



# Credit Transfer Policy and Procedure

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## Table of Contents

1. Purpose .....	3
2. Policy Scope .....	3
3. Policy .....	3
3.1 Credit Transfer .....	3
3.2 Supporting documents for Credit Transfer .....	3
3.3 Applying for Credit Transfer .....	4
3.4 Credit Transfer fee .....	4
3.5 Communication Channel.....	4
4. Credit Transfer Procedures .....	5
4.1 Lodging A Credit Transfer Application .....	5
4.2 Processing A Credit Transfer Application .....	5
Verification Process .....	6
Illegibility and inadequacy of the documents.....	6
Additional required information .....	6
Authenticate documents .....	6
4.3 Credit Transfers Assessment.....	7
Check the CT application and supporting documents.....	7
Check the training package at <a href="http://www.training.gov.au">www.training.gov.au</a> .....	7
4.4 Updating student academic profile.....	8
5. Credit Transfer Procedures (a student with a study package) .....	8
5.1 Updating student academic profile.....	8
6. A failure to comply with the policy and procedures .....	8
Students.....	8
6.1 Students.....	8
6.2 Staff.....	9
7. Appeals process: .....	9
8. Questions/Feedback .....	9
9. Amendments to Policy .....	9

## 1. Purpose

Reach Community College is committed to allowing students to apply for any recognised prior learning that they have completed to be counted towards their course unit or program. This policy aims to provide a process on how credit transfer applications will be assessed, granted, and recorded by the College. This credit transfer process has been created in accordance with standard 2 of the *National Code of Practice 2018*, and standard 3 of the *Registered Training Organisation 2015* (RTO Standards 2015).

## 2. Policy Scope

This policy and procedure applies to all enrolled students at Reach Community College.

## 3. Policy

### 3.1 Credit Transfer

Credit transfer (CT) provides students with a consistent process to obtain course credit(s) from their previously achieved unit of competency. The College will only grant credit transfer if the student has completed the requested units. The units must meet requirements for the course or training package the student is requesting credit transfer for. Reach Community College will not issue a certificate(s), statement(s) of attainment and transcript(s) if a student request CT for all units in a qualification, Reach Community College is not obliged to issue a certificate(s), statement(s) of attainment and transcript(s) for the student.

### 3.2 Supporting documents for Credit Transfer:

Reach Community College assesses the request of credit transfer through a student's certificate(s) or statement(s) of attainment, in which it must clearly state the unit of study on the academic transcript or enrolment along with the grade(s) being achieved. However, students should only provide documents related to the requested unit of study to be transferred as credit. In submitting these documents, students must ensure to:

- a) provide a certified copy of all supporting documents; and
- b) submit the documents separately in different names. For example, one document stating the results, transcript, academic records, academic results/outcomes etc.

Once the credit transfer application and all relevant supporting documents are received from the student, the College will then assess the validity of the supporting documents and whether additional information

is required to be provided by the student. If the supporting documents are deemed invalid, the College has the discretion to reject the students' credit transfer application.

### 3.3 Applying for Credit Transfer

A student is able to apply for CT at any time:

- Pre-enrolment into the College;
- Before commencement of the course; and
- After commencement of the course but before graduation.

In order for CT to be approved, the whole process in assessing the students' credit transfer must be completed. This process involves the following:

1. *Step 1:* A student must complete the application form (available on the Reach Community College website) requesting for a credit transfer on one or more units of study, including the relevant supporting documents that will be assessed by Reach Community College.
2. *Step 2:* Reach Community College will provide a student with the result of approved course CT.
3. *Step 3:* the student must then accept the approved course CT or else it cannot be granted.
4. *Step 4:* Upon completion of the CT process, details on the credit transfer will be kept on record for 2 years on the student management system.

**Important information:** Reach Community College does not have a set timeframe for the approval process of credit transfer as it can vary from time to time due to circumstances which cannot be controlled by Reach Community College. For example, the time taken to validate the supporting documents, and delay in a student's response in accordance with *Step 3*.

