

Transfer of Provider Policy - International Clients

1. Purpose

To provide a documented process for assessing requests for the Transfer of Provider within the first six months of commencement of the principal program, in accordance with the National Code.

Clients may transfer at any time following the initial six month period of the principal program, providing they can provide a valid Letter of Offer from another CRICOS registered provider.

2. Scope

This policy outlines the circumstances in which Bedford College will assess Transfer of Provider requests in accordance with the National Code. Bedford College will assess each request on an individual client basis, taking into account all supporting documentation of the request.

3. Procedure

3.1 Client Transferring From Bedford College

- a) Clients wishing to transfer to another provider must first complete a '**Transfer of Provider Request Form**', along with any supporting documentation.
- b) All requests will be assessed individually, taking into account the circumstances of the client and if the transfer will be in the best interest of the client.
- c) All requests will be processed within 10 working days from the date of submission, with a Letter of Release or Letter of Refusal being provided.
- d) Notwithstanding the outcome, the client has 20 days to access Bedford College's Complaint and Appeals process.
- e) All requests will be assessed individually, taking into account the circumstances of the client and if the transfer will be in the best interest of the client.

3.2 Circumstances in which a Transfer of Provider Request will be Granted

Bedford College will consider a Transfer of Provider request and grant a Letter of Release under the following circumstances:

- a) Compassionate or compelling circumstances
- b) The provider and the course better meets the client's academic capabilities and requirements,
- c) Bedford College has ceased to be registered or the course in which the client is enrolled has ceased to be registered,
- d) Bedford College has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the client from continuing his or her principal course, or
- e) Any government sponsor of the client considers the change to be in the client's best interest and has provided written support for that change

In addition to the above, the National Code states, that Bedford College must grant a Letter of Release only where the client has:

- a) provided a letter from another registered provider confirming that a valid enrolment offer has been made, and
- b) where the client is under 18;

- i. The registered provider has written confirmation that the client's parent or legal guardian supports the transfer, and
- ii. Where the client is not being cared for in Australia by a parent or suitable nominated relative, the valid enrolment offer also confirms that the registered provider will accept that responsibility for approving the client's accommodation, support and general welfare arrangements as per Standard 5 (Younger clients).

If a Letter of Release is granted, then this will be issued at NO cost to the client.

Clients should also be informed that they are to contact DIAC to seek advice on whether a New Client VISA is required.

3.3 Circumstances in which a Transfer of Provider Request will NOT be Granted

Bedford College will not grant a Letter of Release under the following circumstances:

- a) The request is within six months of commencement of the principal program with Bedford College
- b) Bedford College does not agree that the transfer is in the clients best interest or academic capabilities,
- c) The client does not have a valid Letter of Offer from the receiving provider,
- d) The client has Financial difficulties or Outstanding Payments for Bedford College services,
- e) The client is under 18 and there is no written authority from the Parent or Legal Guardian, and
- f) Where Bedford College believes the client is avoiding being reported to DIAC for not meeting the obligations of the client contract or course requirements.

3.4 Client Transferring to Bedford College

Bedford College, as the receiving registered provider must not knowingly enrol the client wishing to transfer from another registered provider's course prior to the client completing six months of his or her principal course of study except where:

- a) The original registered provider has ceased to be registered or the course in which the client is enrolled has ceased to be registered
- b) The original registered provider has provided a written letter of release
- c) The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the client from continuing his or her principal course, or
- d) Any government sponsor of the client considers the change to be in the client's best interest and has provided written support for that change.