

MONITORING THIRD PARTY ARRANGEMENTS POLICY

INTRODUCTION:

In accordance with Clauses 2.3 and 2.4, JMD Business Institute trading as State Institute of Training (SIT) will ensure that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement. SIT must ensure that it has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.

POLICY

SIT is responsible for all services delivered under its registration, regardless of where these are conducted, including in other countries. This responsibility applies to all its obligations as an RTO, including:

- providing data
- cooperating with ASQA
- complying with advertising and marketing standards
- informing prospective learners
- dealing with complaints and appeals
- collecting fees, and
- recordkeeping.

SIT must have a written agreement with any third party that delivers services under its registration, such as:

- training and/or assessment of training products within your scope of registration
 - educational and support services, or
 - recruitment of prospective learners.
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- Activities related to the recruitment of prospective learners may only be undertaken by a third party where these activities are subject to a written agreement.
 - If a party is directly engaging in two-way communication with individual prospective learners about undertaking training and/or assessment at SIT, they are undertaking activities related to the recruitment of prospective learners
 - To help each party understand their obligations, the written agreement must explain what is expected from each party in detail.
 - The written agreement must require that any third party delivering services cooperate with ASQA in the provision of information and in the conduct of audits and other monitoring activities.
 - SIT must retain evidence of current written agreements for all third-party arrangements.
 - SIT must also retain evidence that they have developed and implemented strategies to systematically monitor services provided under third-party agreements, to ensure that these services comply with the Standards. The evidence required to demonstrate compliance will depend on the extent of these arrangements.

- Evidence could include schedules of reviews conducted and reports on these reviews. Where a review has identified non-compliance, SIT would need to retain evidence that this has been corrected and SIT is now compliant.