



Third Party Arrangement Implementation and Management Policy

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1. Purpose

The purpose of this policy is to outline the principles and procedures in relation to the implementation and management of both onshore and offshore Alphacrucis University College (AC) Third Party Arrangements (TPAs) for the provision of AC courses of study, infrastructure, facilities and services.

2. Scope

This policy applies to all Higher Education (HE) and Vocational Education and Training (VET) TPAs delivering courses on AC's behalf.

3. Definitions

For the purpose of this policy, the following definitions apply:

- 3.1. **Annual Report:** A yearly report submitted by the Third Party to AC outlining performance across academic, administrative, and support domains. It is used for monitoring and quality assurance.
- 3.2. **Education Agent:** An individual or organisation that AC engages to recruit prospective students. Education Agents are guided by the terms outlined in AC's Education Agent Management Policy.
- 3.3. **ESOS Act:** The Education Services for Overseas Students Act 2000, which governs the delivery of education services to international students in Australia.
- 3.4. **Learning Management System (LMS):** A system used to deliver teaching and learning resources, assessments, and communications to students.
- 3.5. **Memorandum of Understanding (MOU):** A formal written agreement between AC and a Third Party that outlines the terms and expectations of the partnership.
- 3.6. **National Code 2018:** The National Code of Practice for Providers of Education and Training to Overseas Students 2018. It outlines standards and obligations for education providers delivering to international students on a student visa.
- 3.7. **National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025, National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025:** The national standards that guide the delivery of vocational education and training (VET) by RTOs in Australia.
- 3.8. **Student Handbook:** A handbook developed by the Third Party in consultation with AC, provided to students enrolled in AC programs at the Third Party site. It contains course information, services, rights, responsibilities, and key operational details.
- 3.9. **Student Management System (SMS):** A system used by AC (or integrated by the Third Party) to manage student records, enrolment, academic progress, and administration.
- 3.10. **Third Party:** An external individual or organisation (onshore or offshore) that AC has entered into a formal agreement with to deliver part or all of an AC-accredited course, and/or to provide services such as student support, recruitment, or infrastructure related to an AC course of study.
- 3.11. **Third Party Arrangement (TPA):** An agreement where a Third Party (Higher Education or Vocational Education and Training) is engaged by AC to deliver accredited courses on AC's behalf. These arrangements are subject to approval and monitoring and must comply with



TEQSA and/or ASQA standards and be reported to TEQSA (HE TPAs)/ASQA (VET TPAs) upon establishment or termination.

- 3.12. **Third Party Arrangement Handbook:** A document provided by AC to the Third Party detailing the standards, procedures, and expectations for the implementation and delivery of AC courses, as well as quality assurance, reporting, and administrative requirements.
- 3.13. **Third Party Management Committee:** A formal committee established to oversee the operational, academic, and administrative aspects of a TPA. It facilitates communication and ensures quality, compliance, and performance monitoring.

4. Policy Statement

4.1. Third Party Implementation and Management Principles

- 4.1.1. This policy outlines the implementation and management of TPAs at AC. Third Parties may be the first point of contact between AC and prospective students and therefore AC puts a significant emphasis on ethical, legal and honest conduct of its Third Party providers.
- 4.1.2. AC Third Parties are monitored and regularly reviewed to ensure continued compliance with AC's obligations under the:
 - a. ESOS Act 2000 and subsequent amendments;
 - b. The National Code of Practice 2018;
 - c. Outcome Standards for Registered Training Organisations (VET TPAs);
 - d. Higher Education Standards Framework (HE TPAs).
- 4.1.3. AC TPAs are governed by appropriate written agreements (Memorandum of Understandings (MOUs)), whereby a Third Party delivers part or all of AC courses of study.
- 4.1.4. AC is responsible for ensuring that delivery and administration of all AC courses of study by a Third Party meet the standards required.
- 4.1.5. TPAs must comply with AC's policies and procedures.
- 4.1.6. Monitoring and review processes, as outlined in the MOU, are used to ensure AC quality and standards are maintained, and that AC policies and procedures are followed. These processes may include, but are not limited to:
 - a. Audits;
 - b. Annual Course Reviews;
 - c. Faculty / Trainer and Assessor Reviews;
 - d. Quarterly Third Party Management Committee Meetings.
- 4.1.7. If required, corrective action will be implemented to ensure that services are being provided in accordance with AC quality and standards.

