



Credit Transfer Policy and Procedure

Version 2.1

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Credit Transfer Policy and Procedure

1. Purpose

The purpose of this policy and procedure is to ensure the College appropriately recognises course credit when applied for by students and has a process for the granting and recording of course credit in compliance with:

- The National Code of Practice for Providers of Education and Training for Overseas Students 2018 (**National Code 2018**) - Standard 2 and,
- Standards for Registered Training Organisations 2015 (**RTO standards 2015**) – **Standard 3**.

The policy and procedure ensures that the College has processes for approving students' credit transfer, authenticating students' support documents, and keeping records of the approved credits.

2. Scope

This policy and procedure document involves all students and College personnel, including third parties who provide education on the College's behalf.

3. Definition

Term	Meaning
College	Refers to Australia Institute of Business and Technology (AIBT)
Student	Refers to a student or trainee of the College.
UoC	Means Unit of Competency.
Head of School (HoS)	Refers to the Head of School, Lead Trainer, and School Manager.
Regulator	Refers to Australian Skills Quality Authority (ASQA).
Course credit	Refers to Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. Includes credit transfer and recognition of prior learning.
Student Support Team	Refers to one or more HEART/Student Support personnel who is assigned to process students' credit transfer application.
RTO	Means Registered Training Organisation.
A student with a study package.	Refers to a student who at least enrolls into two qualifications with the College. He or she will continuously study one qualification after another.

4. Relevant Documents to the Policy and Procedure

RTO standards 2015¹

National Code 2018²

5. Policy

5.1 Credit Transfer:

Credit transfer is the process of recognising and providing course credit for a student's achievement of their previous studies via formal education and training courses. If a student has achieved units of competency (UoCs) required in the College's training package, course credit can be granted. The credit transfer process provides consistent outcomes to all students.

The College is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/modules completed at another RTO provider.

5.2 Supporting documents for Credit Transfer:

The College recognises UoCs from a student's certificate(s) or statement(s) of attainment provided by its own or other RTOs. A student's qualification(s) or statement(s) of attainment must demonstrate an official record of academic enrolment and grades/outcomes. These documents can be named differently or in different forms such as statements of results, transcripts, academic records, academic results/outcomes. After the College receives a student's credit transfer application and certified copy of supporting documents, the College will verify the support documents.

In the case where supporting documents are unable to be verified, the College will refuse a student's credit transfer application.

5.3 When does a student apply Credit Transfer and when is Credit Transfer approved?

Under this policy, the College will provide students with the opportunity to apply for course.. A student can only receive course credit when the credit transfer process is completed. A student will be given the opportunity to accept the result of the credit transfer assessment. The College will provide a record of the course credit to the student, which must be signed or accepted in written, otherwise the course credit will not be granted to the student. After the completion of the credit transfer process, the College will keep a record of the students' course credit for two years on the student management system.

The approval period can be varied due to (i) document verification processes which are not controllable by the College and (ii) the delay of students' response for accepting the result of the credit transfer assessment.

5.4 What is Credit Transfer fee?

When a student lodges a credit transfer application to the College, there is a fee per UoC*. This is an administration fee for the College (i.e., verification of a student's documents, record keeping, labour fee, etc)³. **The College will not provide refund to students who apply for credit transfer regardless of the results of credit transfer.**

*The amount of the credit transfer fee per UoC is listed on the College website and it can be temporarily changed due to College marketing promotions.

* A student who applies Credit Transfer by using the College's academic records will be exempt of Credit Transfer fee (Refund upon requested by the student).

* In the event that a student rejects Credit Transfer outcome, there will be no refund to the student.

5.5 Will Credit Transfer reduce my tuition fee?

A student's tuition fee will be calculated proportionally unless the College informs students regarding tuition fee per UoC prior to/at the stage of the application for enrolment.

5.6 Communication Channel

A student is required to communicate with the College via official communication channels (e.g., College student email, Ticketing system, etc). **The use of personal email is prohibited except for a potential student who is under the initial enrolment process (e.g., prior to obtaining the College email).**

5.7 Will the credit transfer reduce my study duration?

A student may have a shorten study duration due to credit transfer. However, in some circumstances, a student may maintain the same study duration. For example, the College may not be able to provide training sessions to students as there is no availability of units of competency until the next semester. As a result, the student will be on leave until the next available unit will be taught.

6. Credit Transfer Procedures

A student will be made aware of the credit transfer policy and procedures, and credit transfer application. The credit transfer policy and procedures, and application are available on the College website: <https://aibtglobal.edu.au/support/student-forms/>.

6.1 Lodging a credit transfer application

It is **the responsibility of students** wishing to obtain course credit to accurately lodge completed credit transfer applications with certified supporting documents. Any incomplete or/and inaccurate credit transfer applications will result in the rejection of the application (No refund is provided).

