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Related Documents	<i>Academic Staff Recruitment Policy</i> <i>Admission, Enrolment Policy and Procedures</i> <i>Course Discontinuation and Teach Out Policy and Procedures</i> <i>Course Development Approval and Review Policy</i> <i>Course Withdrawal Policy</i> <i>Education Agent Policy and Procedure</i> <i>Graduation and Certification Policy</i> <i>Joint Certification Policy</i> <i>Student Recruitment and Marketing Policy</i> <i>Quality Assurance Framework</i> <i>Risk Management Policy and Procedures</i> <i>Student Code of Conduct Policy</i> <i>Student Performance Data Policy and Procedures</i> <i>Staff Development and Performance Review Policy</i> <i>Tuition Protection Policy and Procedures</i> <i>Work, Health and Safety Policy</i> <i>Work Integrated Learning Policy</i>

1. Purpose

This document contains the policy and procedures for the delivery of Analytics Institute of Australia units and courses by third party providers, in Australia and in other countries.

2. Scope

- a. This document provides a guide for AIA courses managed or delivered by third parties in regard to:
 - approval, revision and closure;
 - governance;
 - responsibilities for the quality assurance of learning and teaching; and
 - responsibilities for the student experience.
- b. Where relevant, the Policy and Procedures also apply to course components (units, majors or minors) managed or delivered by third parties, whether accredited or unaccredited.

3. Principle

Third party selection and evaluation process

- a. Due diligence and risk assessment processes will determine the strategic, academic, fiscal and resource viability of a proposal for a third-party provider agreement. Due diligence reporting will form part of the supporting documentation for any new arrangement with a third-party provider.

- b. AIA will use a third-party evaluation process to assess external parties that will be involved in the delivery of AIA courses. The following elements will be considered during the third-party evaluation process:
- Third party financial status (i.e. annual turnover).
 - The effect of the contract (that will be signed between the two parties) on the third-party turnover.
 - Third party reputation and client portfolio.
 - Third party organisational structure and staffing profile, including demonstrated academic and/or domain capability/expertise.
 - Third party insurances and their conformance to AIA Procurement Policy.
 - Third party Quality Assurance and quality control framework (includes compliance with policies, standards, procedures and guidelines and formal accreditations, for example ISO9001).
 - The ability of the third party to comply with national statutory and regulatory requirements and privacy legislation.
 - The reliability, security and effectiveness of third party systems.
 - The completeness of third party's technical support procedures (with respect to the offered services).
 - Third Party business continuity and disaster recovery plans.

4. Procedure

Agreements and contracts

- a. All new and renewed third party provider arrangements will be formalised by legal documentation. The Chief Operating Officer will advise and support the development and implementation of all new contracts, renewed contracts, and contractual variations, seeking advice from legal counsel where required.
- b. Contracts will receive final approval from the Chief Executive Officer.
- c. Third party delivery arrangements will not be made active, marketed or accept student admissions until the relevant contract or contract variation has been signed.
- d. Where the course is delivered offshore all required approvals from the local regulatory body must be confirmed prior to marketing or student admissions.

Approval of courses

- a. Courses delivered through third party arrangements are subject to the *AIA Course Development, Approval and Review* policy and procedures

Closing courses, contract termination or expiry

- a. Closure of a course to new admissions in a teaching period, removal of a course or termination/expiry of a third party provider agreement will be managed in accordance with the contract, and with the *AIA Course Discontinuation and Teach Out Policy and Procedures*.
- b. AIA will ensure transition plans for existing students are developed and implemented consistent with obligations under the *AIA Tuition Protection Policy and Procedures*

Course delivery

- a. AIA may change the academic delivery method of a course with appropriate notice to the third party as specified in the contract.
- b. Teaching periods will be aligned with the AIA academic calendar at other locations unless otherwise determined by AIA.
- c. Minimum student numbers for a course or a unit to be offered in a teaching period are at the discretion of AIA. The parties will make every effort to achieve consensus on minimum student numbers taking into account the progress and welfare of students and external obligations such as the Education Services for Overseas Students Act 2000 (Cth).
- d. Any discipline specific specialist equipment necessary for the provision of a unit forming part of an AIA award will be utilised in equivalent units when provided by third parties.

