



RTO No. 31736 | CRICOS Provider No. 03010G

Credit Transfer Policy and Procedure

Brisbane Campus (Head Office)

Level 2, 359 Queen Street
Brisbane QLD 4000
Australia
+61 7 3221 1626
info@queensford.edu.au

Wentworth Street Campus, Parramatta

Level 5, 9 Wentworth Street
Parramatta NSW 2150
Australia
+61 2 8640 0040
info@queensford.edu.au

Fitzwilliam Street Campus, Parramatta

Level 3, 1 Fitzwilliam Street
Parramatta NSW 2150
Australia
+61 2 8640 0040
info@queensford.edu.au

Adelaide Campus, Parramatta

Level 11, 90 King William Street
Adelaide SA 5000
Australia
+61 8 8410 4605
sa@queensford.edu.au

Version control

Date	Version	Changes made	Author
11 Oct 2018	V1.0_GD	Released for comment	Gay Doyle
10 Jan 2020	V1.1	Updated policy and procedures in line with the National Code 2018	Shashank Vuppala
09/2020	v1.2	updated with new policy template and content review	Compliance Dept

Copyright © 2020 Malekhu Investments trading as Queensford College. All rights reserved.

ABN 17 129 064 437 | RTO 31736 | CRICOS Provider No. 03010G | www.queensford.edu.au



Contents

1. Purpose.....	4
2. Scope	4
3. Responsibility.....	4
4. Compliance/legislation.....	4
5. Definition.....	4
6. Policy.....	5
7. Credit Transfer Procedure	6
8. Complaints and Appeals	8
9. Associated Documents	8

1. Purpose

The purpose of this policy is to ensure that students are not required to repeat any unit or module in which they have already been assessed as competent unless a regulatory or licence requirement restricts this provision. The National VET System requires that all nationally endorsed qualifications, skill sets and units of competency must be recognised regardless of where they are issued within the country. This policy outlines the process for assessing Credit Transfers including authenticating the evidence provided by the student, prior to granting approval.

2. Scope

This policy applies to all students enrolled/seeking to enrol with Queensford College's courses of study and outlines the conditions under which Credit Transfer will be granted.

3. Responsibility

The RTO Manager is responsible for the development, implementation, review and improvement of this policy and procedure. Additionally, staff within the RTO Compliance Department and staff involved in student enrolment/administration will be responsible for implementing tasks relevant to this policy and procedure.

4. Compliance/legislation

Clause/standard	Requirement
Clause 3.5 of the Standards for RTOs 2015	<p>The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) here these are evidenced by:</p> <ul style="list-style-type: none">a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; orb) authenticated VET transcripts issued by the Registrar.

5. Definition

Credit transfer (CT) is a process that provides student with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcome between matched qualifications.

PRISMS The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.

6. Policy

6.1 Queensford College is committed to providing all potential and current students with the opportunity for credit transfer for studies completed previously at an RTO or any other authorised issuing organisation such as a university in Australia.

6.2 Queensford college will provide students with adequate information and assistance for the Credit Transfer process which will include:

- (i) Access to Queensford College's Credit Transfer Policy and Procedure on the website;
- (ii) adequate information and support to enable them to gather evidence for the process including completion of the Credit Transfer Application Form, Submission of Statement/s of Attainment, Transcript/s and provision of USI Authorisation to Queensford College.

6.3 Queensford College recognises the following documentation:

- i) A **Qualification** issued under the Australian Qualification Framework including the following details: name, code and logo of issuing body, name of person receiving the qualification; nomenclature as in the Framework; date issued; authorised signatory.
- ii) A **Statement of Attainment** or formal **Award Element List** issued under Australian Qualification Framework including the following details: name of the person who achieved the competencies; date issued; national code and name for each unit of competency achieved, the Nationally Recognised Training logo.

