

Third Party Arrangements Policy

What This Policy Covers

This policy establishes requirements for written agreements with third parties who provide training, assessment, or educational services on our behalf. It ensures quality, compliance with Standards for RTOs 2025, and proper monitoring of all third party arrangements.

Key Sections of the Policy

Third Party Agreements: Written agreements required with any third party providing training, assessment, or educational support services. Agreements detail expectations, obligations, and Standards compliance.

Due Diligence: Comprehensive checks conducted before engaging third parties including financial viability, business reputation, complaints history, quality of services, facilities and equipment, trainer qualifications, and police checks where applicable.

ASQA Notification: We notify ASQA within 30 calendar days of agreement commencement or termination. Third parties must cooperate fully with ASQA audits and information requests.

Monitoring and Review: Bi-annual reviews conducted to ensure continued compliance and effectiveness. Reviews include student feedback, compliance audits, performance metrics, and complaints analysis.

Institute Responsibilities: We remain responsible for all services delivered under our registration, issue all qualifications, verify trainer and assessor competencies, and maintain comprehensive records.

Third Party Obligations: Third parties must comply with Standards for RTOs 2025, follow Institute policies and procedures, provide access to facilities for monitoring, report incidents and complaints, and participate in review processes.

Third Party Arrangement Process

- **Step 1: Application and Initial Contact** - Third party completes Third Party Partner Application Form. Head of Compliance reviews application and initiates due diligence process.

- **Step 2: Due Diligence Checks** - Complete Third Party Partner Establishment Checklist. Verify financial viability, business registration, insurance, facilities, trainer qualifications, and conduct background checks.
- **Step 3: Site Visit and Assessment** - Conduct site visit to assess facilities, equipment, and workplace health and safety. Review training and assessment materials and quality assurance systems.
- **Step 4: Agreement Development** - Draft written agreement using Third Party Agreement Checklist. Include all required clauses covering responsibilities, Standards compliance, ASQA cooperation, and termination conditions.
- **Step 5: Executive Approval** - Head of Compliance presents due diligence findings to Executive Leadership Team. Agreement approved and signed by authorized signatories.
- **Step 6: ASQA Notification** - Submit notification to ASQA within 30 days of agreement commencement. Register agreement in Third Party Agreement Register.
- **Step 7: Induction** - Conduct induction session covering Institute policies, procedures, quality assurance requirements, reporting protocols, and complaints processes.
- **Step 8: Ongoing Monitoring** - Regular monitoring visits, review of student outcomes and feedback, compliance audits, and performance assessments. Use Third Party Management Checklist.
- **Step 9: Bi-Annual Review** - Conduct formal review using Third Party Review Checklist. Assess continued compliance, effectiveness, and mutual benefit. Document outcomes and improvements.
- **Step 10: Continuous Improvement** - Collect feedback from students and third party. Use feedback to improve arrangements. Address issues promptly through corrective actions.

Important Points to Remember

- Written agreement required before third party delivers any services
- We remain responsible for all services quality and compliance
- Comprehensive due diligence conducted before engagement
- ASQA notified within 30 days of agreement commencement or termination
- Bi-annual reviews ensure ongoing compliance and effectiveness
- Institute issues all qualifications and certificates
- Third parties must cooperate fully with ASQA audits
- Student complaints involving third parties handled through our processes

- Regular monitoring and site visits conducted
- Agreements can be terminated for non-compliance

Additional Information

This policy does not apply to education agents (covered by MITP12) or work placement providers (covered by MITP78). Third parties include organizations or individuals providing training, assessment, or educational support services but not employees, contracted experts, or government referral agencies. All agreements align with Outcome Standards 4.2(c) and Compliance Requirements Clause 17 of Standards for RTOs 2025. The Head of Compliance oversees all third party arrangements with support from Course Area Heads for course-specific services.

Need Help?

For questions about this policy:

Head of Compliance, 1300 244 002, compliance@menzies.vic.edu.au

Related Policies and Documents

- MITP001 - Quality Governance and Accountability Framework
- MITP07 - Complaints and Appeals
- MITP12 - Engaging, Monitoring and Managing Education Agents
- MITP16 - Staff Management
- MITP32 - Training and Assessment Strategy Development
- MITP64 - RTO Regulation and Legislation
- MITP78 - Work Placement Agreement
- Third Party Partner Application Form (MFA89)
- Third Party Partner Establishment Checklist (MFA90)
- Third Party Agreement Checklist (MFA91)
- Third Party Agreement Register (MFR34)
- Third Party Review Checklist (MFA94)
- Third Party Management Checklist (MFA95)

Version 6 | Last Updated: [Date] | Next Review: [Date]