader and International Compliance ([VisaCompliance@mmu.ac.uk](mailto:VisaCompliance@mmu.ac.uk)) to see if it is possible to switch, and complete and return a Transfer of Course form online. | **Not allowed** | This is processed in **PROFESSIONAL SERVICES**; the student will need to contact the receiving Programme Leader to see if it is possible to switch, and complete and return a Transfer of Course form online. |
| ... not been granted a visa with MMU as their Student Visa sponsor | This is processed by ADMISSIONS; the student will need to complete and return a Direct Application. Refer to International Admissions once complete. | This is processed in PROFESSIONAL SERVICES; the student will need to contact the receiving Programme Leader and International Compliance (VisaCompliance@mmu.ac.uk) to see if it is possible to switch, and complete and return a Transfer of Course form online. Refer to International Admissions once complete. | This is processed by ADMISSIONS; the student will need to complete and return a Direct Application. Refer to International Admissions once complete. | This is processed in PROFESSIONAL SERVICES; the student will need to contact the receiving Programme Leader to see if it is possible to switch, and complete and return a Transfer of Course form online. |