4.2. TPAs relating to the recruitment of prospective learners

- 4.2.1. AC expects educational agents operating as Third Parties to provide honest, accurate and up to date information about the courses on offer to all prospective students.
- 4.2.2. AC's terms and due diligence regarding the appointment, induction, training, monitoring and review of education agents, education agent performance, and ongoing management of education agents within the requirements of relevant legislation, and its strategic goals, are outlined in the *AC Education Agent Management Policy*.

4.3. Marketing and Promotion

- 4.3.1. Third Party marketing and promotion practices must be ethical, accurate, comply with regulatory requirements and maintain consistency with AC's brand.
- 4.3.2. Third Parties must comply with the terms set out in AC's *Marketing Policy*.

4.4. TPA Quality Assurance



4.4.1. The Quality and Standards Department is responsible for coordinating quality assurance arrangements and liaising with all staff and departments who have responsibility for overall review and management of the quality of AC programs under the TPA. Responsibilities may include:

- a. act as primary point of contact between AC staff and Third Party staff;
- b. coordinate and organise Third Party Management Committee meetings;
- c. collect and collate all reports required at the Third Party Management Committee meetings;
- d. liaise with the Third Party and AC departments to ensure all reporting, compliance and requirements are being met, including:
 - i. assessment and communication of cross credit options;
 - ii. cooperation and engagement in AC's academic governance and quality assurance procedures;
 - iii. implementation of the AC Student Management System if required or integration with the Third-Party student management system;
 - iv. appropriate sharing and management of student records;
 - v. contextualisation of admission criteria and comparable entry requirements, developed through the standard AC processes;
 - vi. Learning Management System access (where required), induction and support;
 - vii. consistent application of the fee schedule agreed upon by AC and the Third Party;
 - viii. notification to AC of Third Party academic calendars, teaching periods, timetables and census dates;
 - ix. implementation of research and scholarship requirements for faculty, if relevant;
 - x. library and information services access for staff and students.

5. Roles and Responsibilities

The following roles and responsibilities apply in relation to this policy:

- 5.1. **Chair, Quality Assurance Committee:** The QAC Chair is responsible for overseeing the implementation and review of this policy, and initiates and coordinates policy review in accordance with the Policy Development and Review Policy.
- 5.2. **Heads of School:** Heads of School are responsible for approving the appointment of HE Third Party faculty members and VET Third Party trainer and assessors based on qualifications, experience, and research status (if applicable) and supporting academic staff induction, mentoring, and professional development.
- 5.3. **Quality and Standards Department:** The Quality and Standards Department is responsible for coordinating the implementation and management of TPAs as per the terms outlined in this policy.
- 5.4. **Registrar:** The Registrar is responsible for collaborating with Third Parties to ensure exchange of student records and delivery of agreed teaching support and infrastructure services (e.g., Library, IT).
- 5.5. **Third Party Management Committee:** The Third Party Management Committee is responsible for overseeing and facilitating the ongoing management, monitoring, and quality assurance of TPAs.
- 5.6. **Third Party Provider:** Third Party Providers are responsible for implementing the TPA in accordance with the terms outlined in the MOU and this policy, and AC courses of study in alignment with AC standards and policies.

6. Procedures

6.1. TPA Implementation and Management Procedure



- 6.1.1. Once the MOU has been signed by a Third Party and AC, meaning that the TPA has formally been established (refer to the *Third Party Arrangement Selection and Approval Policy* for information on the selection and approval process), AC ensures that Third Parties are provided with current and up to date information that relates to AC's training and assessment services on offer to students.
- 6.1.2. There will be regular communication between AC and Third Party staff. Generally, a representative from AC will also conduct a site visit meeting on an annual basis. AC's Quality and Standards Department will ensure these site visits occur regularly.
- 6.1.3. A Third Party Management Committee will be appointed. This Committee will organise and coordinate information, communication, actions, responsibilities, and procedures necessary to monitor the implementation of the reporting, compliance, and other requirements mentioned above.

6.2. TPA Handbook and Student Handbook

- 6.2.1. AC will provide the Third Party with a Third Party Arrangement Handbook, describing the key information needed by staff managing or teaching AC courses under TPA. The Handbook will set out the standards, methods and requirements expected of both parties with respect to the teaching, delivery, delivery methods and academic administration of each course. It will also include the process for contextualisation of subjects for local contexts.
- 6.2.2. Typically, AC creates a Course of Study Handbook that will be shared with the Third Party. A Student Handbook may be created by the Third Party if it is required.