Marketing and promotion

- a. All promotional material must be to the AIA standard and approved by the AIA Marketing Manager prior to public distribution. All promotional material will contain the AIA CRICOS code.
- b. Any promotion of a third party provided course and recruitment of students will describe the education services accurately, including the nature of courses, facilities and opportunities available for cross location experiences for students. In the absence of specific third party provider regulations, there will be full compliance with the Education Services for Overseas Students Act 2000 (Cth) and its related code of practice where relevant.

Administration

- a. When a third party provider is an international institution AIA and the appropriate authorities of the host country must fully and formally approve a transnational program before it is offered.
- b. The international third party partner is responsible for notifying and providing AIA with certification of the host government's approval before the partner institution is permitted to commence publicity, recruitment activities and issue applications. AIA must give prior written permission before these activities are undertaken.
- c. No offer can be made to a student before AIA has received the government approval documentation. AIA must provide prior written advice to the third party provider of its acceptance of such approvals and willingness to commence offer rounds.
- d. Students in AIA third party programs will enrol in the AIA course, and this will be stated in the Letter of Offer.
- e. Each student admitted to an AIA third party provided course must satisfy the Institute's normal admission and enrolment conditions.
- f. Arrangements for the granting of credit will be detailed in the contract. Any credit transfer arrangement must be approved according to the AIA Advanced Standing, *Credit Transfer and Articulation Policy and Procedures*.
- g. AIA staff will process applications and enrol students into the course. Original documents or

certified copies, as required, must be received and sighted before students are admitted.

- h. Relevant AIA policies will apply to all students enrolled in its courses provided by or with third party providers.
- i. Graduating students may attend an AIA conferring of awards ceremony in Melbourne. A presentation ceremony may also be held at the location of the third party provider.

Staffing

- a. Complete staffing profiles will be provided by the third party provider for all academic staff teaching within courses to enable AIA to evaluate the suitability of staff. Each individual staffing profile will include the following information:
 - i. academic qualification;
 - ii. employment experience;
 - iii. a detailed explanation of the staff member's role and responsibility within the course (i.e. course convener, tutor, lecturer); and
 - iv. where appropriate, a statement of equivalence as per the *AIA Academic Staff Recruitment Policy*.
- b. The third party provider will use AIA's selection criteria when assessing the suitability of academic staff to deliver, teach or assess an AIA course or unit. AIA has the right of veto over all academic staff appointments.

Governance

- a. AIA is responsible for quality assurance of all aspects of third party provider arrangements. Students are AIA students in relation to the AIA course in which they are enrolled.
- b. As part of governance arrangements, each party will appoint a representative at senior management level to liaise regarding operation of the agreement and provision of teaching programs and services. At AIA, this would ordinarily be the Academic Dean.
- c. The third party provider will appoint a person to manage the delivery of services and liaise with third party provider staff.
- d. To ensure ongoing oversight of courses delivered by third parties, the AIA Course Convenor will be appointed as the academic contact for each course. The third party will also appoint a course coordinator for each course.
- e. The relevant AIA Course Convenor will ensure the provision of induction and orientation for staff at the third party provider, including training on AIA policies, procedures and processes, before the commencement of teaching.
- f. Following the establishment of a new third party arrangement, an operations group of staff from both institutions will organise and coordinate information, communication, actions, responsibilities, systems and procedures for the delivery and review of courses, and the support and administration of students.

