

Partnering Policy

1 Purpose

ACAS is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, ACAS must have written agreements in place with third parties (other organisations or persons) that provide training and /or assessment on its behalf.

ACAS must allocate sufficient strategies and resources to systematically monitor any services delivered on its behalf to ensure they comply with the SRTOs 2015 at all times.

The purpose of this policy is to ensure that services provided by a third party are subject to a written agreement and that the third party complies with the SRTOs 2015 at all times.

2 Policy Statement

ACAS acknowledges that it must manage partnering arrangements with third party providers who conduct training and assessment services of its behalf, and that those services comply with the SRTOs at all times.

ACAS is committed to ensuring that appropriate partnering arrangements are entered into and that these are monitored to ensure their effectiveness and compliance.

ACAS will:

- Develop and maintain written agreements with all third parties providers delivering training and assessments services on its behalf;
- Monitor the implementation of training and assessment products and services by third parties through compliance audits;
- Specify roles and responsibilities for each party to the agreement in compliance with the Standards for Registered Training Organisations;
- Ensure all parties sign and are provided with a copy of the written agreement; and
- Maintain a register of all agreements held with third party providers.

3 Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Third party (member college) means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

4 Policy Principles

The following principles underpin this policy.

- a) ACAS manages training and assessment provided by third parties on its behalf by documenting and recording agreements covering the responsibility of both parties, the implementation and monitoring of the agreements and making improvements where required.
- b) As ACAS is accountable for the quality of training and assessment provided by third party providers, written agreements must clearly articulate fully the roles and responsibilities of all parties.
- c) Arrangements will be identified, evaluated and agreed through consultation with prospective third party partners ensuring a mutually beneficial partnering arrangement.
- d) All third party providers who enrol their own clients are required to agree, sign and comply with a written agreement for services undertaken on behalf of ACAS.
- e) The written agreement will specify arrangements for:
 - a. Ensuring that training and assessment products and services are appropriate and continuously improved;
 - b. Developing, monitoring and reviewing training and assessment strategies;
 - c. Ensuring that staff, facilities and equipment are in place, as described in training and assessment strategies;
 - d. Providing information to clients on training, assessment and client support services provided, as well as their rights and responsibilities as learners;
 - e. Providing educational and support services to clients;
 - f. Managing records and providing data;
 - g. Issuing qualifications and statements of attainment;
 - h. Managing complaints and appeals;
 - i. Marketing and advertising of products and services, in compliance with SRTOs, including the approval process;
 - j. Provision of client information.
- f) ACAS will monitor and review third party training and assessments services and arrangements to ensure they comply with all Standards for RTOs at all times.
Monitoring activities may include (but are not limited to):
 - a. Regular reporting including client feedback;
 - b. Site visits to the third party provider sites;
 - c. Assessment validation;
 - d. Auditing.
- g) Third party providers must abide ACAS Fee Protection Policy and practices as defined in Schedule 6 of the Standards for RTOs. (See Financial Management Policy)
- h) All third party providers must comply with all requirements of SRTOs 2015 and all ACAS policies and practices at all times, with particular regard to the following:
 - a. Appeals
 - b. Complaints
 - c. Client information
 - d. Marketing
 - e. Validation
 - f. Evaluation and feedback
 - g. Auditing
 - h. Cooperation with the VET Regulator
 - i. Fees
 - j. Data provisions
 - k. Records keeping

5 ACAS Responsibilities

The Principal of ACAS through the compliance officers are responsible for ensuring compliance with this policy.

6 Access & Equity

The ACAS Access & Equity Policy applies. (See Access & Equity Policy)

7 Records Management

All documentation related to third party arrangements are recorded and maintained at the main ACAS office and where possible is stored on the student data base management system.

8 Monitoring and Improvement

All partnering practices are monitored by the Principal of ACAS and areas for improvement identified and acted upon. (See Continuous Improvement Policy)