

PROCEDURE C2.3-P2.3

THIRD-PARTY

1.0 INTRODUCTION

1.1 Related Policy

Third-Party Policy

1.2 Purpose

The purpose of this procedure is to outline the processes involved in development, implementation, management, and quality assurance of Third-Party Partners (TPP).

1.3 Scope

This procedure applies to ACHW staff and staff of TPP providing educational services under a third-party agreement with ACHW. It applies to all third-party agreements and to any courseware licensing agreement where ACHW courseware is provided under license to a third-party.

1.4 Scope Exceptions

None.

2.0 RESPONSIBILITIES

1. All those involved in the sourcing, approving, managing, delivery and oversight of a TPP are responsible for complying with this procedure, noting that specific responsibilities are detailed in the following procedure.
2. Both ACHW and the TPP teams are responsible for complying with their obligations under the Third-Party Policy and Procedure, the Third-Party Agreement and the Framework for the Management of Third-Party Course Delivery Arrangements (the Framework).

3.0 HEAD OF SCHOOL PROCEDURE

3.1 Development of a Third-Party Partnership

1. A recommendation to pursue a third-party relationship with another company must be made to the Chief Education Officer Higher Education who will discuss this with the CEO and the ACHW Corporate Board. If the Board is interested, the Chief Education Officer Higher Education will contact the company.
2. A company may approach ACHW proposing itself a third-party, and such an approach must be directed to the Chief Education Officer Higher Education, and the process outlined above will be followed.

3. A due diligence and risk assessment is conducted by the Chief Education Officer Higher Education, Chief Financial Officer and Chief Quality Officer on the proposed TPP, as outlined in the Framework, including a visit to its premises to assess quality and safety of learning arrangements and resources.
4. A due diligence/risk assessment report is provided to the ACHW Corporate Board.
5. If the due diligence is approved, the ACHW Corporate Board requests the Chief Education Officer Higher Education to:
 - a. through ACHW's legal counsel and the Chief Education Officer Higher Education commission the development of a Third-Party Agreement (TPA). The legal counsel will provide a template for the TPA; and
 - b. establish a Partnership Committee for this TPP, which will be the operational committee once the TPA is signed.

3.2 The Third-Party Agreement

1. Using the template provided by the legal counsel, the Chief Education Officer Higher Education legal counsel, and other ACHW staff as required, develop a draft TPA and individual Schedules for each course to be provided by the proposed TPP. The Chief Education Officer Higher Education will negotiate with the authorised officer of the proposed TPP during this process.
2. The TPA and/or Schedules will include, but are not limited to:
 - a. Governance
 - b. Quality Assurance and Review arrangements
 - c. Courseware licensing, if applicable
 - d. The TPP's responsibilities, which will include:
 - i. to comply with ACHW's policies and procedures, with each aspect of the student and course lifecycle noted and referring to the relevant policy and procedure with URL links.
 - ii. to uphold the requirements of the Higher Education Standards 2021; and
 - iii. to comply with the TPA.
 - e. ACHW's responsibilities, including training and development of TPP staff as required.
 - f. Invoicing arrangements.
 - g. Staffing arrangements, including any specialist staff
 - h. Insurance cover and indemnity clauses
 - i. Health and Safety

- j. Marketing and student recruitment
- k. Confidentiality
- l. Copyright
- m. Review of the TPA
- n. Disputes
- o. Exit clauses - see clause 3.1.6. in the Third-Party Policy
- p. Schedules, which include one for each course and one for the Framework for the Management of Third-Party Course Delivery Arrangements.
- q. Course details in Schedules will comply with the course and units as approved by ACHW Academic Board, and will include all the areas listed in the Framework as well as:
 - i. Language of delivery - English
 - ii. Delivery sites
 - iii. Minimum and maximum students where applicable.
 - iv. Specialist equipment required.
 - v. Work integrated learning, if applicable.
 - vi. Teaching periods (normally aligned with ACHW's teaching calendar)
 - vii. Student support available
 - viii. Student and other records
 - ix. Student fees and refunds
 - x. Graduations
 - xi. Testamurs
 - xii. Any other aspect thought to be necessary.

