



TRANSFER POLICY

September 2018

1. INTRODUCTION

This policy applies to learners who need to transfer to another Centre for examination purposes but also includes if a learner is not happy with their current provider and effectively wishes to transfer to another IFA approved Centre to complete their studies. This policy sets out the procedure of how to transfer and the ways in which the IFA can assist the learner. This policy also covers when it would be applicable for the Centre to agree a course of action with the IFA. Please note these recommendations are not exhaustive and will be judged on a case by case basis. In all instances learners and Centres are expected to have exhausted the Centre's internal procedure before bringing the matter to the IFA.

2. TRANSFER

Learners may transfer between IFA Centres during their training and/or examinations provided the necessity can be demonstrated.

Learners may transfer between IFA Centres for examination purposes if:

- The learner has relocated during the examination period to a different country or remote region from their current provider and are within closer proximity to another IFA approved Centre.
- The learner needs to re-sit their examination within the one (1) year timescale, however their Centre is not scheduling examinations until the end of the following two year period (two years being the maximum amount of time to deliver the diploma qualification courses).
- The Centre does not have the minimum amount of learners to enter into examinations.

Learners may also transfer to another provider during training if they are dissatisfied at their current Centre and provide justifiable reasons. The IFA take complaints very seriously and will investigate any allegations of maladministration or malpractice.

3. CENTRES' RESPONSIBILITIES

- a) It is Centres' responsibility to ensure all their staff, additional sites and learners are informed of the contents of this document.
- b) In all instances the IFA expects Centres and learners to manage this process internally. The IFA anticipates that Centres will work supportively with one another and accommodate each other's learners to ease examination administration where possible.
- c) Centres will advise learners that training and examinations take place at the Centre premises and the IFA cannot guarantee the transfer of learners to another Centre or like-for-like examination dates as this is entirely dependent on other Centres' availability and circumstances.

- d) Centres also have a responsibility to inform the IFA of any allegations of maladministration or malpractice.
- e) Centres must inform the IFA if a learner transfers to enable the IFA to keep accurate records.

4. THE IFA'S RESPONSIBILITIES TO LEARNERS

The IFA **does not** get involved in any financial arrangements, agreements or contracts between the Centre and learner. The IFA's role is to regulate a Centre's performance and investigate where any suspected or proven malpractice or maladministration has taken place and apply action reports and/or sanctions to improve the Centre's performance. The IFA excludes all liability from any costs, claims or damages arising directly or indirectly levelled or otherwise from contracts the learner has with a Centre or reliance on information from third parties.

5. TRANSFER PROCESS

Where the Centre and learner have exhausted all other avenues of relocation and/or resolution or there is an irretrievable breakdown in communication, the IFA will take every reasonable step to assist the learner to be transferred, using one or more of the following methods:

- i. Provide details of other IFA approved Centres who offer the same qualification.
- ii. Contact the nearest Centre(s) to the learner and enquire when they intend to hold examinations, and if viable, inform the learner.
- iii. If it is not possible for the learner to take the examination at another Centre, allow the learner to take the examination at a venue hired by the IFA, however the learner will be liable to pay the examiners fee of £200.00 (if-one-to-one) plus travel and accommodation if necessary, the examination fee and venue hire cost.

6. NOTIFICATION OF TRANSFER

- a) Once agreement to transfer has been reached between the learner and Centre, the Centre will notify the IFA and provide details of the alternative IFA Centre they are transferring to.
- b) Please note: The IFA is **not** responsible for, and will **not** get involved in, any outstanding fees or financial related arrangements between the learner and Centre or act as a mediator in such arrangements.
- c) The IFA will update its records for the learner. The learner's IFA student's membership number will remain the same.
- d) The IFA will keep a record of the reasons for transfer. If the transfer request is because the learner is dissatisfied with the service provided at the Centre for example they will be referred to the maladministration and malpractice policy or

any other relevant policy and an investigation will be instigated.

- e) The alternative Centre who receives the transferred learner is responsible for preparing the learner for entry into the IFA examinations.

7. WITHDRAWAL FROM QUALIFICATION

If a learner is unable to transfer to an alternative Centre due to location constraints, or any other such reason and no longer wishes to continue on the course, the Centre will ensure that the learner receives confirmation regarding the classes they have attended.

Please note however, that the IFA will not issue a qualification certificate for those who have not completed the course in its entirety and not been externally verified by an IFA External Examiner (Quality Assurance Assessor).