

# Partnering Policy

## 1. Purpose

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

Smartskill must have 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

Smartskill 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.

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

Smartskill 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 audit processes;
- 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 (MOA); and
- Maintain a register of all agreements held with third party providers.
- Ensure ASQA is informed on these third party arrangements via ASQANet

## 3. Definitions

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

**Third party** 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) Smartskill 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 Smartskill, is accountable for the quality of training and assessment provided by third party providers, it is essential that written agreements 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) Contract trainers and assessors who provide training for Smartskill enrolled clients are NOT required to sign a third party agreement; they will be subject to all Smartskill policies and procedures as an employee/contractor.
- e) 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 Smartskill.
- f) The written agreement will specify arrangement for:
  - i. Ensuring that training and assessment products and services are appropriate and continuously improved;
  - ii. Developing, monitoring and reviewing training and assessment strategies;
  - iii. Ensuring that staff, facilities and equipment are in place, as described in training and assessment strategies;
  - iv. Providing information to clients on training, assessment and client support services provided, as well as their rights and responsibilities as learners;
  - v. Where relevant, ensuring that employers and others are engaged in the development, delivery and monitoring of training and assessment;
  - vi. Providing educational and support services to clients;
  - vii. Managing records and providing data;
  - viii. Issuing qualifications and statements of attainment;
  - ix. Managing complaints and appeals;
  - x. Marketing and advertising of products and services, in compliance with SRTOs, including the approval process;
  - xi. Provision of client information.
- g) Smartskill 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):
  - i. Regular reporting including client feedback;
  - ii. Site visits to the third party provider sites;
  - iii. Assessment validation;
  - iv. Auditing.
- h) Third party providers must abide by Smartskill Fee Protection Policy and practices as defined in Schedule 6 of the Standards for RTOs. (See Financial Management Policy)
- i) All third party providers must comply with all requirements of SRTOs 2015 and all Smartskill policies and practices at all times, with particular regard to the following:
  - i. Appeals
  - ii. Complaints
  - iii. Client information

- iv. Marketing
- v. Validation
- vi. Evaluation and feedback
- vii. Auditing
- viii. Cooperation with the VET Regulator
- ix. Fees
- x. Data provisions
- xi. Records keeping

## **5. Smartskill Responsibilities**

The Directors of Smartskill are responsible for ensuring compliance with this policy.

## **6. Access & Equity**

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

## **7. Records Management**

All documentation related to third party arrangements are recorded and maintained in accordance with Records Management Policy. (See Records Management Policy)

## **8. Monitoring and Improvement**

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