



Credit Transfer Policy and Procedure

Version 2.0

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1. Terms and Definitions

Terms	Definitions
The college	Refers to Matic International College
Outcome Standards for NVR RTO 2025	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
National Code 2018	National Code of Practice for Providers of Education and Training to Overseas Students 2018
SOA	Statement(s) of Attainment

2. Purpose

The 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 for 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 2018, and Standard 1.7 under Division 3 in Part 1 Training and assessment of the Outcome Standards for NVR RTO 2025.

3. Policy Scope

This policy and procedure apply to all students and relevant staff of the college involved in the enrolment and credit transfer of students and provide appropriate support and guidance regarding enrolment and credit transfer.

4. Policy

4.1 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 for which the student is requesting credit transfer. The college is not obliged to issue a certificate(s), SOA and transcript(s) if a student requests CT for all units in a qualification.

4.2 Supporting documents for Credit Transfer:

The college assesses the request for credit transfer through a student's certificate(s) or SOA, 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 under 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.

4.3 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 of assessing the students' credit transfer must be completed. This process involves the following:

Step 1: Students seeking a credit transfer on one or more units of study must fill out the *Credit Transfer Form* (available at the college office), and attach the necessary supporting documentation, which will be evaluated by the college.

Step 2: The student must submit the *Credit Transfer Form* to the admission team at the college office.

Step 3: The student is required to pay the Credit Transfer Fee along with the submission of the *Credit Transfer Form*.

Step 4: The college will assess the application and the necessary supporting documentation submitted by the student and provide the student with the outcome of the assessed documents.

Step 5: The student must then accept the approved course CT, or else it cannot be granted.

Step 6: Upon completion of the CT process, details on the credit transfer will be kept on record for 2 years on the student management system.

Note: The 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 that cannot be controlled by the college. For example, the time taken to validate the supporting documents, and the delay in a student's response in accordance with *Step 3* and/or submission of necessary supporting documents.

4.4 Credit Transfer fee

The credit transfer fee is charged to a student when he/she submit the CT application. The CT fee is charged for AUD50 per unit. This fee includes an administration fee which covers the verification of student documents, record keeping, labour fees, etc. If the outcome of a student's credit transfer application is unsuccessful, this fee will be non-refundable.

4.5 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. The staff will be in breach of this policy and face appropriate disciplinary action if information about the student's credit transfer application is exchanged over the student's personal email.

5. Credit Transfer Procedures

A student who wishes to apply for credit transfer is responsible for familiarising themselves with the Credit Transfer (CT) policy and the application process. This includes, but is not limited to, understanding all necessary requirements and completing the relevant forms for the application to be assessed. Both students and staff can access detailed information about the *credit transfer policy and procedure* available at the college office.

5.1 Lodging A Credit Transfer Application

The student is required to submit the *Credit Transfer Form* to the admission team at the college office. If a student applies for credit transfer, they have an obligation to ensure that all supporting documents are certified and that the course(s) they are requesting credit transfer for is in their student study/course training package. Upon assessing the application, if the student's application is not certified, incomplete, has false or misleading information, or has incorrectly applied for a course that is not recognised by their study/courses and training packages, then their application will be 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 at the college office, 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 are not limited to:

- Student transcript,
- Statement of attainment
- Statement of results

Any application or supporting documents submitted to the college will not be returned to the student.

5.2 Processing A Credit Transfer Application

A student is responsible for providing accurate and up-to-date information to the college. Any false or misleading information submitted in the CT application will result in the rejection of CT requests and may also lead to penalties.

5.2.1 Verification Process

The admission team will be responsible for verifying all supporting documents to ensure their authenticity. Once the validation process is complete, all authentic documents will be retained on record.

5.2.2 Illegibility and inadequacy of the documents

If any of the supporting documents submitted are illegible or inadequate, the student will be required to resubmit the document or provide additional information upon request by the admission team. In some circumstances, the admission team may reject students' credit transfer applications due to the illegibility or inadequacy of the documents provided. A formal notice of the CT application refusal will be issued to the student, and any associated costs will be non-refundable.