It is **the responsibility of students** wishing to obtain course credit, to ensure that UoCs/qualification requested for credit transfer are in the student study/course training package. Inaccurate credit transfer applications will result in the rejection of the application or no granted course credit (No refund is provided).

1. All students wishing to obtain course credit are required to complete the credit transfer application located on the college website: <https://aibtglobal.edu.au/support/student-forms/> and pay the application fee to the College at the submission of the application.

2. All students must provide support documents together with the application. The scanned support documents must be clear and readable. Below are examples of acceptable support documents:

- A certified copy of transcripts,
- A certified copy of statement of attainment, and
- A certified copy of statement of results.

3. Students will not receive their applications and support documents back from the College.

6.2 Processing a credit transfer application

It is **the responsibility of students** to provide true and current information to the College. Any student who provides false and misleading information will be dealt with both legal and disciplinary actions.

It is **the responsibility of Student Support Team** to

- verify the authenticity and legitimacy of students' documents,
- maintain the records of the verification of students' documents (i.e., a logbook containing student ID, Student name, verification date and personnel).

6.2.1 Verification process

1. Student Support Team must receive the credit transfer application and the receipt of the application prior to the commencement of a student's credit transfer process.
2. If Student Support Team deems the quality and/or quantity of support documents insufficient, the Team may request a student to provide additional support documents or immediately reject the credit transfer application with notification to the student (No refund is provided).

A student must submit the requested documents to Student Support Team within 5 working days. The student can request Student Support Team for additional 5 working days; otherwise, the credit transfer application will be rejected (No refund is provided).

3. Student Support Team must authenticate documents. There are two approaches for document verification
 - a. Student Support Team can directly authenticate documents by directly accessing the USI transcript online (See Appendix 1 for Use of USI transcripts), or/and
 - b. Student Support Team can directly authenticate documents by contacting the organisation that issued the documents to confirm the content is valid. Student Support Team will provide two attempts to contact the organisation that issued the documents and wait for 5 working days per attempt for the confirmation.

If the Student Support Team receives no confirmation from the organisation that issued the documents within the required timeframe, the documents will be not deemed as authenticated and legitimated.

- c. If both approaches (in 6.3a and 6.3b) fail to authenticate students' documents, the College will reject the credit transfer application with the notification to a student (No refund is provided).
- d. Student Support Team must record the results of students' document verifications into the student management system.

6.2.2 Credit transfers assessment

It is **the responsibility of students** to provide true and current information to the College. Any student who provides false and misleading information will be dealt with both legal and disciplinary actions.

1. Once the support documents are verified, Student Support Team will check the accuracy of UoC name and code in the credit transfer application and support documents.

If the UoC names and codes in the credit transfer application are different from those in support documents, the Student Support Team may request additional clarification from a student or immediately reject the credit transfer application with the notification to the student (No refund is provided).

A student must submit the requested information to Student Support Team within 5 working days; otherwise, the credit transfer application will be rejected (No refund is provided).

2. Quality Assurance (QA) Team (e.g., delegated compliance officers) will perform the check/investigate whether the college can grant course credit according to the students' training package at www.training.gov.au.

QA Team must check the students' training package at www.training.gov.au for every student's application. If the UoC names and codes in the credit transfer application do not meet with the requirements of a student's training package at www.training.gov.au; the QA Team will notify Student Support Team of the request of additional clarification/information/document from a student or provide Student Support Team with the rejected outcomes of the credit transfer application. So, Student Support Team will provide the notification to the student (No refund is provided).

QA Team will provide Student Support Team with the outcomes within 5 working days.

A student must submit the requested information/clarification to Student Support Team within 2 working days; otherwise, the credit transfer application will be rejected (No refund is provided).

3. In the event that the credit transfer application is successful, a student will receive the official results of credit transfer assessment by Student Support Team. The student is required to accept the official results of credit transfer assessment within 5 working days. Otherwise, the credit transfer will be cancelled (No refund is provided).

6.2.3 Updating student academic profile

It is **the responsibility of Student Support Team** to notify course coordinators with the official results of credit transfer assessment accepted by students.

It is **the responsibility of course coordinators** to update the official results of credit transfer assessment accepted by students into the student management system.

1. Once a student accepts the official results of credit transfer assessment, Student Support Team must notify relevant course coordinators about granted course credit within 5 working days. Student Support Team must provide course coordinators with the official results of credit transfer assessment accepted by students.
2. Student Support team will make necessary changes to enrolment (including CoE variation) and notify course coordinators or delegated staff about granted course credit within 5 working days. Student Support Team will upload students' Credit Transfer documents on Student Management System.
3. Course coordinators must update students' academic profile on the student management system within 5 working days. The course coordinators are required to upload the official results of credit transfer assessment accepted by students on the student management system.

