



POLICY AND PROCEDURES

Transfer of Courses

Table of Contents

TRANSFER OF COURSES	3
PURPOSE.....	3
SCOPE	3
SOFTWARE	ERROR! BOOKMARK NOT DEFINED.
RESPONSIBILITIES.....	3
GENERAL PRINCIPLES.....	4
COMPLIANCE	4
TRANSFER OF COURSES PROCEDURE.....	6
TRANSFER OF COURSES PROCESS FLOW-CHART	8
.....	8

Transfer of Courses

Purpose

From time to time, learners may decide that the training program is no longer suitable to their vocational goals. This policy aims to provide a clear and systematic process for our learners to transfer programs.

Scope

This policy applies to:

- All staff, learners, and clients; and
- All of our training and assessment services, and related business functions.

Software

- RTO Teams

Responsibilities

CEO

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Process learner transfer requests.
- Authorises refunds as per our Fees and Refunds policy.

Administrative & Support Staff

- Manages and coordinate requests for course transfers with the CEO and the learner.
- Communicates the process, outcomes and provide relevant documentation to learners.
- Maintains accurate records in the student's file.

Trainers & Assessors

- Provides support to learners experiencing challenges that has led to them deciding to change courses or providers.
- Alerts CEO to any significant learner concerns.

General Principles

Training 2U will be guided by the following to facilitate the learner's transfer request:

- Ensure that all processes related to the course transfer are carried out in a fair, impartial and transparent manner.
- Clearly communicate the process, including all of the requirements and timelines – including that their *Course Transfer Form* is to be lodged at least **10 business days** prior to commencement date of the new training program, information about the transfer process, the new training program, whether any credits can be obtained, and the applicable fees.
- Prioritise the well-being and educational needs of the learners by considering their individual circumstances, and through counselling and supporting the learner to help them make the best decision for themselves.
- Ensure that if a learner is under the age of 18, their parent or legal guardian has provided support for the transfer by signing the *Course Transfer Form*.
- Assess all requests without prejudice, taking into account the circumstances of the learner and if the transfer will be in the best interest of the learner.
- Where a learner has outstanding unpaid fees, they will be requested to fulfil the payment of their outstanding account prior to the transfer, or it may be denied.
- Where the transfer requests are successful, the learner will be issued with a Statement of Attainment for the units they have already completed in the previous training program.

Compliance

This policy aligns with:

- **2025 Standards for RTOs:**
 - **Standard 2.1** – VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.
 - **Standard 2.3** – VET students have reasonable access to training support services, teachers, Trainers & Assessors and other staff to support their progress through the training product.
 - **Standard 4.2** – Roles and responsibilities are clearly defined and understood.
 - **Standard 4.3** – Risks to VET students, staff and the RTO are identified and managed.
 - **Standard 4.4** – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.

Failure to comply with this policy can have serious consequences, including but not limited to:

- **For the RTO** – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, reputation damage, or regulatory enforcement actions.
- **For Staff Members** – staff found to have knowingly or negligently failed to comply with this policy and any associated legislative or regulatory requirements may face disciplinary actions, up to and including termination of employment.
- **For Learners and Clients** – disruptions in training and assessment services, experience financial losses and/or frustration from the poor handling of the requests.

Continuous Improvement

- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.
- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our *Continuous Improvement Schedule* and areas for improvements are documented in our *Continuous Improvement Register*.
- Internal audit review questions for self-assurance purposes should include:
 - Are course transfer requests assessed fairly and without prejudice, taking the learner's personal and academic circumstances into account?
 - Are outstanding fees checked before approving a transfer, and is the learner required to settle them before the transfer proceeds?
 - Is a Statement of Attainment issued for completed units in the original course after a successful transfer?

Related Documents

- Appeals – Acknowledgement of Appeals letter template
- Appeals – Successful letter template
- Appeals – Unsuccessful letter template
- Appeals Form
- CoE Training Plan templates
- Continuous Improvement Register
- Continuous Improvement Schedule
- Course Transfer Form
- Student Handbook

Transfer of Courses Procedure

1. Transfer request received

- i. A learner wanting to transfer courses, is to lodge a *Course Transfer Form* via e-mail to: info@t2u.com.au.
- ii. If the learner is under 18 years of age, the parent or legal guardian are to support the request in writing, by signing the *Course Transfer Form*.
- iii. The Administrative & Support Staff is to review the form for its completeness, speak to the learner to confirm with the learner that the new course meets their vocational goals and provide them with the course information of the new course to ensure they are properly informed.
- iv. The Administrative & Support Staff is to advise the learner of the course transfer process, costs and that it will take up to **10 business days** for us to process it.

2. New course entry requirements

- i. The Administrative & Support Staff is to confirm that the learner meets the entry and training requirements of the new training program such as the completion of Year 12 or the completion of any pre-requisite units.
- ii. Where the learner does not meet the entry requirements, the learner is to be advised within **2 business days**.
- iii. Where the learner meets the entry requirements, the Administrative & Support Staff is to confirm that they do not have any outstanding amounts to be paid on their account. This is to be completed within **2 business days** from the receipt of a completed *Course Transfer Form*.