3.3 Approval of the Third-Party Agreement

1. The Chief Education Officer Higher Education provides the draft TPA to the Chief Executive Office for approval on behalf of the ACHW Corporate Board.
2. The Chief Executive Officer, or delegate, approves the TPA and notifies the ACHW Corporate Board that this has been achieved. If rejected, it will be returned to the Chief Education Officer Higher Education for further work.
3. The Chief Executive Officer and/or the Chief Education Officer Higher Education are authorised to sign the agreement) on behalf of ACHW.

4. The Chief Education Officer Higher Education provides a copy of the approved and signed TPA to the TPP authorised officer, requesting for it to be signed and returned to ACHW.
5. The CEO / Chief Education Officer Higher Education will provide the CFO with a copy of the signed TPA.
6. The TPA is recorded in the ACHW's internal shared drive.

3.4 Management of the TPP

1. The Partnership Committee is responsible for monitoring and managing- the TPP relationship and to provide reports to the ACHW Corporate Board as required by terms of reference.
2. The Head of School ACHW provides day-to-day monitoring and management of course provision by the third-party.
3. The Registrar manages the admissions and issues awards for the students of the third-party.
4. Both the Partnership Committee and the Head of School ACHW use the ACHW Framework for the Management of Third-Party Course Delivery Arrangements to guide the management of the TPP's delivery of the Course.

3.5 Monitoring of the TPP

1. The Senior Manager Compliance Higher Education prepares the Third-Party Monitoring and Quality Assurance Schedule in line with the Framework for the Management of Third Party Course Delivery Arrangements.
2. The Senior Manager Compliance Higher Education ensures the Schedule is aligned with the responsibilities and services specified by the Terms of the Third-Party Agreement and lists all key quality assurance activities required, including frequency, to ensure ongoing compliance with the Higher Education Standards Framework (Threshold Standards) 2021.
3. The Senior Manager Compliance Higher Education provides reports to the Partnership Committee on the status and outcomes of key assurance activities and raises emerging risks.
4. The Partnership Committee provides updates to the Corporate Board via the Academic Board on risks relating to TPPs.

3.6 Review of the Third-Party Agreement

1. The TPA undergoes a full review as required by the TPA, or earlier if required.

4.0 DEFINITIONS

- **Courseware** - educational material, including software, developed for the provision of education to students.

- **Courseware licensing agreement** - the agreement whereby courseware is provided to a third-party for ongoing use in the provision of course.
- **Third-Party** - an organisation, other than ACHW, providing education services to students delivered on behalf of ACHW, such as providing an ACHW course.
- **TPP** - Third-Party Partner.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- [Australian Qualifications Framework](#)
- Course and Unit Lifecycle Policy and Procedure
- Delegation of Authority Policy
- Framework for the Management of Third-Party Course Delivery Arrangements
- [Higher Education Standards Framework 2021](#)
- Third-Party Policy

6.0 POLICY/PROCEDURE OWNERSHIP

Policy Owner	Chief Education Officer Higher Education
Status	Reviewed on September 2025
Approval Authority	ACHW Academic Board
Date of Approval	11/09/2025
Effective Date	15/09/2025
Implementation Owner	Head of School, ACHW
Maintenance Owner	Senior Compliance Manager Higher Education
Review Due	December 2027

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
C2.0-P2.0	1 June 2021	Academic Board	New Procedure
C2.1-P2.1	25 June 2024	Executive Director	Reference to monitoring and reporting to governance. Reference to responsibilities for monitoring and setting annual audit schedule.
C2.2-P2.2	13 January 2025	Executive Director	Changes to staffing
C2.3-P2.3	11 September 2025	Senior Compliance Manager Higher Education	Minor administrative changes <ul style="list-style-type: none"> • Update to staff titles • Template slightly revised following

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
			benchmarking