

# Transfer Credit FAQs

Version 2

Published 11/7/2025 by **Danielle Totino** Last updated 11/12/2025 1:57 PM by **Danielle Totino**

## Frequently Asked Question

### Login & Access

**Q:** Why can't I find the Transfer Credit Request option in Student Home?

**A:** The option will only be made available mid-November for Winter 2026 new students. Check back then.

### Transfer Credit Request vs. Pre-Approval Request

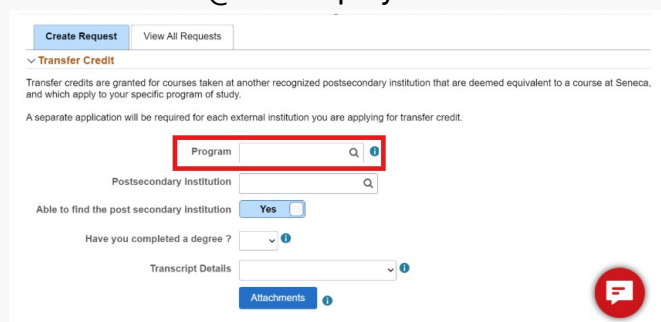
**Q:** What is the difference between a transfer credit request and a pre-approval request?

**A:** A **transfer credit request** is used for courses that you have already completed at a different institution in a past term for transfer credit consideration. Whereas a **pre-approval request** is used for seeking permission to take an equivalent course at an external institution in an upcoming term. Please see [Transfer Credit Pre-Approval](#) for further information

### Program Selection

**Q:** What do I do if I cannot find my Seneca program using the look up?

**A:** Double-check the spelling and program code. If still not found, contact [theservicehub@senecapolytechnic.ca](mailto:theservicehub@senecapolytechnic.ca) for assistance.



### Degree Status

**Q:** I completed a credential, but it wasn't a degree, do I select yes or no?

**A:** Select Yes only if you completed a degree at your previous institution. If not, select No.

### Course by Course vs Degree Completion

**Q:** How do I request the course by course credits option on the form?

**A:** After selecting your degree status, a new field will appear. If it doesn't, please check your previous selections.

**Create Request** View All Requests

▼ **Transfer Credit**

Transfer credits are granted for courses taken at another recognized postsecondary institution that are deemed equivalent to a course at Seneca, and which apply to your specific program of study.

A separate application will be required for each external institution you are applying for transfer credit.

Program

Postsecondary institution

Able to find the post secondary institution ☒ Yes

Have you completed a degree?  ▼

Transcript Details

Attachments

**Create Request** View All Requests

▼ **Transfer Credit**

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A separate application will be required for each external institution you are applying for transfer credit.

Program

Postsecondary institution

Able to find the post secondary institution ☒ Yes

Have you completed a degree?  Yes ▼

Applying for course by course transfer credits? ☒ Yes

Transcript Details

Attachments

## Adding Seneca Courses

**Q:** How do I add a specific requested Seneca course?

**A:** Change “Were you able to find the Seneca Course in the list” to No and use the look up to search for additional Seneca courses.

Cancel Add Course Detail Save

Course code

Course title

Course Type General Education ▼

Were you able to find the Seneca Course in the list ☒ No

Requested Seneca Course

## Requesting Equivalent Courses

**Q:** How do I request a different Seneca course than the one listed as equivalent?

**A:** Select No for **Request Equivalent Course** and then choose the course you prefer. If you are looking for a general education or liberal studies course, please ensure the **Course Type** is **General Education**.