6.3. Reporting Requirements

- 6.3.1. It is expected that the Third Parties will participate in all AC Academic Quality Assurance Framework processes, as well as other quality reviews as required.
- 6.3.2. The Quality and Standards Department will ensure all required information is received from the Third Party and is distributed to the appropriate AC committees and/or departments utilising the reports outlined in the TPA Handbook. These may include reporting and improvement plans on activities related to academic administration, research and scholarship, learning and teaching, student support, and learning environment management.
- 6.3.3. The Third Party is expected to submit an Annual Report to AC. A report template will be provided. The report shall be tabled to the Third Party Management Committee and will be used to inform internal AC annual reporting for the purpose of monitoring comparability to AC performance.

6.4. HE Faculty and VET Trainers and Assessors

- 6.4.1. All HE Third Party faculty members and VET Third Party trainers and assessors must provide CVs noting qualifications and relevant teaching/training/industry/research, for approval by AC Heads of School (or Delegate) before they can formally commence.
- 6.4.2. HE Third Party and VET Third Party teaching staff will undergo online induction and orientation programs facilitated by the Third Party and will be provided the opportunity to participate in the mentoring and professional development activities of AC.

6.5. Student Support Services

- 6.5.1. While AC is responsible for Student Support Services, the Third Party, in liaison with the AC Registrar, must provide agreed and appropriate teaching support and infrastructure areas (Library, IT, etc.) to support the program/courses being delivered in arrangement with the Third Party provider.

6.6. Equity of student experience across campuses



- 6.6.1. AC endeavours to ensure the equity of student experience across all campuses and TPAs through the following means:
- monitoring and measuring student experience and satisfaction through Student Feedback Surveys;
 - student support measures, including complaints/grievance/dispute resolution arrangements.
- 6.6.2. The Third Party must ensure that all students enrolled in AC programs at their location have access to these programs and measures.

6.7. TPA Termination

- 6.7.1. If, for any reason, an agreement should be terminated while students are enrolled in the program, AC is responsible for ensuring that students under TPAs have an appropriate opportunity to complete their studies, including transition arrangements.

6.8. Governance and Quality Assurance

- 6.8.1. AC is ultimately responsible for students and quality assurance of all aspects of TPAs.

7. Responsible for Implementation

- 7.1. Chair, Quality Assurance Committee

8. Related AC Policies or Documents, Standards and Legislations

8.1. AC Policies or Documents

This policy is to be read in conjunction with the following AC policies available at ac.edu.au/ppm/:

- Third Party Arrangement Selection and Approval Policy;
- Marketing Policy;
- Education Agent Management Policy;
- Third Party Arrangement Handbooks;
- Third Party Arrangement Templates;
- AC Academic Quality Assurance Framework.

8.2. Relevant Standards and Legislation

- Higher Education Standards Framework: Standard 5.4;
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025;
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025;
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018);
- ESOS Act;
- TEQSA Guideline: Delivery with other parties (<https://www.teqsa.gov.au/guides-resources/resources/guidance-notes/guidance-note-delivery-other-parties>).

9. Review and Revision

This policy will be reviewed by the Chair, Quality Assurance Committee on a regular basis in accordance with the Policy Development and Review Policy. Any proposed changes will be tabled at the Quality Assurance Committee for endorsement and Academic Board for approval. Revisions will be communicated to all relevant stakeholders upon approval.

10. History of Approval and Amendments

Policy owner	Chair, Quality Assurance Committee					
Alphacrucis University College Ltd	Mail	Phone	Email			
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Policy category	Third Parties
Policy status	Approved
Approval Body	Academic Board
Endorsement Body	Quality Assurance Committee
Approval Date	2025.12.08
Last Review Date	2025.08.01
History of Policy Amendments	
v2 2025.12.08	Transferred policy to new policy template; merged with VET Third Party Policy (relevant sections); overall policy revisions; Policy Name changed – Higher Education deleted as the revised policy now applies to both Higher Education and VET. 'Administration' replaced by 'Management'. Overall policy enhancements.
V2.1 2026.06.17	Transferred to new template

Add a new row for each version of the policy. Do not remove previous changes.

Appendices

N/A