

RTO – Credit Transfer Policy

Introduction

Riverina Community College (RCC) recognises that where a student has studied previously they may be eligible for credit towards a new qualification or course, allowing them to finish their study sooner. The purpose of the *Credit Transfer Policy* is to provide RCC and students with clear information about the credit transfer process and what must be considered when seeking Credit Transfer (CT) for existing units of competency. This policy is to be read in conjunction with the *Credit Transfer Procedures* which outlines the procedure students are to follow when applying for CT.

Clause 3.5 of the *Standards for Registered Training Organisations (RTOs) 2015* states that ‘an RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Register.’

This policy and the *Credit Transfer Procedure* are to ensure quality, integrity, and consistency in recognising credits that may be transferred to a student’s new qualification or course of study. The procedure for applying for CT ensures compliance with the VET Quality Framework.

Scope

This policy applies to all prospective students, new and existing students enrolled in a Nationally Recognised Training (NRT) course which is on RCC’s Scope of Registration. It also applies to RCC staff engaged in the CT process.

Commencement

The commencement date of this Policy is the 14 August 2024. It replaces all other Credit Transfer Policies whether written or not.

Application

- Information regarding CT must be included in the information given to students prior to their enrolment with RCC.
- Providing credit for previous studies is **not** Recognition of Prior Learning (RPL) which is an assessment only pathway. Providing credit is recognising the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and completed successfully (*Clause 3.5*).
- Any student is entitled to apply for CT in a course or qualification in which they have formally enrolled and have paid the required fees.

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- Students wishing to apply for CT must do so in writing prior to enrolment so RCC can determine the amount of training the student is still required to complete.
- Students are to complete the *RCC Credit Transfer Application Form*.
- Qualifications and Statements of Attainment issued by any RTO will be accepted and recognised by RCC.
- RCC is not obliged to issue a Qualification or Statement of Attainment that is achieved wholly through recognition of units completed at another RTO or RTOs.
- Students may not apply for CT for units of competency or a qualification which is not included on RCC's Scope of Registration.
- CT may only be awarded for whole units of competency.
- Students may not enrol in a qualification or course only for credit transfer.
- CT will only be issued to a student when enrolment includes at least one other unit of competency in which the student is participating in the training.
- RCC will provide advice to students on how they can demonstrate they have met the required outcomes and be granted credit.
- Students must provide their Statement of Attainment/s or Qualifications/s so that the unit/s presented for CT can also be verified against the units being delivered by RCC.
- Students must provide certified copies of documents which must comply with the AQF format.
- Credit will be provided only for those units which are equivalent to the units delivered by RCC. No other units will be considered from the training package of the qualification.
- RCC will also conduct a Unique Student Identifier (USI) transcript search, as applicable, via a validated student USI number, to conform previously completed nationally recognised qualifications or units of competency.
- RCC does not charge students an application fee to apply for credit transfer. If a student is granted a credit transfer, a revised fee for the qualification will be calculated based on the outcome of the credit transfer process.
- Any unit of competency for which CT is granted will be recorded as a 'Credit Transfer' on any AQF certification documentation subsequently issued by RCC, including the student's assessment record.

Note: Regarding qualifications that may include first aid units, RCC should only be granting CT for any first aid unit:

- where the expiry date on the first aid certificate is after the expiry date of the student's enrolment in the RCC course or qualification and
- should a student be delayed in completing their course or qualification and their first aid certificate has expired or no longer current during that time, the student must provide a current first aid certificate before their AQF certification documentation can be issued.

Definitions

Credit Transfer

Means the transfer of credits from units of competencies achieved in a formal and nationally recognised education and training system to equivalent units of competencies, satisfying the required competency standards.

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AQF	Australian Qualifications Framework. The AQF sets out the standards of education and qualifications across Australia. It incorporates all qualifications across every education sector into one policy framework
RTO	Registered Training Organisation.
Certified Documents	A certified document or certificated copy (often a photocopy) of a primary document that has on it an endorsement or certification that it is a true copy of the primary document. It does not certify that the primary document is genuine, only that it is a true copy of the primary document.

Student's Right to Appeal

A student may appeal against a decision made with respect to the outcome of a CT application.

1. To appeal the decision the student must advise the RCC General Manager in writing within 20 days of receiving the CT decision. The General Manager and Compliance Manager will consider the student appeal and respond, in writing, to the student.
2. If the student is dissatisfied with the outcome of the appeal, they may submit the findings of the appeal review and outcome in writing via email to the CEO (email address provided on request).
3. The CEO will conduct an independent review of the appeal and advise the appellant of the decision in writing. The appeal review will be completed within 30 working days from the date the appeal is received by the CEO.
4. The CEO may or may not uphold the original decision by the General Manager.

After the independent review of the appeal by the CEO and the matter remains unresolved to the student's (appellant's) satisfaction, the appellant is entitled to have an independent third-party review of the appeal. In selecting this option, it is important to note that there will be costs associated with a third-party review however there is no set standard as to what the cost is or who is responsible as it would be negotiated or determined on a case-by-case basis with the relevant independent third party.

External independent parties include:

- Department of Fair Trading in the relevant capital city
- For courses funded by the NSW Department of Industries, the Consumer Protection Unit for Students can be contacted via <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>.
- NSW Ombudsman <http://www.omb.nsw.gov.au/making-a-complaint/how-to-make-a-complaint>

Students enrolled in a NSW Government subsidised courses including any Smart and Skilled subsidised courses, who are not satisfied with how RCC has handled their appeal may refer their matter to NSW State Training Services. To make a complaint about the appeal process to NSW State Training Services students should contact:

Riverina Community College- RTO Code 90133

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- NSW State Training Services Customer Support Centre

Note: Any complaints about appeal processes directed to ASQA will only be accepted where the complainant has:

- exhausted all avenues in RCC's complaints and appeal processes and
- only where the complaint about the appeal process relates to a breach of legislative or regulatory requirements by RCC.

ASQA cannot resolve disputes between students and a training provider such as RCC. ASQA's regulatory functions allow for the collection, analysis, and dissemination of information about vocational education and training. ASQA does not have the legislative power to act as a student advocate.

If assistance is required in resolving an issue with a training provider, ASQA suggests contact be made with the National Training Complaints Hotline which is a referral service and will ensure any complaint is handled by the most appropriate authority.

(ASQA Fact Sheet – Complaints about training providers)

Related Documents

- Student Handbook
- RCC Assessment Appeal Policy
- RCC Assessment Appeal Procedures
- RCC Complaints Policy
- RCC Complaints Procedure
- RCC Training and Assessment policy
- RCC Fees, Charges and Refunds Policy
- RCC Credit Transfer Application Form
- Australian Qualifications Framework (AQF)
- RCC Enrolment Procedures

Variations

RCC reserves the right to vary, replace or terminate the Credit Transfer Policy at any time.