

Department Retail Institute – RTO (ID 4049)		
Title Credit Transfer – Policy and Procedures <i>ASQA RTO Standards 2025 – Quality Area 1</i>		Effective February 2026
Version ID No.3	Superseding Version V2	Effective July 2025
Associated Instrument/s	Credit Transfer Application Form, Student Authority to Request Personal Information Form	
Approved by Head of Retail Institute	Next Review July 2028	Once printed, this document is not controlled.
Reason for change	General updates and RTO name change.	

1. Policy objective

- 1.1. The objective of this policy and procedure is to ensure that the Australian Retail Council (ARC), via its training division, the Australian Retail Council Retail Institute (ARC RI), comply with the responsibilities set by law as a nationally recognised Registered Training Organisation (RTO).
- 1.2. This Policy ensures compliance with the Australian Skills Quality Authority (ASQA) and the Standards for RTOs 2025.
- 1.3. The RTO, through the application of this policy, will:
 - 1.3.1 Ensure that students are granted Credit Transfers (CT) wherever it is applicable, feasible and in line with compliance requirements and the Standards for RTOs 2025.
 - 1.3.2 Inform students of their opportunities for applying for Credit Transfers and keep them updated on every step of the process.

1. Scope

- 2.3 This Policy applies to all management, staff, and relevant third-party contractors engaged in providing, assessing, and improving training and assessment products and services, who must ensure the ARC RI complies with the Standards for RTOs and other laws and conforms to its conditional arrangements with other interested parties critical to the operations of the ARC RI.

2. Related Documents

Enrolment and Admission – Policy and Procedure

Records Management – Policy and Procedure

Privacy and Student Information Handling – Policy and Procedure

ARC Retail Institute Participant Handbook

Credit Transfer Application Form

Student Authority to Request Personal Information Form

3. Policy

- 3.1. The ARC RI's implementation of the CT process must comply with:
 - 3.1.1. National VET Regulator Act 2011 and related Standards for RTOs 2025 (Quality Area 1)
- 3.2. The ARC RI is obliged to offer CT at the time of a prospective student's enrolment.
- 3.3. The ARC RI must advise the prospective student that an assessment will be conducted by ARC RI staff to authenticate any request for transfer of credits for the training course they are enrolling in.
- 3.4. The ARC RI must advise prospective students that authenticating evidence offered when applying for a CT will require the ARC RI to access Personally Identifiable Information (PII) via the Unique Student Identifier (USI) Registrar, or via contact with a previous RTO.
 - 3.4.1. This may also necessitate completion of a Student Authority to Request Personal Information form.
- 3.5. The ARC must securely archive all evidence that is gathered to authenticate a CT in accordance with the ARC RI's Privacy and Student Information Handling and Records Management Policies and Procedures.
- 3.6. The ARC RI will only grant credit where the unit has been deemed equivalent by the Training Package.
- 3.7. The ARC RI will accept and provide credit to students for a Unit of Competency (UoC) within a Qualification or Skill Set *unless* licensing or regulatory requirements prevent this.
- 3.8. There are three potential scenarios for assessing a CT.
 - 3.8.1. A learner holds the same unit in the training course they are enrolling in.
 - 3.8.2. A learner who holds an old (superseded) unit is deemed equivalent (by the Training Package) to the new UoC in the training course they are enrolling in.
 - 3.8.3. A learner holds related qualifications for units outside the Vocational Education and Training (VET) system and the Australian Qualifications Framework (AQF); the ARC RI will determine whether they are equivalent. Therefore, the ARC RI may not be able to issue credits in this scenario.
- 3.9. CT information will be maintained and updated on the ARC RI Policies and Procedures page of the ARC website.
- 3.10. Changes to this Policy will be made at the time of review or when there are changes to the Standards for RTOs as directed by the Australian Skills Quality Authority (AQSA).

Prospective Students

- 3.11. Prospective students must provide evidence to support their application for a CT, such as:
 - A Qualification or SoA from a Nationally Recognised Training (NRT) package.
 - Testamur Certificate (a certificate of examination held primarily by a university) and record of results.