### 3.4 Credit Transfer fee

The credit transfer fee is charged to a student when he or she submits the CT application. The CT fee is charged per each unit. This fee includes an administration fee which covers the verification of student documents, record keeping, labour fee, etc. If the outcome of a student's credit transfer application is unsuccessful, this fee will be non-refundable.

For further information on the credit transfer fee per unit, then please refer to Reach Community College website.

### 3.5 Communication Channel

The communication between a student and the college staff member must be in writing and via an official communication channel (i.e., student's and staff's college emails). The official communication channel does not extend to communication through a student's personal email. If the exchange of

information regarding the student's credit transfer application is completed through a student's personal email, then the Staff will be in breach of this Policy, and necessary disciplinary action will be taken.

## **4. Credit Transfer Procedures**

A student decides to apply for credit transfer. It is a student's responsibility to be aware of the CT policy and how the process of application is undertaken. This also includes, but not limited to, an understanding of all requirements and forms he or she needs to complete for the application to be assessed. Both students and staff can access more information on our credit transfer policy and process on the Reach Community College website.

### **4.1 Lodging A Credit Transfer Application**

If a student applies for credit transfer, they have an obligation to ensure that all supporting documents are certified, and the course(s) they are requesting credit transfer for is in their student study/course training package. Upon assessing the application, if the students' application is not certified, incomplete, has false or misleading information, or they have incorrectly applied for a course that is not recognised by their study/courses and training packages, then their applications will be immediately rejected. Any costs involved will be non-refundable. The lodgement process of applying for credit transfer includes:

1. Completion of the credit transfer form, available on the Reach Community College website, in which students will be required to pay the application fee.
2. Attaching a copy of any supporting documents a student wants to include in his or her application, and it must be certified and readable. Examples of these certified supporting documents may include, but not limited to:
  - Student transcript,
  - Statement of attainment
  - Statement of results

Any application or supporting documents provided to Reach Community College will not be returned back to the student.

### **4.2 Processing A Credit Transfer Application**

A student is responsible for providing true and current information to Reach Community College as any false and misleading information in the CT application will result in the rejection of CT requests. Also, a student can be penalised due to false and misleading information in the CT application.

## **Verification Process**

The Student Support team will be responsible for checking all supporting documents to ensure they are valid. Once the validation process is complete, all valid document will be kept on record. The credit transfer application and the receipt must be received by the Student Support Team before the students' credit transfer applications are assessed.

## **Illegibility and inadequacy of the documents**

If any of the supporting documents provided is illegible or inadequate, the student will be requested to reproduce the document or provide further information by the Student Support team. In some circumstances, the Student Support team may refuse students' credit transfer applications due to the illegibility and inadequacy of the documents provided. A relevant notice of the CT application refusal will be sent to the student, and any cost(s) involved will be non-refundable.

## **Additional required information**

In the case where a student must submit additional information, they must do so within 2 working days after receiving the notice for further information. If the student needs more time to provide these additional documents, they can request to the Student Support team for more time. Upon approval, a new and adequate submission date will be given. If students fail to submit the additional documents within the 2 working days or new requested date for additional time, then the application will be immediately rejected. This will also extend to where a student may fail to request for additional time to provide the relevant documents (No refund is provided).

## **Authenticate documents**

The Student Support Team also has an obligation to check the validity of any supporting documents provided by the student. This can be done in two ways:

- a. The USI transcript online (see Appendix 1), or/and
- b. Contact the organisation responsible for issuing the document to confirm validity. For every confirmation request, the Student Support team will give the organisation 10 working days to respond. If there is no response to confirm the validity of any of the supporting documents within these 10 days, the document will immediately be disregarded as invalid.

If the Student Support team does not receive confirmation from either approach stated above, the college will request a student to submit a verification request at <https://www.asqa.gov.au/students/student-record>. If the Student Support team is unable to verify a student's supporting documents, his or her credit transfer application will be rejected, and any cost involved will be non-refundable.

Once the process of validation is completed, the Student Support team must record the outcome of each document into the student management system.

### **4.3 Credit Transfers Assessment**

#### **Check the CT application and supporting documents**

If there are no rejections of student applications due to the issue of authenticating documents, the Student Support Team will then proceed to assess the unit name and code in the application and its relevant supporting documents.