5.2.3 Additional required information

In the case where a student is required to submit additional information, they must do so within five working days of receiving the request. If the student requires more time, they may request an extension from the admission team. If approved, a new submission deadline will be provided. Failure to submit the additional documents within the five working days or the extended deadline will result in the immediate rejection of the application. This also applies if the student fails to request an extension. No refunds will be provided in such cases.

5.2.4 Authenticate documents

The admission team 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, or/and
- b. Contact the organisation responsible for issuing the document to confirm validity. For every confirmation request, the admission team will give the organisation ten working days to respond. If there is no response to confirm the validity of any of the supporting

documents within these ten working days, the document will immediately be disregarded as invalid.

If the admission team does not receive confirmation through either of the approaches mentioned above, the college will require the student to submit a verification request at <https://www.asqa.gov.au/students/student-record>. If the admission team is unable to verify the student's supporting documents, the credit transfer application will be rejected, and any associated costs will be non-refundable.

Once the process of validation is completed, the admission team must record the outcome of each document in the college's student management system.

5.3 Credit Transfers Assessment

5.3.1 Check the CT application and supporting documents

If there are no rejections of student applications due to the issue with document authentication, the admission team will then proceed to assess the unit's name and code provided in the application along with the relevant supporting documents.

If the names of the units and codes provided in the application are inconsistent with the supporting documents, the student may be requested to provide additional information regarding the matter. Alternatively, the admission team may immediately refuse the application, in which case a notice will be sent to the student, and any associated costs will be non-refundable.

In the case where a student must submit additional information, they must do so within five working days after receiving the notice for additional 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.

5.3.2 Check the training package at www.training.gov.au.

Once all relevant information is provided, the admission team then proceeds to assess whether the credit transfer can be granted in accordance with the relevant training package, available on 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 requested to provide additional information on the matter. Alternatively, the admission team may immediately refuse the application, in which case a notice will be sent to the student, and any associated costs will be non-refundable.

In the case where a student must submit additional information, they must do so within five 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, who must accept these results within five working days of receiving the notice. Failure to do so will result in the automatic cancellation of the application, and any associated costs will be non-refundable.

5.4 Updating student academic profile

Upon the completion of the validation and credit transfer assessment, the admission team will be obligated to update the credit transfer outcome in the student's academic profile within the college's student management system within five working days.

5.5 A failure to comply with the policy and procedures

5.5.1 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 from the beginning to the completion of the credit transfer process. If a student fails to comply with this policy, the 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 of the standard of the credit transfer process, which is stipulated in this policy.

5.5.2 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, the 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.

6. 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 the college's Complaints and Appeals Policy and Procedure¹, which is available on the college website.

7. Monitoring and Feedback

The compliance officer is responsible for ensuring that the admission team and/or any relevant staff designated by the CEO have conducted credit transfer procedures that comply with this policy and procedure. In addition, the compliance officer is also required to review this policy and procedure at

¹ For more details, please refer to the Complaints and Appeals Policy and Procedure.

least once a year to ensure that the credit transfer procedures are aligned with Standard 1.7 of the Outcome Standards for NVR RTO 2025. The compliance officer will also review the feedback and/or suggestions collected from the relevant stakeholders, such as students and college staff involved in enrolment and credit transfer activities, to improve the credit transfer process and procedures if required.

8. Continuous Improvement

At least once every year, the admission team and/or designated staff appointed by the CEO can provide suggestions and feedback to the compliance officer and CEO. As part of the college’s continuous improvement framework, any feedback and recommendations will be documented in the *continuous improvement (CI) register* in accordance with the *Continuous Improvement Policy and Procedure*. The details of the continuous improvement process are mentioned in the college’s *Continuous Improvement Policy and Procedure*, which offers a structured framework for refining and enhancing the college’s practices based on valuable input from the staff members involved.

9. Version Control

Current version	2.0
Approved by	CEO