

|                   |                        |
|-------------------|------------------------|
| Policy Name       | Course Transfer Policy |
| Date              | 24 October 2019        |
| Responsible dept. | Student Administration |
| Current Version   | V3                     |

## PURPOSE

---

The purpose of this policy is to provide reasonable opportunities for students to reorient their study program after enrolling with CAL. The policy ensures that course transfers are carried out in a timely manner bearing in mind the best interest of the student.

## SCOPE

---

This policy is applicable to all CAL students, prospective students and other approved stakeholders.

## DEFINITIONS

---

**Statements of attainment:** Issued by an RTO to certify the completion of one or more units from a VET qualification or an accredited short course.

## POLICY STATEMENT

---

CAL recognises the desire for flexibility for students to move between specified courses on fulfillment of transfer criteria.

Each student can apply for a maximum of TWO course transfers subjected to the following:

- A student who maintains a current enrolment may apply for a course transfer with minimum 12 months remaining in their enrolment. The first course transfer will be processed without an additional cost to the student. However, if a second course transfer is requested with 12 months enrolment remaining, the student would incur a \$150 administration fee.
- If a student is outside 12 months of enrolment at the time course transfer request is made, the student must re-enrol for the course for a minimum of 12 months at \$595. The re-enrolment fee is inclusive of the administration cost of one course transfer. However, if a second course transfer request is made the student will incur a \$150 administration fee.

A student may transfer between equivalent levels of award (Diploma course to a Diploma course), higher/lower levels of award (Diploma to a Certificate course or vis versa) or drop down to single course if they are enrolled in a double.

Transferring to a different course may result higher or lower fees depending on the course and the necessary amendments to your payments will have to be made/agreed upon prior to facilitating the course transfer. Course pricing is subject to change and any fees payable/refunded will be decided based on the current pricing structure at the time of the request.

A course transfer will not be facilitated for a student wanting to change their course to change their fee status.

Students who transfer courses will be given credit transfers for the units they have successfully completed in the previous course. In the case where credit transfers cannot be applied, the student will be issued a statement of attainment for the successfully completed units.

CAL enrolment period runs for 24 months from the date of enrolment and a course transfer will not reset the timeframe allocated for a student.

#### **SUPPORTING DOCUMENTS:**

---

- CAL Student Handbook,
- CAL Website,
- Course Transfer Request Form,
- Terms and Conditions for Enrolment,
- Credit Transfer Policy,
- Issuing AQF Qualifications Policy,
- Refunds and Cancellation Policy.

PROCEDURE

| Action  | Responsibility                   |
|---|----------------------------------|
| Student requests a course transfer via the <a href="#">Course Transfer Application</a>  | Student                          |
| Student Administration directs the student to book a coaching call with the industry coach of the requested course, to gauge suitability to the new course  | Student Administration           |
| Student to book a coaching call to discuss the course transfer  | Student                          |
| Coach to have a discussion with the student to determine the students 'suitability' to the new course<br><br>Coach may recommend other courses that are better suited to the student that would be aligned with a student's goals<br><br>If a course transfer is not approved by a coach, there is no avenue for appeal | Coach                            |
| Coach notifies Student Administration the outcome of the course transfer discussion with the student  | Coach                            |
| Student Administration to contact the student within TWO business days with the recommended course and change to payments if necessary<br><br>If a course transfer is not approved by a coach, admin to contact the student to notify of the outcome  | Student Administration / Finance |
| Student to confirm via email to the proposed course transfer and change of payments if any  | Student                          |

|   |                               |
|---|-------------------------------|
| <p>Student Administration to process the course transfer:</p> <ul style="list-style-type: none"> <li>● Change the course in the CAL student management system and issue a statement of attainment if necessary outlining the units completed in the old course and apply necessary credit transfers to the new course,</li> <li>● Revoke access to the old course and create access to the new course,</li> <li>● Update student profile reflect the change in courses,</li> <li>● Issue an amended Learning Plan (for minimum 12 month duration) outlining the changes to the course.</li> </ul> | <p>Student Administration</p> |
| <p>Notify the student when the course transfer is finalised.</p>  | <p>Student Administration</p> |

| Policy Administration   |   |              |                 |
|-------------------------|---|--------------|-----------------|
| Version                 | Date Approved   | Approved by  | Next Review Due |
| 1                       | 10 April 2017   | Sarah Sabell | April 2018      |
| 2                       | 12 June 2018  | Sarah Sabell | June 2019       |
| 3                       | 24 October 2019   | Sarah Sabell | October 2020    |
| Compliance References   |   |              |                 |
| <b>Statutory</b>        | The <i>Standards for Registered Training Organisations (RTOs) 2015</i>      |              |                 |
| <b>Industry</b>         | Vocational Education and Training (VET)                                     |              |                 |
| <b>Document Located</b> | E:\Public Documents\03_CAL Operations\CAL Policies\02_CAL POLICIES STUDENTS |              |                 |