



ZCAS UNIVERSITY

**STUDENT CREDIT TRANSFER AND COURSE
EXEMPTIONS PROCEDURES AND GUIDELINES**

Table of Contents

GENERAL INFORMATION	3
1.0 DEFINITION OF TERMS.....	3
2.0 INTRODUCTION	4
3.0 PURPOSE AND OBJECTIVES	4
4.0 SCOPE.....	5
5.0 GUIDING PRINCIPLES	5
6.0 CREDIT TRANSFER AND COURSE EXEMPTIONS RESPONSIBILITIES	6
6.1 Senate.....	6
6.2 The Deputy Vice Chancellor - Academic	6
6.3 Dean of School.....	6
6.4 HoD.....	6
6.5 Students.....	7
6.6 Student Administration	7
6.7 Quality Assurance Office.....	7
6.8 Independent Appeals Committee	7
7.0 PROCEDURES.....	8
7.1 Provision of Information and Guidance.....	8
7.2 Application for Credit Transfer and Course Exemptions	8
7.3 Consideration and Approval of Credit Transfer and Course Exemptions	9
7.4 Communication of Credit Transfer and Course Exemption Decisions.....	10
7.5 Transfer and Recording of Credit and Claiming Course Exemptions	10
7.6 Record Keeping	11
7.7 Appeal System for Credit Transfer and Course Exemptions	11
7.8 Payment of Credit and Exemption Fees.....	12
8.0 REVIEW PERIOD.....	12
9.0 RELATED DOCUMENTS.....	13
APPENDIX 1: Qualifications, Notional Hours and Credits	13

GENERAL INFORMATION

Document Title	Student Credit Transfer and Course Exemption Procedures and Guidelines
Document Number	ZCASU/23/P06
Approved	29th June 2023
Adopted	29th June 2023
Version	1
Reviewed	Nil
Next Review	June 2026
Owner	Deputy Vice Chancellor - Academic

1.0 DEFINITION OF TERMS

1.1 Unless otherwise stated, the following meanings shall apply to the terms defined below:

1.1.1 Course: means a single component of a study programme.

1.1.2 Credit: A quantity or volume of learning of a module, course or programme of study. It is awarded upon achievement of the defined learning outcomes at a specified level. The quantity of learning required for a module, course or programme is determined using notional hours.

1.1.3 Credit Transfer: The process in which credits are recognised to enable students to progress in their studies without unnecessarily having to repeat material or levels of study, to transfer from one programme, course or module to another, and to gain further educational experience and qualifications.

1.1.4 Credit value: The number of credits, at a particular level, assigned to a body of learning. In other words, it indicates both the amount of learning expected and the relative level of difficulty.

1.1.5 Exemption: The waiving of the requirement to complete a particular course based on a student having completed an equivalent course. This means that the student does not need to take that course.

1.1.6 Learning outcomes: Statements of what a student is expected to know, understand and/or be able to demonstrate after completion of a process of learning.

1.1.7 Notional Hours: The total time deemed to be spent by a student on all modes of learning in respect of a specified programme. Notional hours are not limited to time-tabled teaching/lecturing hours in classrooms but include attendance in classes, experiments in laboratories, supervised or unsupervised sessions, practical learning in workshops, independent study, and any other form of study undertaken by the student.

1.1.8 Programme: A set of inter-related studies leading to a qualification which consists of several courses.

2.0 INTRODUCTION

It is ZCAS University's policy to recognize formal learning previously done by students by awarding credit transfer and exemptions. In implementing the policy, the University recognizes equivalences rather than a precise match of the achieved learning. These Procedures and Guidelines have been developed to guide the administration of credit transfer and award of exemptions involving ZCAS University's programmes. Implementation of the Guidelines supports mobility of students and avoidance of duplication of learning and assessments in accordance with the Credit Accumulation and Transfer Policy of the Zambia Qualifications Authority. The Procedures and Guidelines are to be read in conjunction with the more specific regulations of the University governing the individual programmes approved by the Senate. In case of conflict, the specific regulations for programmes take precedence over these Procedures and Guidelines.