If the name of the units and codes in the application is inconsistent with the supporting documents, the student may be asked to provide further information on the matter, or the Student Support team may immediately refuse the application where a notice of this will be sent to the student, and any cost(s) involved will be non-refundable.

In the case where a student must submit additional information, they must do so within 5 working days after receiving the notice for further information. A student's failure to do this will result in an immediate rejection of the application, and any costs involved will be non-refundable.

#### **Check the training package at [www.training.gov.au](http://www.training.gov.au).**

Once all relevant information is provided, the Student Support Team will then proceed to assess whether the credit transfer can be granted in accordance with the relevant training package, available on [www.training.gov.au](http://www.training.gov.au).

If the unit names and codes in the application are inconsistent with the requirements of the relevant training package, the student may be asked to provide further information on the matter, or the Student Support team may immediately refuse the application where a notice of this will be sent to the student, and any cost(s) involved will be non-refundable.

In the case where a student must submit additional information, they must do so within 5 working days after receiving the notice for further information. A student's failure to do this will result in an immediate rejection of the application, and any costs involved will be non-refundable.

If the credit transfer application is successful, a notice indicating the results of the credit transfer will be provided to the student, in which they will be required to accept these results. A student must do this within 5 working days of receiving this notice, or else failed to do so will result in an automatic cancellation of the application, and all cost(s) involved will be non-refundable.

#### **4.4 Updating student academic profile**

Upon the completion of the validation and credit transfer assessment, the Student Support team has an obligation to report the accepted credit transfer results made by the student to the compliance manager. This report must be made to the compliance manager within 5 working days after receiving the student acceptance. Once this report is made, the compliance manager or those who are assigned is then responsible for updating this information on the students' academic profile on the student management system. The compliance manager or those who are assigned will be given 5 working days to update this information after receiving the report from the Student Support Team.

### **5. Credit Transfer Procedures (a student with a study package)**

A study package is defined where a student enrolls for two different levels of qualifications in sequence. For example, a student is enrolled in both a Diploma qualification and Advanced Diploma qualification, In this case, once a student completes the Diploma qualification, they will immediately move on to completing the Advanced Diploma qualification. A student who comes within the scope of this definition (study package) may be eligible for credit transfer from the unit of the Diploma qualification. The compliance manager or those who are delegated has an obligation to:

- a. Provide the credit transfer results to the student so they can accept it, and
- b. Update the accepted results into the student management system.

#### **5.1 Updating student academic profile**

The compliance manager or those who are delegated must update a student's credit transfer results, at the same time when they request for a student's first certificate or statement of attainment. This update must be made after providing the student with information on the credit transfer results that need to be accepted, and the acceptance of the results is clearly made by the student. Once acceptance is confirmed, The compliance manager or those who are delegated is required to upload the credit transfer results to the student's academic profile on the student management system, within 5 working days after receiving the student's acceptance.

## **6. A failure to comply with the policy and procedures**

### **Students**

#### **6.1 Students**

In accordance with this policy and procedure, students must ensure that they comply with the relevant rules and responsibilities stipulated within this policy. This includes all rules and responsibilities



associated from the beginning to the completion of the credit transfer process. If a student fails to comply with this policy, Reach Community College may take immediate disciplinary action, and if necessary, legal action will also be taken (e.g., false and misleading information). Therefore, students who are applying for credit transfer must ensure they are aware with the standard of the credit transfer process which is stipulated in this policy.

## **6.2 Staff**

All staff responsible for validating and assessing a student's credit transfer application also has an obligation to adhere to the rules and responsibilities in this policy. If the staff fails to comply, Reach Community College will take immediate disciplinary action, and if necessary, legal action will also be taken. Therefore, staff members referred to in this policy must ensure they are aware of the standard of the credit transfer process which is stipulated in this policy.

## **7. Appeals process:**

If a student wants to lodge a complaint in relation to any decision made under this policy and procedure, they must follow the process of our Complaints and Appeals policy and procedure, which is available on our website.

## **8. Questions/Feedback**

If you require any further information regarding this Policy, please email the Compliance Manager.

## **9. Amendments to Policy**

N/A.