- Fully completed Credit Transfer Application Form.

3.12. While students can apply for a CT in the training course at any time, they are encouraged to apply before commencing a training program.

3.13. Students must acknowledge that the ARC RI will be required to acquire PII from the USI Registrar or a previous RTO to authenticate previous AQF studies.

3.13.1. If prompted, students must complete a Student Authority to Request Personal Information Form in order to confirm records with the previous RTO.

3.14. The ARC RI will attempt to advise students of an outcome in writing no less than 15 business days after completing their application.

3.14.1. If CT is granted - the ARC RI will update the student's records accordingly and inform the student of the outcome via email and the fully completed Application Form.

3.14.2. If CT is not granted – the ARC RI will inform the student of the outcome via email and the fully completed Application Form, including a reason for refusal.

3.15. In all cases, a copy of the documentation used to authenticate the application for a CT will be kept in the learner's student file on the Student Management System (SMS) and archived in line with the ARC RI's Privacy and Student Information Handling and Records Management Policies and Procedures.

3.15.1. In line with the above Policies and Procedures, the ARC RI must ensure the security of a student's PII.

3.15.2. The above Policies and Procedures will be maintained and updated on the ARC website.

4. Procedure

Application for CT	Responsibility
<p>4.1. Students must follow the process outlined below to apply for a CT:</p> <p>5.3.1 Complete and submit a CT Application Form, including required supporting evidence.</p> <p>5.3.1.1 The CT Application Form is supplied via the Enrolment Form, but may otherwise be requested at any time from Student Support.</p> <p>5.3.1.2 Completed Forms are to be submitted via the Enrolment Form, or via email to training@retail.org.</p> <p>5.3.2 Respond to any ongoing communication from ARC RI, as further evidence or Authority to Request Personal Information may be required.</p>	Student

Assessment of application for a CT	Responsibility
<p>7.2. ARC RI RTO administrators are to follow the following procedure to assess an application for a student CT:</p> <p>7.3. Check the scenario for granting a CT:</p> <p>6.3.3 The student holds the same unit included in the Training course they are enrolling in.</p> <p>6.3.4 The student holds a superseded unit that is deemed equivalent (by Training Package) to the new UoC in the Training course they are enrolling in.</p> <p>7.4. Authenticate the evidence provided by the student:</p> <ul style="list-style-type: none"> • Check training.gov.au to ensure that requested CT meets packaging rules and UoC currency. • If a USI Transcript has been provided, then CT can be granted immediately. • If a past RTO transcript has been provided, then the ARC RI administrator must contact the RTO to verify the transcript, this may also require Authority to Request Personal Information form the student. <p>7.5. Advise the student of the outcome via email and attached completed CT Application Form.</p> <p>7.6. Save all related documentation to the student's file on the SMS.</p> <p>7.7. Inform the trainer/assessor of the outcome and any needed changes to the course structure.</p>	ARC RI RTO Administrators
Application of a CT in lieu of student request	Responsibility
<p>8.1. At times, the ARC RI may need to apply a CT, even though the student did not request one.</p> <p>8.2. This primarily occurs when a state training authority informs the ARC RI of a student's previous completion of a unit, i.e. following claiming/reporting.</p> <p>8.3. The ARC RI will then email the student requesting evidence of their past qualification.</p> <p>8.4. If received, the ARC RI will contact the past RTO to verify the evidence, potentially also requesting a completed Student Authority to Request Personal Information Form if needed.</p> <p>8.5. Once verified, ARC RI will apply the CT and complete the Credit Transfer Application Form on the student's behalf.</p>	ARC RI RTO Administrators

<p>8.6. The student will be emailed the outcome, with trainers also being informed as per the above processes.</p> <p>8.7. All evidence will be saved to the student file, including any fully completed and signed forms.</p> <p>8.8. If at any stage the student does not respond, then after a period of non-communication, the ARC RI will report the unit(s) without CTs, in line with the requirements of their respective state training authority. The CT process will be terminated.</p>	
---	--