3. Issue invoice

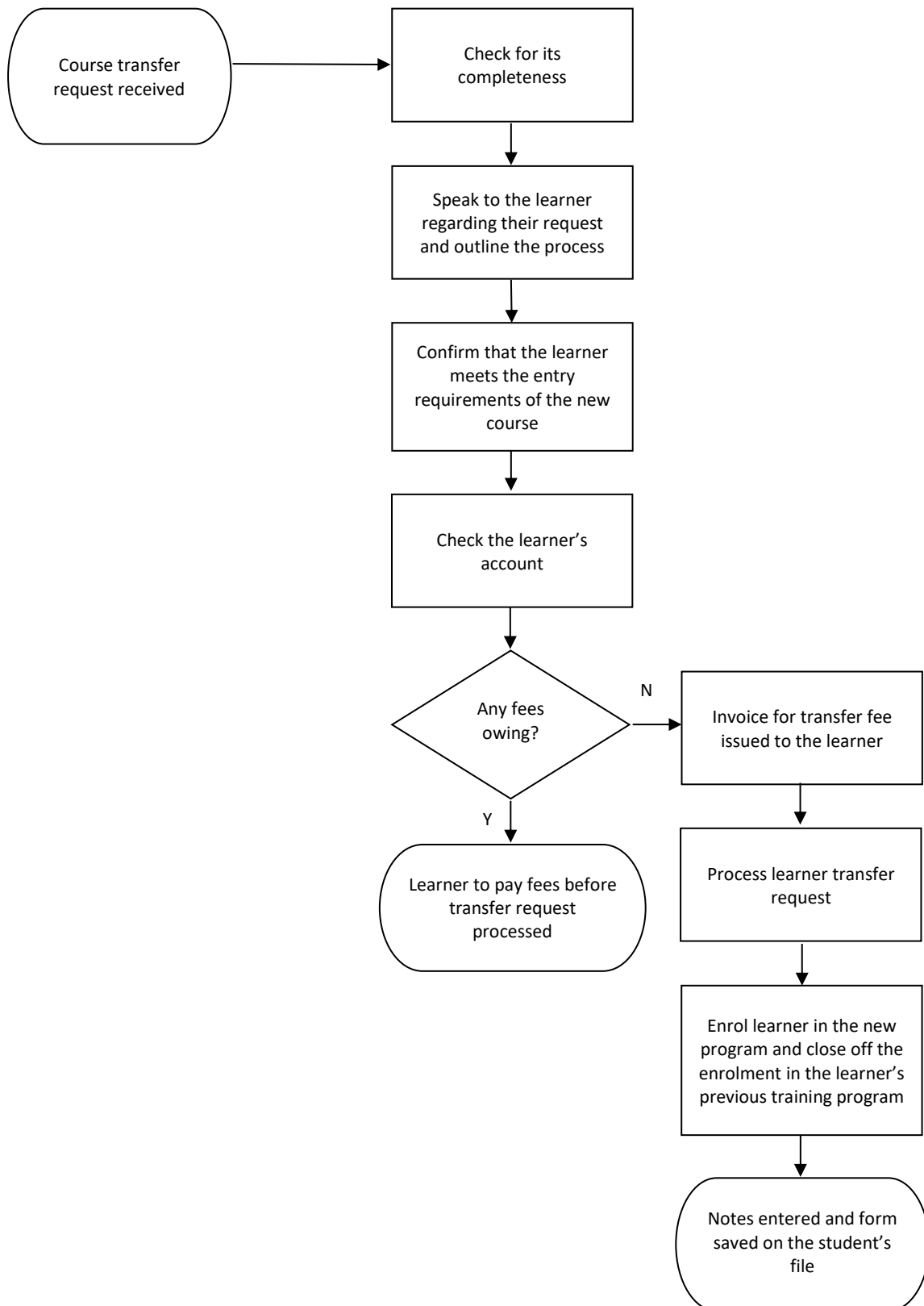
- i. If there is an outstanding amount payable, the learner is to be advised to fulfil their payment before we are able to process their transfer request.
- ii. Where there are no outstanding amounts payable, the Administrative & Support Staff is to advise the Accounts team is to raise an invoice to the learner for the course transfer fee and any fees payable for the new course.

4. Complete transfer

- i. The Administrative & Support Staff is to enrol the learner into the new training program and update the student's file with the new course and enrolment information.
- ii. Detailed notes should also be recorded and the *Course Transfer Form* saved to the student's file.

- iii. Where the *Course Transfer Form* is received in hardcopy, the form is to be scanned and subsequently destroyed securely.
- iv. The learner is then to be sent a letter confirming that their transfer request has been approved and their new *CoE Training Plan*.
- v. The Administrative & Support Staff is also to enter an 'End date' to the learner's previous course and issue the learner a Statement of Attainment for any completed units of competency, so long as their USI has been verified and there are no outstanding fees.

Transfer of Courses Process Flow-Chart



Version Control

Title	Policy and Procedures – Transfer of Courses
Date of Approval	1 July 2025
Next Review Date	1 July 2026
Responsible Authority	CEO – Tooba Khan
Version Number	2.0
File Location	organisation’s server

Details of Changes

Version No.	Date	Amendments
Version 1.0	01/02/2022	-
Version 1.1	15/01/2024	Fixed minor grammatic errors
Version 2.0	01/07/2025	Updated in line 2025 Standards for RTOs

Add more rows as required.