Quality assurance, monitoring and evaluation

- a. Courses and units delivered by third parties are subject to AIA's quality assurance processes. AIA has a cyclical five yearly performance monitoring and analysis framework to analyse student's performance by course and cohort for the following key indicators:
 - Attrition rates
 - Progress rates
 - Completion rates
 - Grade distributions
 - Student satisfaction
 - Graduate success
- b. The third party provider will participate in AIA's data collection of stakeholder feedback from students, teachers, graduates, and employers and on the above metrics to facilitate annual monitoring. They will also contribute to the Course Convenors' mid and end trimester Student Performance and Monitoring report to the Learning and Teaching Committee and Academic Board. This reporting will feed into an Annual Contract Management Review, a Mid-Term Evaluation conducted at the mid-point of an agreement, and a Final Review and Evaluation of Partnership Report at the conclusion or renewal of an agreement
- c. The Board of Directors will review and evaluate third party provider arrangements through an annual schedule of reports from the Academic Board that will address:
 - Academic and business quality in the courses
 - Any changes in arrangements
 - Progress against any previous review and evaluation outcomes
 - Strategic financial and business considerations
- d. The Mid-Term Evaluation will also include a Site Visit to the third party provider, and the Final Review and Evaluation report will address future relations with the third party provider.

Third party provider operations manuals and student information manuals

- a. AIA will maintain a third party provider's operations manual which will set out the standards, methods and requirements expected of all parties with respect to the teaching, delivery, delivery methods and academic administration of each course.
- b. In consultation with the third party provider AIA will publish and maintain a student information manual for prospective and enrolled students in courses and units delivered through the provider. The manual will cover course information and student services, resources and facilities available from AIA and/or the third party as specified in the contract.

Roles and Responsibilities

- a. Responsibilities of each party will be set out in the contract for a third party arrangement. Where the contract provides for specific services to be managed or delivered by the third party, AIA retains

the responsibility for overseeing service provision and ensuring that academic standards, learning and teaching, facilities or services meet the needs of students and are equivalent to those provided by the Institute in other locations and delivery modes.

Table of responsibilities

<p>Academic Dean</p>	<ul style="list-style-type: none"> • Facilitate coordination and communication between the provider and the AIA and within the AIA • Appoint or approve appointment of academic staff to the third party provider • Ensure that courses delivered by third party providers are integrated with AIA courses in other locations and modes of delivery and that staff of the third party provider delivering AIA courses and units are involved in relevant faculty activities • Ensure that the faculty's courses which are delivered by third party providers, and learning and teaching, are of equivalent academic standard and lead to learning outcomes equivalent to accredited units and courses provided in other locations and delivery modes.
<p>Course Convenor</p>	<ul style="list-style-type: none"> • Provide the main point of contact for third party provider staff delivering AIA courses that are their responsibility • Collaborate with Unit Conveners and with the third party provider to ensure equivalence of academic standards (in teaching including academic staff qualifications, assessment practices, moderation and validation of assessment) and learning outcomes for AIA courses delivered by third parties • Ensure that AIA's learning and teaching policies and procedures, particularly assessment (including development and approval of unit outlines, and moderation) and credit, are applied by the third party provider • Collaborate with the third party provider to ensure that accurate information is provided to staff and students in the third party provider Operations Manual and Student Information Manual respectively • Collaborate with Unit Convenors to evaluate and monitor the third party provider's equipment, facilities and learning and teaching support materials to ensure they are comparable with those offered by AIA. • Allocate course resources, including overseeing the selection of the teaching team including sessional staff • Manage course scheduling and mapping of student pathways • Assist colleagues with course content, skills and learning experiences to meet learning outcomes of the course • Conduct and contribute to course evaluation and review • Liaise with students on such matters as enrolment, credit, special circumstances and examinations • Ensure that any health and safety risks associated with the delivery of a course have been assessed, and appropriate control measures put in place • Ensure scholarly teaching practices by providing leadership to the teaching team • Ensure that AIA policies and procedures are applied • Ensure operational and reporting deadlines are met.