3.0 PURPOSE AND OBJECTIVES

The purpose of these Procedures and Guidelines is to maintain quality, integrity, and consistency in the administration of student credit transfer/exemptions in the University's programmes. The objectives of the Procedures and Guidelines are:

- i. To define principles underlining the credit transfer and course exemptions;
- ii. To specify processes and criteria for awarding credit transfer and course exemptions;
- iii. To promote accountability in implementing credit transfer and course exemptions;
- iv. To communicate the credit transfer and exemptions approach to stakeholders; and

- v. To align the administration of credit transfer and exemptions to regulatory requirements of HEA and ZAQA.

4.0 SCOPE

The Procedures and Guidelines cover student credit transfer and course exemptions relating to all ZCAS University programmes irrespective of their mode of delivery. Short courses which are not validated by Senate are exempted while the programmes which are delivered as affiliations are covered by other specific regulations unless otherwise stated.

5.0 GUIDING PRINCIPLES

- 5.1 Implementation of the credit transfer and course exemptions within ZCAS University is guided and underpinned by the following principles:
 - 5.1.1 The University ensures that it recognizes the credit earned by students towards the completion of a ZCAS University programme without adversely affecting the integrity and quality of its qualifications. Thus, in deciding the admission of a student and transfer of credit, the University pays due attention to the academic integrity and standard of the learning programmes involved.
 - 5.1.2 The University accepts a credit transfer application if the programme/course completed by the student is at the same level or of higher level than the receiving programme of the University. The acceptance of credit transfer from a programme/course of a lower level is only possible if it is proven that the student can complete the receiving programme.
 - 5.1.3 The University's system for administering credit transfer and award of course exemptions are clear, transparent and objective. The processes are periodically reviewed, and the reports shared with internal and external stakeholders.
 - 5.1.4 The decisions to approve or not approve applications for credit transfer and course exemptions are made on a case-by-case basis. Block approvals are only applicable for internal programmes in specific external programmes as approved by Senate.

6.0 CREDIT TRANSFER AND COURSE EXEMPTIONS RESPONSIBILITIES

6.1 Senate

- 6.1.1 Credit transfer and exemption decisions are the responsibility of Senate. The University Senate approves the Procedures and Guidelines and oversees their implementation through its appropriate committees.
- 6.1.2 Through its Standards and Curriculum Development Committee, Senate reviews the Procedures and Guidelines and monitors implementation.

6.2 The Deputy Vice Chancellor - Academic

- 6.2.1 Guides the implementation of these Procedures and Guidelines.
- 6.2.2 Receives credit transfer and exemption appeal applications.
- 6.2.3 Constitutes an Independent Appeals Committee to resolve credit transfer and exemption appeal cases.
- 6.2.4 Informs the Deans of the outcome of the credit transfer and exemption appeal applications.

6.3 Dean of School

- 6.3.1 Guides the implementation of credit transfer and exemptions decisions in the school.
- 6.3.2 Reviews credit transfer and exemptions decisions made in the departments.
- 6.3.3 Ensures that credit transfer and exemptions decisions affecting his/her school, including those of the Appeals Committee are communicated to the students promptly.
- 6.3.4 Presides over student appeals and those arising from the administration of credit transfer and exemptions in the departments.
- 6.3.5 Ensures that all credit transfer and exemptions decisions affecting courses in the school, including those of the Appeals Committee are communicated to the students promptly.

6.4 HoD

- 6.4.1 Provides credit transfer and exemptions guidance regarding the applications made to courses in the department, assesses such applications and makes decisions on them.

6.4.2 Communicates credit transfer and exemptions decisions affecting courses in the department, including those of the Appeals Committee are communicated to the students promptly.

6.4.3 Reports credit transfer and exemptions made in the department to the Dean of School.

6.5 Students

6.5.1 Apply for credit transfer and exemptions in accordance with the provisions of these Procedures and Guidelines.

6.5.2 Provide certified photocopies of their original certificates, results, programme details, learning outcomes of certified modules completed and any other documentary evidence required.

6.6 Student Administration

6.6.1 The Student Administration Office advises the applicants and students on the possibility of claiming credit and course exemptions for their previous learning if there is reason to believe so.