7. Credit Transfer Procedures (a student with a study package)

A study package occurs when a student enrolls in at least two qualifications with the College. The student will continuously study one qualification after another. For example, a student enrolls to study in both Diploma of Information Technology (ICT50118) and Advanced Diploma of Information Technology (ICT60115). He or she completes Diploma of Information Technology (ICT50118) and immediately continues studying Advanced Diploma of Information Technology (ICT60115). As a result, the student will receive granted course credit from Diploma of Information Technology (ICT50118).

It is **the responsibility of course coordinators** to (i) send the official results of credit transfer assessment for a student to accept, and (ii) upload the accepted official results of credit transfer assessment into the student management system.

7.1.1 Updating student academic profile

1. When a course coordinator makes a request for a student's first certificate or statement of attainment, a course coordinator must at the same time generate the student's official results of credit transfer assessment.
2. A course coordinator must send the official results of credit transfer assessment to a student for acceptance. A course coordinator must ensure that a student accepts the official results of credit transfer assessment. If the student does not respond within 5 working days, a course coordinator must notify HoS and compliance officer assigned for the school.

A compliance officer assigned for the school will send a reminder letter to the student who does not respond within 5 working days. If there is no response from the student, a disciplinary warning letter will be sent.

3. When a student accepts the official results of credit transfer assessment, a course coordinator must update students' academic profile on the student management system within 5 working days. The course coordinators are required to upload the official results of credit transfer assessment accepted by students on the student management system.

8. A failure to comply with the policy and procedures

8.1 Students

A student is required to fulfill the responsibilities of students stated in this policy and procedure. Any student who fails to comply with the policy and procedures can result in both legal and disciplinary actions (e.g., providing false and misleading information by using counterfeit academic transcripts).

Refer to Academic misconduct policy (Section 7 – Penalties for Academic misconduct: Providing false academic documents required for enrolment): at the College website.

College staff is required fulfill their responsibility stated in this policy and procedure. Any staff who fails to comply with the policy and procedures can result in both legal and disciplinary actions. They are liable for the actions of negligence to fulfill Brighton Pacific – Code of Conduct: 16. Diligence, care and attention, and 17. Acting professionally.

Refer to Brighton Pacific -Code of Conduct at the College Website.

9. Appeals process:

Students who wish to lodge a complaint or an appeal regarding a decision made under this policy and procedure are to follow the Complaints and Appeals policy and procedure which can be found at: the College website.

10. Questions/Feedback

If you require any further information regarding this Policy, please email c.dejsakultorn@aibtglobal.edu.au.

11. Document version control

Approval and Review	Details
The policy is created by	Chief Compliance Officer Dr. Chalermlok Dejsakultorn
The policy is reviewed by	Chief Compliance Officer Dr. Chalermlok Dejsakultorn Senior Student Support Coordinator – HEART Services Ms. Soo Young Lee Strategy Analyst (Revenue and H.e.a.r.t Services) • H.E.A.R.T. Services QLD Mr. Jerry Wang
The policy is approved by	Chief Compliance Officer Dr. Chalermlok Dejsakultorn
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12. Appendices

12.1 Appendix 1

12.2 Tips for compliance—Use of USI transcripts¹

A student's USI transcript contains training outcome data submitted to the national collection by the student's RTO as a true record of the training undertaken by the student since 2015, including completions and non-completions. As such, a student's USI transcript is a valid way to authenticate the training undertaken by a student, comparable to calling the issuing RTO.

RTOs can directly view a USI transcript online via the USI transcript Service (www.usi.gov.au) for any student who has activated permission for them to do so in the USI Registry System. Students are able to activate this permission online at any time using a smartphone or any internet connected device (theirs or their RTOs). This represents an acceptable alternative to calling the issuing organisation.

RTOs should still exercise caution when using a student's USI transcript to validate training achievements for purposes of granting credit:

- Exercise the same caution with printed or emailed PDF versions of a USI transcript provided by a student as you would with hard-copy certificates issued by RTOs.
- The version accessible online directly by RTOs provides a stronger level of assurance, suitable for credit transfer purposes.
- Always contact the organisation that delivered the training if you have any reason to be concerned about the authenticity of credentials presented.
- Advise the USI Office if you become aware of any fraudulent activity in relation to a USI transcript.
- As the availability of the USI transcript is dependent on the AVETMISS reporting cycle, you may have to rely on the hard copy of certificates issued by RTOs to validate training undertaken recently.

13. Endnote of the Policy and Procedure

¹ RTO standards 2015, <https://www.asqa.gov.au/standards>

² National Code of Practice 2018,

https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026959

³ Australian Skills Quality Authority, <https://www.asqa.gov.au/resources/faqs/credit-transfer> access 25/04/2020

¹ Australian Skills Quality Authority, <https://www.asqa.gov.au/standards/enrolment/clause-3.5> access 25/04/2020