Third Party	<ul style="list-style-type: none"> • The third party provider will nominate a contact person to manage, coordinate and liaise with AIA on delivery of each course. • Where relevant duties are shared between the Institute and the third party, the responsibilities of each should be set out in a document approved by both parties.
Unit convener	<ul style="list-style-type: none"> • The unit convener is responsible for their nominated unit at all delivery locations. Where the following duties are shared between the AIA and the third party provider, the responsibilities of each institution should be set out in a document approved by both parties. • A unit convener responsible for the delivery of a unit in a course delivered by a third party provider will: <ul style="list-style-type: none"> • Lead the delivery of the unit • Support students in their learning with assistance as appropriate from the relevant academic learning support unit • Employ scholarly teaching practices that influence, motivate and inspire students to learn • Manage and supervise the teaching team and sessional staff • Develop and maintain unit curricula, unit outlines and resources (ensuring that learning outcomes are the same and all offerings of the unit are consistent) • Maintain and improve on quality benchmarks • Ensure AIA policies and procedures are applied • Ensure operational and reporting deadlines are met
Office of the Chief Operating Officer	<ul style="list-style-type: none"> • Prepare and update annually the Schedule of Evaluation Reports, and prepare all regular scheduled quality assurance reports.
Dean of Students	<ul style="list-style-type: none"> • Provide orientation and induction resources on the AIAs rules, policy and procedures for staff of third party providers delivering AIA courses. • Provide staff development activities of the AIA, or of the third party provider, to staff at the partner institution as specified in the contract.
Registrar/ Student Administration	<ul style="list-style-type: none"> • Collaborate with third party providers to identify roles and responsibilities for administration and management of student data, admissions and enrolment procedures, articulation and credit, grades and marks • Provide students with clear information about their rights and responsibilities in relation to relevant matters • Manage student services including admissions, enrolments, academic progression, fees, scholarships, examinations and graduations • Provide students and staff with information about census dates for withdrawal or admission to units • Collaborate with third party providers to ensure their staff understand AIA admission, enrolment and other relevant procedures • Provide all relevant institutional data • Ensure that cohorts studying AIA courses with third party providers are included and can be identified in the AIA's student and graduate surveys • Ensure that data on student progress, retention and success from third party providers is provided to Course Convenors and the

	Learning and Teaching Committee
Librarian	<ul style="list-style-type: none"> • Work with third party providers to identify roles and responsibilities for the provision of core Learning Resources including access to an appropriate range of print and electronic information resources, information literacy training programs and services providing assistance with using information resources, and advice for third party academic staff on available library services and information resources • Ensure students, and relevant staff of the third party provider, receive appropriate information, services and support, and that services provided to staff and students are comparable regardless of location or mode of delivery.
Information Technology and Management	<ul style="list-style-type: none"> • Work with third party providers to identify roles and responsibilities for management and provision of relevant services • Ensure students receive information, services and support and that services provided to staff and students are comparable regardless of location or mode of delivery.
Dean of Students/ Student Services	<ul style="list-style-type: none"> • Undertake an evaluation of services related to student welfare and wellbeing available to AIA students through third party providers to ensure services are comparable regardless of where or in what mode students are studying • Collaborate with the third party provider in enabling AIA student access to Institute support services and comparable services available from the third party provider • Work with third party providers to identify roles and responsibilities for management and provision of academic skills services including English language support • Ensure that services meet the needs of students and are comparable to services provided in other locations and modes of delivery • Provide information about AIA services to Institute students through appropriate means • Monitor and manage implementation of the Grievance Resolution Policy and the Student Conduct Policy • Ensure that AIA's policies and procedures relating to student equity and student experiences, orientation, staff induction and staff development are applied by third party providers.

5. Responsibilities

The Academic Dean is responsible for maintenance and implementation of this Procedure

6. Legislation and Associated Documents

- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018*
- The following Standards from the Higher Education Standards Framework relate to this Procedure:
Registration - 5.2.47.1.

Version history

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