

POL014_Credit Transfer Policy

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1. Scope

Danford College recognises previously completed qualifications and/or unit(s) of competency in a nationally recognised registered training organisation under the Australian Quality Framework. The Credit Transfer Policy clearly outlines the conditions and process to grant the transfer to students enrolled with Danford College.

The Credit Transfer Policy is in accordance with:

- ESOS National Code 2018: Standard 2 (2.1.1, 2.3, 2.4, 2.5)
- Standards for RTOs 2025 – Outcome Standards for NVR: Standard 1.7

The Credit Transfer Policy is applicable to all the relevant staff members from but not limited to the admissions, administration and academic departments and all the students enrolled with Danford College.

2. Purpose

The purpose of this policy is to establish and outline a comprehensive and standardized process for Credit Transfer of qualification and or unit (s) of competency. The policy aims to achieve the following objectives:

- Outline the conditions where credit transfer will be granted or refused
- Outline the process if the credit transfer is granted
- Outline the criteria to access the USI portals
- Outline the students' rights to complaint and appeal

3. Credit Transfer Process

Danford college recognizes previously completed unit(s) and qualification(s) by a student in a nationally recognised RTO under the AQF. A student enrolled with Danford College can apply for credit transfer by submitting the FOR008_Application for Credit Transfer available on Danford College website <https://www.danford.edu.au/>. The application must be accompanied by supporting documentation including but not limited to qualification, transcript and/or statement of attainment from the other RTO.

All students are made aware of the ability to apply for credit transfer during the Orientation and Induction Program. Applications for course credit must be submitted by the end 2nd week of the first term of study in their enrolled course.

The Training Manager or Academic Team Leader will assess the application and provide an outcome in writing within 14 working days or as soon as practical where further information is required to determine the outcome. The outcome letter will be emailed to the student and the student must sign the letter to indicate they have received it and acknowledged the outcome.

3.1 Accessing Student USI

Danford College reserves the right to directly view a USI transcript online via the USI transcript Service (www.usi.gov.au) for any student who has activated permission for the College to do so in the USI Registry System. Danford College will view the USI transcript on occasion where the College is required to verify the transcripts provided by another RTO.

Danford College will 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.
- Advise the USI Office if Danford College becomes 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, the College may have to rely on the hard copy of certificates issued by RTOs to validate training undertaken recently.
- Contact the organisation that delivered the training if the College has any reason to be concerned about the authenticity of credentials presented.

3.2 If the credit transfer outcome is successful

Students who have completed a nationally recognised qualification and/or unit(s) of competency that have the exact or equivalent code on Danford College's scope of registration will be granted credit transfer.

The student will be issued with a new Letter of Offer where the duration and fees of the course will be amended if applicable. The student is required to sign the new Letter of Offer. A full-time study load must be maintained by adjusting the student's course schedule and duration for completion of the course of study.

- If the credit transfer is granted before the student visa has been granted the Compliance Manager or (delegate) will record the refined course duration in the CoE issued for the student.
- If the credit transfer has been granted after the student has been issued a student visa, and it will reduce the course duration, the Compliance Manager or (delegate) will record a change to the course duration in PRISMS, cancel the original CoE and issue a new CoE
- If the credit transfer has been granted after the student has been issued a student visa, and it will not affect the course duration, the Compliance Manager or Academic Team Leader will notify Student Administration to have the student's file updated with the course credit.

Student will be issued with the new CoE if applicable and a new Training Plan with the updated details. If the credit transfer reduces the course duration, the student will be notified prior to issuing the CoE and if the student wishes to continue with the credit transfer, it will be the student's responsibility to contact the Department of Home Affairs to get an advice regarding their student visa.

All documents including and where applicable the credit transfer outcome letter, letter of offer, amended CoE and training plan will be retained on the student folder by the administration department.

3.3 If the credit transfer outcome is unsuccessful

If the credit transfer outcome is unsuccessful, the student will be informed with the outcome letter which must include the reasons for not granting the credit transfer and a copy of the letter will be retained on the student folder.

If the student is not satisfied with the outcome, the student has a right to access Danford College's internal complaints and appeals process at no cost within 20 working days of receiving the outcome.

4. Complaints and Appeals

All students enrolled at Danford College reserve the rights to access the internal complaints and appeal process at no cost should they be not satisfied with an outcome provided by College within 20 working days of receiving the outcome. The complaints and appeals form can be accessed via Danford College website <https://www.danford.edu.au/>.

In the event a student lodges an internal appeal the student:

- The student must remain at the College and comply with the student responsibilities during the internal appeal process;
- Danford College will not cancel the student enrolment while the internal appeal is in process.

If the student has exhausted the internal appeal process and is not satisfied with the outcome of the internal appeal process, the student has the right to appeal externally with the Commonwealth Ombudsman with minimal or no cost within 10 working days of concluding the internal appeal. The student must inform Danford College in writing if they have appealed externally within 10 working days.

Below are the contact details for the Commonwealth Ombudsman:

GPO Box 442

Canberra ACT 2601

Email: ombudsman@ombudsman.gov.au

Tel: (in Australia): 1300 362 072 Tel: (outside Australia): +61 2 6276 0111

For more information please refer to Danford College's POL007_Complaints and Appeals Policy.

5. Associated Documents

- POL0007_Complaints and Appeals policy
- FOR008_Application for Credit Transfer
- Credit Transfer outcome letters

Appendix:

- 1) **AQF:** The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.
- 2) **CoE:** Confirmation of Enrolment (CoE) confirms the student's eligibility to enrol in a course with the registered provider and contains information about the provider, course and duration of study in which student has enrolled. This evidence is required before the Department of Home Affairs issues a visa to a student.
- 3) **Letter of Offer:** Letter of Offer or Offer Letter (OL) is a document outlining course details, duration of the course, fees, terms and conditions to be enrolled at Danford College.
- 4) **PRISMS:** Provider Registration and International Student Management System (PRISMS) is a computer system developed by the Department in association with the Department of Home Affairs for the purpose of receiving and storing information about accepted overseas students that is given to the Secretary under section 19 of the ESOS Act.
- 5) **RTO:** Registered training organisations (RTOs) deliver nationally recognised training in the VET sector. To deliver this training, they need to be approved by ASQA.
- 6) **Training Plan:** Forms part of a training contract and sets out the training requirements including the competency standards to be achieved and the delivery/assessment arrangements to be provided.
- 7) **USI:** A Unique Student Identifier (USI) is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia.

End of Document