Cancel Add Course Detail Save

Subject ANTH

Course Nbr 1120 Anthropology

Were you able to find the course in drop down above ☒ Yes

Equivalent Seneca course LSO199 Liberal Studies

Request Equivalent Course ☒ No

Course Type General Education ▼

Requested Seneca Course

Were you able to find the Seneca Course in the list ☒ Yes

Upload Course Outline

## Uploading Documents - Course Outlines

**Q:** How do I upload my course outline?

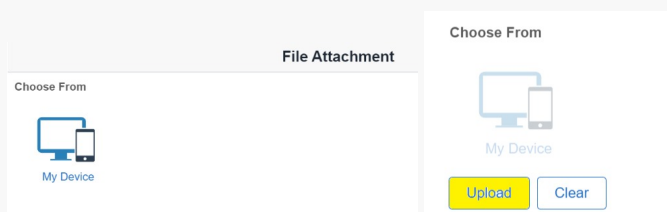
**A:** Select **Course Outline** as the **Attachment Type**. In the description, include institution name and course code (e.g., HumberACCT111). Upload a PDF under the size limit. If issues occur, try another browser or device.

### Steps to upload:

Click Add Attachment → My Device.

Select your document, then click Upload.

Once uploaded, click Done.



## Uploading Documents - Not Course Outlines

**Q:** Where can I upload extra documents like certificates to support my application?

**A:** Select **Additional Information** when adding attachments.

### Uploading Additional Documents

**Q:** How do I add additional documents for a course?

**A:** Use **Add Another Attachment** under the Upload section for each course outline or supporting document.

### Adding Additional Courses

**Q:** How do I add more than one course to my application?

**A:** After saving your first course, click **Add External Course** again and repeat the process for each additional course.

The image shows a form for adding external courses. It includes fields for 'Program', 'Postsecondary Institution', and a dropdown for 'Able to find the post secondary institution'. Below these are two questions: 'Have you completed a degree?' and 'Applying for course by course transfer credits?'. A yellow button labeled 'Add External Course' is visible. Below the form is a table with columns: 'External Course', 'Rule Accepted', 'Requested Seneca Course', 'Attachments', 'Approver Comments', and 'Status'. The table has one row with the number '1' in the 'External Course' column.

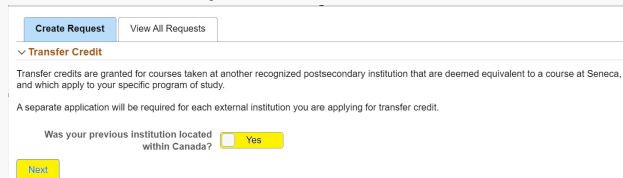
## Domestic Institutions FAQs

## View the full Step-by-Step Guide for Domestic Institutions

### Institution Location

**Q:** My previous institution was in Canada. What do I select?

**A:** Leave the option as Yes and click next.



Create Request View All Requests

▼ Transfer Credit

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A separate application will be required for each external institution you are applying for transfer credit.

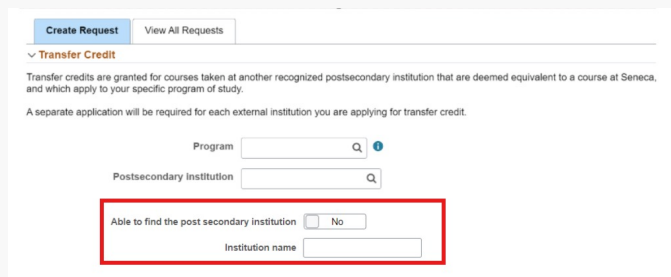
Was your previous institution located within Canada? ☒ Yes

Next

### Previous Institution Selection

**Q:** I can't find my previous post-secondary institution in the list. What should I do?

**A:** Change the option to No. This will allow you to manually enter your institution name.



Create Request View All Requests

▼ Transfer Credit

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A separate application will be required for each external institution you are applying for transfer credit.

