

## Credit Transfer Policy and Procedure

### Purpose

ARC Training has created this policy and procedure to provide guidelines for ARC Training staff in managing the application of prospective students who have previously completed units of competency and wish to receive recognition or advanced standing in the new qualification they wish to enrol.

### Scope

This policy applies to the following stakeholders:

- All students who have previously completed units of competency which are verified as able to be credited to the new qualification.
- ARC Training staff who are responsible in managing the Credit Transfer application
- ARC Training Managers (Sales, Administration, Delivery and Quality Assurance) responsible in reviewing, maintaining, and implementing this policy. In addition, to ensure that relevant staff are trained in processing the credit transfer application.

### Acronyms

RTO	Registered Training Organisation
AQF	Australian Qualifications Framework

### Policy

ARC Training informs all students of the availability of a credit transfer for any equivalent unit of competency gained from previous studies. This ensures that students are not required to repeat any current unit of competency.

The student will be required to complete the ARC Training Credit Transfer application form which provides details of the credit sought and complete a consent form for ARC Training to verify with the RTO who issued the certificate or via the students Unique Student Identifier (USI) record. The decision on the credit transfer will be made and formally communicated to the student within 30 calendar days of application. Students have the right to appeal the decision and may appeal under the ARC Training Complaints and Appeals Policy and Procedure.

If it is known in the first instance of engagement (phone or email) that the student seeks a credit transfer, the Sales Team will advise the student to bring original certificates and statements of attainment for any previous full qualifications or part qualification attained to the enrolment or induction session. If the enrolment is done via online system, student must send a copy of their certificate or statement of attainment.

## Procedure

1. Prospective students are required to complete the enrolment form which has a section that identifies if they want to apply for a credit transfer. Once the student seeks a credit transfer, they will be asked to complete the Credit Transfer form. The Sales Team representative will advise prospective students to send copies of the relevant documentations, e.g., certificates or statement of attainment and attach it to the student's completed Credit Transfer application form.
2. If the prospective student has enrolled via online system, the student is required to send copies of their certificate or statement of attainment.
3. The completed enrolment and Credit Transfer application form along with the required documentation will be forwarded to the Administration Officers for processing and approval.
4. The Administration Officer will check the validity of the evidence provided by either calling the RTO that has issued the certificate (pre-USI implementation) or use the student's USI (with student's consent) to verify the issued qualification or statement of attainment. Copy of the USI verification for units of competency that is subject to credit transfer application must be downloaded and copied in the student records. For Queensland funded qualifications, whilst it is a requirement to check DETCONNECT, the Administration Officer must also ensure that the USI has been checked to confirm the student has completed a qualification or unit of competency.
5. The Administration Manager will oversee the approval of all eligible Credit Transfers, in line with the relevant endorsed training package and the enrolled course outline. If required, the Quality Assurance Team may be sought for advice and confirmation.
6. If the Credit Transfer is approved and the unit listed is not part of the student's original training plan with ARC, the Administration Officer is to seek advice from the Delivery team to ensure that it meets the Training Package rules.
7. The Administration Officer will calculate the tuition fee amount that the student must pay after the Credit Transfer has been applied.
8. The Administration Officer will update the student's file and the Student Management System. The student is advised either:
  - a. That a Credit Transfer has been granted and total tuition fees to be paid; or
  - b. That a Credit Transfer has not been granted and full details about the decision are provided.
  - c. Update the students training plan to reflect which of the unit of competency has been approved for Credit Transfer.
9. For previous ARC Training students enrolling in another qualification and if applicable, the credit transfer will be applied automatically if they are eligible for credit transfer.

If a student disagrees with the Credit Transfer decision, they are encouraged to lodge an Appeal within 7 calendar days. The ARC Training Complaints and Appeals Policy and Procedure and the Complaints and Appeals form is available on the ARC Training website.

*Requirements of Standards for Registered Training Organisations (RTOs) 2015*

*ARC Training understands that all procedures must comply with the Standards for Registered Training Organisations (RTOs) 2015, State and Commonwealth funding requirements and all other applicable legislation.*