6.4 Queensford College does not automatically grant Credit Transfer on the basis of application and documentary evidence provided by the student but rather conducts an authentication process by directly accessing the USI transcript online or by contacting the organisation that issued the document. The Credit Transfer application will be rejected if the documents are not able to be authenticated either via USI transcript or verification by the Issuing Organisation. Queensford College is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

6.5 Queensford College may not grant credit if a licensing or regulatory requirement prevents the unit being awarded through a credit process.

6.6 In some instances, awarding Credit Transfer for an imported elective unit may not be suitable if it does not fit in within the selected units for delivery and is not relevant to the vocational (industry or work) outcome of the program. The decision to not award Credit Transfer will only be taken after consultation with the student and their trainer.

- 6.7 Where units that do not have an equivalent outcome, however components of a unit are corresponding, recommendations may be made to the student to undertake assessment via the Recognition of Prior Learning (RPL) pathway.
- 6.8 Credit Transfer applications must be submitted at the enrolment stage prior to course commencement. This enables Queensford College to ensure the individual training needs of the student and will inform the selection of units and duration of the course. However, in the rare instance that a student presents the College with a Credit Transfer Application while the course is in progress, the Credit Transfer application will still be accepted for review but the late application may impact student fees as explained below.
- 6.9 Fees and charges for Credit Transfer vary for international/domestic fee-for-service students and domestic students funded by each State as follows:
- a. **International/ Domestic Fee for service** - Students will not be charged for the units awarded with Credit. However, a Credit Transfer processing fee of \$250 will be applied to these students. If a student commences a course and provides their credit transfer application while the current course is in progress, the student will not receive a refund for units awarded as Credit after course commencement.
 - b. **Domestic Funded Students** – In accordance with its Funding Contract Obligations, Queensford College will not charge any fees for units awarded as Credit Transfer. This applies to Credit Transfers awarded prior to or after course commencement.
- 6.10 In specific instances where the student enrolls within a few days before course commencement, it may be difficult to complete the authentication of documents before the course commences. In such circumstances, the student may be issued with a Letter of Offer with a Provisional Credit Transfer which clearly states that Credit Transfers outlined in the Training Plan will be awarded subject to successful USI transcript checks or verification from the issuing RTO. This may impact the student fees and course duration.

7. Credit Transfer Procedure

7.1 Stage 1: Application

7.1.1. Pre-enrolment – Queensford College encourages prospective students to provide Credit Transfer applications at least two weeks prior to enrolment as the number of Credit Transfers granted directly impacts course duration, delivery timetables and course fees. Prospective students will be required to indicate on their enrolment form that they are seeking Credit Transfer/s. Student Services will then provide the student with a [Credit Transfer Application Form](#) and instructions to provide USI authorisation to Queensford College to enable USI transcript checks.

7.1.2 The student will submit the completed and signed [Credit Transfer Application Form](#) Student Services with the relevant supporting documents including Certificates, Record of Results or Transcript, Statement/s of Attainment. Evidence must include

clear, legible scanned documents. Photos of the certificate taken on a smart phone or snipped extracts of the testamurs will not be accepted. The student will also need to provide authorisation to Queensford College to access their USI transcript for authentication checks. Credit transfer application forms completed by a third party (for example, Education Agents) on behalf of the student will not be accepted.

7.1.3 Post enrolment – Queensford College has rigorous enrolment processes to enable identification of potential Credit Transfers at the pre-enrolment/enrolment stage and as such encourages students to apply for Credit Transfer prior to course commencement so that duplication of learning/assessment of previously completed units of competency is avoided. However, Queensford College does recognise that in some instances, students may provide a Credit Transfer application well after their course has commenced. Queensford College will assess the Credit Transfer application; however, in this instance, for fee-for-service students, there will be no adjustment of fees if the Credit Transfer application is received after course commencement.

7.1.4 Domestic Funded Programs – Students from domestic funded programs are not charged any fee for units granted as Credit Transfer. Hence, if they submit a Credit Transfer application after commencement of their course, they will be refunded fees previously charged/paid for units of competency that have been granted as Credit Transfer after assessment of the Credit Transfer application.