6.6.2 The Student Administration Office provides guidance and support to the applicants and students throughout the credit transfer and course exemptions process.

6.7 Quality Assurance Office

6.7.1 The Quality Assurance Office monitors the implementation of the Procedures and Guidelines and provides appropriate support relating to mapping of outcomes to assessment standards.

6.7.2 The Quality Assurance Office ensures the Procedures and Guidelines conform to external quality assurance standards.

6.8 Independent Appeals Committee

6.8.1 The Committee hears student appeals on credit transfer and course exemptions cases submitted to the Deputy Vice Chancellor - Academic.

6.8.2 The Committee examines the student credit transfer and course exemptions appeals and makes decisions according to their terms of reference.

7.0 PROCEDURES

7.1 Provision of Information and Guidance

7.1.1 Before enrolling prospective students and registering returning students, the possibility that they may be eligible to transfer credit and claim course exemption for their previous learning may be raised with them by the University's recruitment and registration officers.

7.1.2 Information on credit transfer and course exemptions is to be provided on the website and in hard copies to increase awareness. This support information that should be given to help guide the students must address the following:

- i. The process of transferring credit or claiming course exemptions.
- ii. The sources of support including contact details and types of guidance available to them.
- iii. The timelines for credit transfer and course exemptions.
- iv. The appeals processes; and
- v. Any fees involved.

7.1.3 In situations where the applicants have already been enrolled, they shall be advised to participate in the course until a decision has been made (and written confirmation received) on whether the exemption has been granted or not.

7.2 Application for Credit Transfer and Course Exemptions

7.2.1 Prospective students are expected to disclose their previous studies and apply for credit transfer and course exemptions during their application for admission, before the beginning of the first semester of their admission.

7.2.2 Current students who complete their studies elsewhere during their registration at the University and wish to apply for credit transfer and course exemptions must submit their application no later than one (1) month after returning to study at the University.

7.2.3 All applications for credit transfer and course exemptions must be made on a standard form which can be obtained from the University's website (www.zcasu.edu.zm) or Student Administration office and returned after completion.

7.2.4 Students must submit their application with supporting documentary evidence. The basic documentary evidence required to support the application in respect of a credit transfer and course exemption includes the student's verifiable:

- i. certificate(s)
- ii. transcript(s)
- iii. course outlines
- iv. curriculum and
- v. outcome statements.

7.3 Consideration and Approval of Credit Transfer and Course Exemptions

7.3.1 Individual Schools, under the leadership of their Deans, are responsible for the consideration, assessment and approval of credit transfer and course exemptions applications received in their schools. As such the Deans of Schools must ensure that decisions are made in a timely way and communicated promptly to the applicants through the approved channels.

7.3.2 The credit transfer and course exemption decisions made within schools will consider the following guidelines:

- i. Transferred credit should not exceed 50% of the total credits for the study programme except in the following situations:
 - a) Where the transfer of credit is from programmes offered by the University itself and the contents of the courses involved compatible with each other by design.
 - b) Where the transfer of credit from external institution is approved by Senate.
 - c) Where the external institution has a special arrangement with the University such as affiliation or collaboration.

- ii. A course studied by a student from an external institution is considered comparable with the one offered by the University and therefore is a candidate for credit transfer if its content is the same or is at least 70% similar. In this case, comparability is considered in terms of the following:
 - a) The learning outcomes
 - b) The notional hours – where 100 notional hours are equivalent to 1 credit. The amount of credit, notional hours, and duration of programmes with respect to the level of qualification on the Zambia Qualifications Framework are presented in **Appendix 1**.

7.4 Communication of Credit Transfer and Course Exemption Decisions

- 7.4.1 Upon completion of the assessment and approval processes, the Dean of School should notify the applicant in writing of the decision within two (2) working days.
- 7.4.2 The notification letter, in either paper or electronic form, should state the decision in respect of the application and the effect of the credit transfer on the programme to be enrolled, outlining at the following:
 - i. The number of credits to be transferred.
 - ii. The courses to be exempted.
 - iii. The additional courses required for graduation.
 - iv. The fees reduced; and
 - v. The expiry date of the transfer.
- 7.4.3 The University may in certain circumstances require students to whom exemptions have been granted to take alternative courses to meet the credit requirement of the study programme.
- 7.4.4 In keeping with good management practice, the Dean of School must, in the case of non-approval, give reasons for the decisions.

