



Monitoring Partner Arrangements Policy and Procedure

Purpose:

SELC enters into industry partner arrangements with industry partner organisations, to ensure that delivery and assessment of qualifications listed on SELC's Scope of Delivery, meet the requirements of the relevant training package. SELC therefore has a duty to oversee the establishment of formal agreements and monitor ongoing arrangements with the partner organisation to ensure quality, currency and relevance.

Compliance with Standard Requirements:

1. SELC has in place management systems to comply with Standard 6, that are responsive to the needs of students, to ensure that services detailed in the student agreement (Letter of Offer) are provided by SELC or partner organisations through a formal agreement, outlining the specific details of the services provided on SELC's behalf.
2. SELC has a defined process and mechanism in place to comply with Standard 6, which will support overseas students to adjust to life in Australia, and progress through their chosen course.
3. SELC demonstrates compliance with Standard 1, by ensuring that marketing and advertising of approved ELICOS and/or vocational qualifications to prospective clients is ethical and accurate. Where SELC has formal arrangements in place where partner organisations deliver any training, assessment or facilities services on SELC's behalf, the partner organisation details will be included in all marketing materials.
4. SELC complies with Standard 8, by informing clients prior to entering into an agreement about the training, assessment and support services to be provided, about their rights and obligations, and that learners receive training, assessment and support services that meet their individual needs through services provided by SELC and by partner organisations for particular services.
5. SELC complies with Standard 8, by monitoring training and/or assessment services provided on SELC's behalf to ensure that it complies with all aspects of the VET Quality Framework.

Documentation

Where SELC has entered into an agreement with a partner organisation, an MOU will be issued by either the partner organisation or by SELC. The MOU will identify:

- Rationale
- Scope
- Terms of collaboration
 - Service(s)/products(s)/facilities
 - Location
 - Responsibilities of each partner organisation
 - Specific details of delivery/assessment (where appropriate)
 - Customised information essential for the agreement
- Duration of the agreement
- Authorised signatures

Monitoring and Management

SELC will monitor the partnership arrangement (in relation to Real Industry Experience) according to the following procedures:

1. A scheduled meeting with the partner institution to be held once a year

Attendees are to include at least one representative of SELC, and one representative of the partner organisation. Agendas and minutes are to be completed for each meeting to include but not limited to:

- review of delivery and assessments
- review of facilities to ensure currency and adequacy
- review of Quality Indicators (learner and employer)
- review of any feedback
- assessment tool validation
- industry advice regarding industry changes and trends that SELC needs to address to maintain industry currency in all aspects of delivery, assessment and industry consultation

2. Delivery and assessment of Units of Competence on SELC's Behalf.

Where SELC enters into an agreement for a partner organisation to deliver a specific unit of competence included in a qualification, SELC monitors the partner organisation by:

- Monitoring the partner organisation RTO status via Training.gov to risk manage the partner organisation compliance with Standards for NVR Registered Training Organisations
- Monitoring the review of specific units of competence being delivered on SELC's behalf for currency through accessing current versions as evidenced on Training.gov.au
- When a unit of competence being delivered on SELC's behalf by a partner organisation, SELC will formally contact the partner organisation to inform them of the revision to the unit of competence, requesting evidence of revised delivery materials and/or assessment tools being implemented to SELC students.
- If the partner organisation has not revised the delivery materials and/or assessment tools to comply with the revised unit of competence, SELC will source a compliant partner organisation and discontinue the agreement based on demonstrating lack of currency.

3. Student evaluation forms

SELC will monitor partner arrangements, via written and verbal feedback received from SELC students and the Host Organisation. Any complaints will be dealt with according to SELC's complaints and appeals policy: *Student Grievance and Resolution Policy*.

4. An initial and ongoing site visits to confirm partner practice and provision of suitable facilities and equipment.

Before SELC enters into an agreement with a partner organisation to provide real industry experience, a qualified SELC Representative (trainer/assessor) will conduct an initial site visit of the Host Organisation venue. The SELC Representative will use the SELC 'Industry Suitability Checklist' as a benchmark for the minimum equipment to be provided by the Host Organisation venue in regard to its facility and equipment to ensure industry standards.

On an annual basis, the SELC Representative will use the SELC 'Host Service Work Placement Agreement' form, to monitor the currency and continued maintenance of facilities, equipment and services to ensure the partnership arrangements continue to meet the standards as per initial agreement. It is the responsibility of the Host Organisation to maintain its equipment to the required industry standards.