



CREDIT POLICY & PROCEDURES

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QA1TA3: Credit Policy & Procedure

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Purpose

The purpose of this policy and procedure is to outline ISS Training's approach to ensuring students are provided with credit for units of competency and/or modules where they are evidenced by:

- AQF certification documentation issued by another RTO or AQF authorised issuing organisation such as a university
- Authenticated VET transcripts issued by the Registrar.

This policy and procedure complies with standard 1.6, 1.7 of Standards 2025.

Definitions

AQF means Australian Qualifications Framework which can be accessed at <http://www.aqf.edu.au/>

Certification document means a Testamur, Statement of Attainment or Record of Results

Credit means recognition of the previous studies a student has completed for the purpose of reducing the units or modules required to be completed in their currently enrolled program

Course means any nationally recognised qualification, unit of competency, skill set or short course in which a student is enrolled with the RTO

Record of Results is a record of all the units and modules completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment

Registrar means the Student Identifiers Registrar

SRTOs means the Standards for RTOs 2025 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2025 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Statement of Attainment confirms that one or more nationally recognised units or modules has been achieved by an individual but is only used where there has been partial completion of a qualification or VET accredited course

Testamur is an official certification document that confirms that an AQF qualification has been awarded to an individual. This may be called an 'award', 'qualification', 'parchment', or 'certificate'

Policy

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1. Application for Credit

- All students will be offered the opportunity to apply for credit for previously completed studies. Students can apply for Credit by completing a *Credit Application Form* and providing relevant supporting documents, including certified copies of transcripts. This may include VET transcripts or extracts issued by the Student Identifiers Registrar.
- All evidence provided as part of an application for Credit will be authenticated by ISS Training by contacting the issuing organisation to confirm the details provided on the document are valid. In the case of transcripts issued by the USI Registrar, documents will be authenticated through the USI Registry System.

- **Assessing Credit**

Where a student provides authenticated evidence of units or modules issued by another RTO or authorised issuing organisation, ISS Training will provide Credit for that unit or module where it is a unit listed in the student's course of enrolment with ISS Training.

- ISS Training will not require any student to repeat any unit or module which they have already been assessed as Competent unless there is a license condition or regulatory requirement that requires this.
- Where evidence has been provided of previous study being completed at another RTO, university or other authorised issuing organisation, but the unit or module is not listed in the student's course of enrolment with ISS Training, an analysis as to the equivalence of the study completed with the units in the student's enrolment with ISS Training will be undertaken.

2. Credit application outcomes

- Students will be advised of the outcome of their Credit application in writing.
- Where there are significant Credits granted, this may result in a reduction of the Course fees which will be advised at the same time.
- The result of Credit Transfer will be recorded for any relevant units on the student management system.
- Students may appeal the decisions made about their Credit application by following ISS Training's *Complaints and Appeals Policy and Procedure*.

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Procedure

1. Issuing and recording Credit

Procedure	Responsibility
<p>A. Applications for Credit</p> <ul style="list-style-type: none"> Students will be offered the opportunity to apply for Credit as part of the enrolment process. To apply for credit, a student should fill in the <i>Credit Application Form</i> and supply certified copies of their relevant transcripts. Applications that do not include certified documents should be returned to the student, unless originals of the copies can be verified by an RTO staff member. 	Administration Team
<p>B. Review Credit application</p> <ul style="list-style-type: none"> Transcripts should be reviewed for their authenticity. Consider: <ul style="list-style-type: none"> Does the transcript include the expected information on an AQF Certification document such as name of institution, code, full name of student, name and codes of units completed? Has the copy been certified? Are the units/modules previously studied relevant to the student's current enrolment? If not, the Credit Application does not need to be progressed further and the student can be advised that they were not granted any Credits. Where units are relevant, contact the issuing institutions to confirm the authenticity of the transcripts. This is done by going to training.gov.au and looking up the relevant RTO to confirm their email address. Then send the Verification of qualification email template to the RTO and copy the student into the email and attach the certified copies of any qualifications or statements of attainment provided. If no response is received within 3 business days, call the RTO to follow up. Document all contacts in the student's file. Where there is a direct unit match by code and title, a Credit can be issued. Where previously completed studies are deemed equivalent by the Training Package to a unit in the student's enrolment (refer to Training Package), a Credit can also be granted for those relevant units. Where previously completed studies are relevant/ similar to a unit in the student's enrolment, the content of the completed units/modules must be analysed to identify whether the outcomes are equivalent to any units/modules in the student's course. This may be assessed by reviewing the content of the unit/module which may be accessed through the university or the student may be asked to provide further information if required. Where equivalent outcomes are identified, a Credit can be issued. The reason for the Credits issued should be documented on the Credit Application. 	<p>Administration Team</p> <p>Compliance Manager/RTO Manager/ Trainer/Assessor</p>

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Procedure	Responsibility
C. Assess impact on fees <ul style="list-style-type: none">Where 3 or more Credits have been granted, thus reducing the amount of training and assessment to be provided, review the cost of the course and work out if total course fees can be reduced (where applicable).	Compliance Manager/RTO Manager
D. Notify student of Credit outcome <ul style="list-style-type: none">Once credits have been determined, notify the student of the outcome of their Credit application in writing.Where an application for Credit has been rejected or has resulted in no Credits being issued, provide an explanation to the student as to the reasons for the outcome.	Administration Team
E. Record the Credits granted <ul style="list-style-type: none">Keep records of all documents used in the assessment of a Credit Application in the student's file.Record the Credit result against the relevant units in the student management system.	Administration Team

Related System Documents

SC2.1	Credit Application Form

Document Control

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