7.5 Transfer and Recording of Credit and Claiming Course Exemptions

- 7.5.1 Once all the internal and external quality assurance procedures have been completed, successful applicants can transfer their credit or make exemption claims in accordance with these Procedures and Guidelines.

7.5.2 Credit transfer decisions, including credits granted and courses exempted should be reflected in the student's transcript and academic record. The awarded credit and exempted courses are recorded in accordance with the academic regulations of the University.

- i. The exempted course(s) are recorded with a letter "Z" meaning "Exemption".
- ii. Course exemptions are not recognised by the award of credit except where special arrangements have been made (e.g., in affiliated programmes) with other institutions). Therefore, awarded exemptions appear on students' certificates without any credit value (i.e. they do not add to the calculation of grade points and classification of degree certificates).

7.5.3 The Dean of School working with the Examinations Office and Student Administration Office will ensure that course exemptions are entered correctly on the students' academic record.

7.6 Record Keeping

7.6.1 Credit transfer decisions and justifications for the decisions should be properly recorded and documented within the University for future reference.

7.6.2 The University maintains a database of credit transfer and course exemption activities, including statistical information on the number and origin of students to whom credit transfer has been granted, as well as on their performance in comparison to other students with normal entry.

7.7 Appeal System for Credit Transfer and Course Exemptions

7.7.1 As with other assessment procedures of the University, applicants who feel dissatisfied with the decision or outcome of their application for credit transfer and course exemptions may seek appeal in writing:

- i. Dissatisfaction with decisions made at department level should be appealed to the Dean of School;
- ii. Dissatisfaction with decisions made at school level should be appealed to the Dean of School to the Deputy Vice Chancellor for Academic.

7.7.2 In either case, students should lodge their appeal within seven (7) working days of the decision being communicated to them otherwise their appeal shall not be considered due to late submission. Students should making an appeal if:

- i. The provisions of these Procedures and Guidelines have not been followed; or
- ii. There is good reason to believe that the applicant's evidence has not been fully recognized.

7.7.3 New or additional evidence not submitted with the original credit transfer and course exemptions application shall not be considered during the appeal.

7.7.4 The Deputy Vice Chancellor for Academic shall constitute an Appeals Committee and ensure that appeal cases are concluded in a period not exceeding one (1) month. The Dean will resolve appeal cases within 14 working days.

7.7.5 Appeal decisions should be communicated to students within five (5) working days of the decision being made.

7.8 Payment of Credit and Exemption Fees

7.8.1 Students who have qualified for exemptions expected to pay exemption fees to the University. The amount of fees to pay and timeframe within which to pay them are determined by Management in accordance with the policies on student fees.

7.8.2 Notwithstanding clause 7.8.1 above, the University reserves the right to waive the payment of exemption fees pursuant to its policies and strategies.

8.0 REVIEW PERIOD

These Procedures and Guidelines shall be reviewed every three (3) years or as soon as practical should there be a material change in any provisions of the Procedures and Guidelines.

9.0 RELATED DOCUMENTS

The Procedures and Guidelines for student credit transfer and course exemptions shall be read in conjunction with the relevant documents of the University including the following:

- i. Student Admission Policy
- ii. Programme and Course Guidelines
- iii. Policy for fees

APPENDIX 1: Qualifications, Notional Hours and Credits

In order to assign appropriate credits to learning, the following assumptions apply:

- a) An average student puts in a minimum of 1200 hours of work per year.
- b) One-year programme of 1200 notional study hours is equivalent to 120 credits.

The qualifications, standard durations, notional hours and credits are specified in the Table below:

Qualification	Standard Duration	Notional Hours	Credits
Diploma	3 years	3,600	360
Bachelors' Degree	4 years	4,800	480
Postgraduate Diploma	1 year	1,200	120
Masters' Degree	1 year 6 months	1,800	180
Doctorate Degree	3 years	3,600	360