Program

Postsecondary Institution

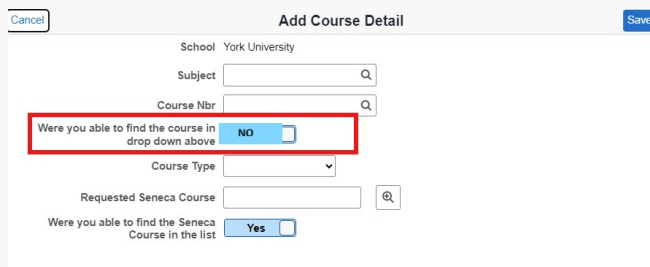
Able to find the post secondary institution ☒ No

Institution name

### Adding External Courses

**Q:** I can't find my previous institution's course in the drop-down menu. What should I do?

**A:** Change the option to No and manually enter the course code and title exactly as shown on your transcript and course outline.



Cancel Add Course Detail Save

School York University

Subject

Course Nbr

Were you able to find the course in drop down above ☒ NO

Course Type

Requested Seneca Course

Were you able to find the Seneca Course in the list ☒ Yes

### Transcript Submission

**Q:** Can I upload my **official transcript** myself?

**A:** No, transcripts must be sent through ontariocolleges.ca (OCAS) or emailed directly from your institution to theservicehub@senecapolytechnic.ca. Transcripts from students, copies, or altered documents are not accepted. If you've previously submitted an **official transcript** electronically, note this on your Transfer Credit Request form.

### Transcript Delivery Method Not Listed

**Q:** I don't see my transcript delivery method in the list. What should I do?

**A:** We recommend saving your application and emailing [theservicehub@senecapolytechnic.ca](mailto:theservicehub@senecapolytechnic.ca) to let us know how your transcript was submitted. This will help ensure your application is processed correctly. Once your transcript submission is confirmed, you can proceed with your application.

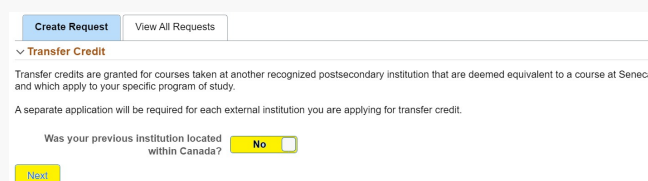
## International Institutions FAQs

**View the full Step-by-Step Guide for International Institutions**

### Institution Location

**Q:** My previous institution was not in Canada. What do I select?

**A:** Change the option to No and click next.

A screenshot of a web form for 'Transfer Credit'. At the top, there are two buttons: 'Create Request' (highlighted in blue) and 'View All Requests'. Below the buttons is a section titled 'Transfer Credit' with a downward arrow icon. The text explains that transfer credits are granted for courses taken at another recognized postsecondary institution that are deemed equivalent to a course at Seneca, and which apply to your specific program of study. It also states that a separate application will be required for each external institution you are applying for transfer credit. Below this text is a question: 'Was your previous institution located within Canada?'. To the right of the question is a radio button labeled 'No' which is selected. At the bottom left of the form is a yellow button labeled 'Next'.

### Evaluation Report

**Q:** What is an evaluation report and why do I need one?

**A:** An evaluation report is an official credential assessment from **WES** or **ICAS** that verifies your previous education for transfer credit purposes. It is required if your previous institution was outside Canada.

### Evaluation Report Processing Time

**Q:** How long does it take to get an evaluation report?

**A:** It can take several weeks. Apply early to meet submission deadlines and avoid delays.

### WES Report Types

**Q:** Which WES report should I choose?

**A:** WES Basic Course-by-Course — if you have an **official transcript**; WES ICAP Course-by-Course — if you do not have an official transcript.

### Sending Reports to Seneca

**Q:** How do I make sure Seneca gets my WES report?

**A:** Add Seneca's Transfer Credit (RO) as the recipient of an electronic copy when you apply. If your report was not sent electronically, contact WES to redirect it to Seneca.

### ICAS Reports

**Q:** Does ICAS require anything extra?

**A:** ICAS evaluations are accepted in addition to an official transcript. Request a course-by-course evaluation.

**Need Help?**

If you have any questions about the transfer credit process, please reach out to the Transfer Credit Team at [theservicehub@senecapolytechnic.ca](mailto:theservicehub@senecapolytechnic.ca).