

LATROBE COLLEGE OF ART AND DESIGN

Third-Party Arrangements Policy

ESOS National Code 2018 , Standard 11 / Standards for RTOs 2025 Clause 1.7 and 6.1-6.6

PURPOSE

The purpose of this policy is to outline the processes regarding selection, approval, and monitoring of Latrobe College of Art and Design's (LCAD) Third-Party Arrangements.

SCOPE

All LCAD Third-Party Arrangements

POLICY

This policy outlines the selection and management of LCAD's third-party partners, as well as the importance of a written agreement being signed by both parties prior to any services being provided, including those related to advertising, offering, or delivering LCAD courses. A Third Party may be the first point of contact between LCAD and prospective students, and therefore, LCAD puts a great emphasis on the ethical, legal and honest conduct of its Third-Party providers.

MONITORING

Third-party arrangements are monitored by LCAD and regularly reviewed to ensure continued compliance with its government compliance obligations. LCAD will only enter into service arrangements with Third Parties when their service activities have been agreed to in writing and an agreement contract is ratified by LCAD's College Governance Board (CGB) and signed by the CEO or coordinator.

LCAD expects educational agents operating as third parties to provide honest, accurate and up-to-date information about the courses offered to all prospective students.

The agreement contract shall specify:

- The obligations and expectations of LCAD and the Third-Party
- Processes and timeframes for review of the activities of the Third Party
- Termination conditions where there is an apparent failure to abide by the agreement contract conditions, including meeting compliance requirements under ESOS or the Standards for RTOS 2025.
- Requirements for the Third Party to cooperate with ASQA and to provide accurate responses to requests about its provision of services.

LCAD will decide on the renewal of the Third-Party arrangement agreement contract based on the performance as deduced from the review of the activities of the Third Party.

PROCEDURES

Third Party Arrangement Procedure

Upon the establishment of an agreement contract, LCAD ensures that Third Parties are provided with current and up-to-date information related to LCAD's training and assessment services offered to students.

1. The organisation will request LCAD to be a partner college, including the courses proposed for delivery.
2. LCAD will send an acknowledgement receipt to the organisation within 3 working days, informing the organisation that a response will be given in due course.
3. LCAD's CGB will review the application for initial provisional approval.
4. Once provisional approval by the board has been given, LCAD will notify staff and students of LCAD to advise them of any changes that may affect them because of the Third Party arrangement

5. LCAD Students or teachers with any concerns or objections have five working days to notify LCAD of any problems. After which, a delegated staff member will speak to the individual or group about the college's desired plans.

6. If a person or persons are not satisfied with this step they are then directed to LCAD's Complaints policies and procedures.

Communication with Third Parties

Persons responsible for liaison between LCAD and the Third Party shall ensure that there is regular communication.

Review

The coordinator or delegated person shall ensure there is a formal annual review of any Third-Party activities. Informal contact is encouraged at other times to ensure that everything is running as expected. Based on this review a decision will be made as to whether to continue or extend the Third Party's agreement contract with LCAD, take corrective action before continuing the agreement contract, or terminate the agreement.

Contract Agreements

LCAD will have a written contract agreement with every Third-Party with which it has an arrangement.

Each contract agreement shall specify:

1. The rights and responsibilities of both organisations, including:
 - Compliance with Standards for RTOs 2025
 - Managing payments and refunds
 - Record keeping and data provision
 - Dealing with complaints and appeals
2. The requirement for third parties to comply with any requests from ASQA, including:
 - Providing factual and accurate data within requested timelines
 - Participating in audit and monitoring activities
3. The process for performance/behaviour monitoring of the third party, including noting corrective action that may be taken against a third party, in the event the third party is not complying with the Standards.

USING A THIRD PARTY TO RECRUIT STUDENTS

LCAD utilises a third-party recruitment service and has a written agreement in place with that service provider. The college also publishes on its website any such agreements. The college must also have a documented plan and developed resources that will enable it to monitor recruitment services systematically.

1. LCAD use agents to find international student applicants for its courses.

The college has a written contract with all agents that perform this service, which is detailed in its C9 Agent Agreement Policy and Procedure.

2. It does not use third-party arrangements to recruit domestic students. When a Third-Party arrangement is entered into to recruit domestic students, information about fees and government funding must be made clear to that student. If a third party is recruiting a learner into a qualification paid for by VET Student Loans, LCAD is responsible for ensuring the information provided to a learner explains that they will incur a debt. The prospective learner must understand how they will need to repay the debt, and they must also be aware of the other implications of entering into a VET Student Loan arrangement.

3 In all cases of student recruitment, LCAD has a policy for screening each student, unless they are undertaking a single subject, through a folio interview process with the coordinator or a delegated teacher.

While brokers can play an important role in referring students to LCAD, a proper assessment of each learner's needs and capabilities must be undertaken. LCAD is ultimately responsible for meeting the requirements of the Standards, including ensuring that this part of the enrolment process is appropriately carried out by its Third-Party.

MARKETING

If a Third-Party Arrangement includes marketing courses on behalf of LCAD, then they must be marketed in the name of LCAD only, so that potential students know exactly who is providing the course.

NOTIFYING ASQA OF THIRD-PARTY DELIVERY ARRANGEMENTS

ASQA must be notified within 30 days of entering a written agreement with another organisation for the delivery of services—including training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners—on your RTO's behalf.

LCAD will notify ASQA if it delivers these services to another RTO or if another RTO is delivering them to LCAD.

RTOs should now use ASQAnet to notify ASQA of the commencement and cessation of Third-Party service arrangements.

To notify ASQA of a third-party arrangement:

1. Log in to ASQAnet
2. Go to the 'Notifications' tab and select 'Third-party service arrangements'
3. You can now create and submit the Notification online. The layout and steps (create, edit, save) are all very similar to the current processes for Applications
4. There is no cost associated with submitting the notification form. ASQA will process the form and send you an email confirming the update to your organisation's registration details.

NOTIFYING STUDENTS OF THIRD-PARTY DELIVERY ARRANGEMENTS

Enrolled students at LCAD will be notified as soon as practicable of any changes to their course delivery through a Third-Party arrangement that LCAD may have entered into.

If a student is unhappy or unsatisfied with the changes to their learning arrangements resulting from the above changes, they will be able to access LCAD's complaints and appeal policy and procedures.