7.2 Stage 2: Authentication

7.2.1 On receipt of the Credit Transfer Application, Student Services staff is required to review the documents for completeness and then conduct the USI Transcript Check to ensure the authenticity of evidence provided to support Credit Transfer. If the USI transcript does not reflect the units of competency in the application, Student Services staff will need to conduct a verification check with the issuing RTO using the Queensford College RTO Verification Check Template.

7.2.2 Student Services will also review upcoming courses/timetables to determine if there is a group/batch/intake that will be suitable for the student considering the reduced number units of competency the student will need to complete once Credit Transfer is approved.

7.2.3 Once the timetable suitability and verification checks are completed, the application will be forwarded to the Compliance Department for assessment and determination of which units Credit Transfer can be granted for, based on the evidence provided.

7.3 Stage 3: Assessment

7.3.1 Compliance Department will review the application and its supporting documents against qualification packaging rules and desired outcome for the course. Student Services is required to ensure that Certificates, Statements of Attainment and Transcripts are presented in a legible clear and easy to read format. Snapshots of certificates taken on camera and attached to an email will not be considered as valid evidence for assessment of Credit Transfer. Further, Credit Transfer applications completed by third parties on behalf of the student will not be treated as

valid and will not be assessed. In some instances, awarding Credit Transfer for an imported elective unit may not be suitable if it does not fit in within the selected units for delivery and is not relevant to the vocational (industry or work) outcome of the program. The decision to not award Credit Transfer will only be taken after consultation with the student and their trainer.

7.3.2 Compliance Department will complete the [Credit Transfer Application Form](#) with information that includes Credit Transfer units of competency and the remaining units required to be completed by the student for completion of the qualification. The completed Credit Transfer Application will be sent to Student Services.

7.4 Stage 4: Outcome of Credit Transfer

7.4.1 On receipt of the approved Credit Transfer application, Student Services will calculate the applicable fees/course duration and prepare a letter of offer for the student. Credit Transfer will attract administration fees of \$250; however, there will be no charges applied to the units of competency granted as Credit Transfer. The student will be advised in writing of approval or denial of application. Student Services will issue a letter of offer reflecting the Credit Transfers approved, course duration and fees.

7.4.2 Once the student signs and submits the [Letter of Offer](#) to Queensford College, Student Services will arrange for the Trainer's signature on the Credit Transfer Application and provide information to the Data Officer for addition of the student on the Student Database Management System under the relevant course.

7.4.3 In rare instances where Credit Transfer applications are received only a few days prior to the course commencement, and the USI Transcript checks do not indicate the units of competency applied for Credit Transfer, Student Services will conduct a verification check with the issuing RTO. However, if the issuing RTO is not able to respond before course commencement, then Queensford College may enrol the student with a Letter of Offer indicating Provisional Credit Transfer for the units of competency applied. The Provisional Credit Transfer is subject to a successful verification check being obtained from the student's issuing RTO. If the verification check is unsuccessful, the student will be required to complete all the units (core and electives) required for the qualification.

7.4.4 Domestic Funded Programs – There will be no charge for Credit Transfers for students enrolled in domestic funded programs as it is a requirement of the funding contracts that no fees are charged for units granted as Credit Transfer.

8. Complaints and Appeals

If the student is not satisfied with the outcome of the Credit Transfer process, or in the event that Credit Transfer is denied, the student is able to access the complaints and appeals process as outlined in the Complaints and Appeals Policy and Procedure available on the website.

9. Associated Documents

If an applicant is not satisfied with the RPL/Credit Transfer decision, he/she may appeal against the decision, with the appeal to be lodged within 20 working days of the date of the decision.

Queensford College Complaints and Appeals Policy is available from the College website, www.queensford.edu.au.

Associated documents

- International Enrolment Form
- Domestic Enrolment Form
- Credit Transfer Application Form
- International Student Handbook
- USI Authorisation Instruction Guide for Students
- Complaints and Appeals Policy and Procedure
- Fees Payment and Protection Policy