



Recruitment, Selection and Enrolment Policy – International Clients

Bedford College will continue to build its reputation as a quality Australian College and CRICOS provider in international education and comply with the National Code of Practice for Registration Authorities and Providers of Education and Training to International Clients.

Bedford College will ensure that prospective clients are provided with accurate information throughout their contact with the College.

Our marketing practices will be undertaken in a professional manner so that intending clients and their parents can make informed decisions about their preferred provider and course.

1. Responsibility

The Principal

2. Implementation

Registrar, Marketing staff, Agents, Client Services Officer

3. Process

3.1 Recruitment

Bedford College staff (as above) and agents will be trained and provided with information packs. Our materials are checked to ensure that they give accurate information and advice in relation to:

- the employment outcomes and migration outcomes associated with a course
- acceptance into another course i.e. a University Degree program
- the conditions under which a client can transfer from another provider to our College
- the academic progress and attendance requirements
- the terms and conditions under which an Overseas Client Enrolment is accepted

3.2 Marketing Materials

Our marketing materials in both electronic form and print will provide current and accurate information and will be checked regularly against the National Code and AQTF requirements.

3.3 Selection and assessment of applications for overseas clients

- The College will ensure that the client's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought and that the enrolment application is assessed by a qualified person.
- We identify the entry requirements including education and English in the marketing materials

- We gather this information on the Application for Enrolment Form for International clients
- The Registrar will review applications against a checklist and will verify the qualifications, experience and English language for overseas clients including IELTS or TOEFL (or equivalent) test scores
- The application will be recorded and authorised by the Registrar
- The interview process and communication by email and telephone with the client, parent and agent will clarify this further if required.

3.4 Selection and assessment of applications for overseas clients who are in country and apply for a transfer from another College.

Please see the Bedford College International Client Transfer Policy and Procedure document

- Overseas clients on a current visa can apply for a transfer to Bedford from another College. They will complete an Application for Enrolment Form and a request for transfer form.
- The assessment process will be similar to point 3 (above) with qualified staff checking on the client's qualifications, experience and English language proficiency. The current course and completion of unit will also be assessed.
- Where such clients do not have a recent IELTS test score to show, depending on country of origin, the College will interview the client and conduct an English placement test using college placement tests.
- Transfer into Bedford College from another college cannot be accepted before 6 months. We will advise overseas clients of the impact of this transfer on their course duration, course fees and visa.
- The College will require a letter of release from the current College and if the client visa includes packaging with other courses we will need to assess this and correspond with the other Colleges or University to check these arrangements and make sure that the visa conditions are met.
- We will offer transferring clients Recognition assessment prior to transfer and release from the other College and advise overseas clients of the impact of this transfer on their course duration, course fees and visa.

3.5 Offer of a Place, Agreement and Enrolment in a Course

The offer of a place in a course and written agreement with the client and Bedford College (signed or otherwise accepted by that client), confirms the entry requirements including English proficiency and other policies and commits the client to read and declare an understanding of the terms and obligations.

The agreement may be signed concurrently with or prior to payment of course fees. This payment will depend on whether the client is a local client or an overseas client and the country and assessment levels.

The agreement will:

- a. identify the course or courses in which the client is to be enrolled and any conditions on his/her enrolment
- b. provide an itemised list of course monies payable by the client
- c. provide information in relation to refunds of course monies (or a link to the Refund Policy)

- amounts that may or may not be repaid to the client (including any course money collected by education agents on behalf of the registered provider)
 - explain the processes for claiming a refund
 - a plain English explanation of what happens in the event of a course not being delivered, and
 - what happens in the event of provider (College) default
- d. include a statement that ‘This agreement, and the availability of complaints and appeals processes, does not remove the right of the client to take action under Australia’s consumer protection laws’.
- e. advise the client of his or her obligation to notify the College of a change of address and other contact details while enrolled in the course.
- f. set out the circumstances in which personal information about the client may be shared between the College and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes and the circumstance of any suspected breach by the client of a client visa condition.