

## Monitoring partner arrangements policy and procedure

### Purpose

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

### Compliance with Standard Requirements

1. ELC 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 ELC or partner organisations through a formal agreement, outlining the specific details of the services provided on ELC's behalf.
2. ELC has a defined process and mechanism to comply with Standard 6, which will support overseas students adjusting to life in Australia and progressing through their chosen course.
3. ELC demonstrates compliance with Standard 1, by ensuring that marketing and advertising of approved vocational qualifications to prospective clients is ethical and accurate. Where ELC has formal arrangements in place where partner organisations deliver any training, assessment or facilities services on ELC's behalf, the partner organization details will be included in all marketing materials.
4. ELC 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 ELC and by partner organisations for particular services.
5. ELC complies with Standard 8, by monitoring training and/or assessment services provided on ELC's behalf to ensure that it complies with all aspects of the VET Quality Framework.

### Documentation

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

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

## Monitoring and Management

ELC 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 ELC 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 ELC 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 ELC's behalf

Where ELC enters into an agreement of a partner organization to deliver a specific unit of competence included a qualification, ELC monitors the partner organization by:

- monitoring the partner organisation RTO status via Training.gov.au 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 ELC's behalf for currency through accessing current versions as evidenced on Training.gov.au
- when a unit of competence being delivered on ELC's behalf by a partner organisation, ELC 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 ELC students
- if the partner organization has not revised the delivery materials and/or assessment tools to comply with the revised unit of competence, ELC will source a compliant partner organization and discontinue the agreement based on demonstrating lack of currency.

### 3. Student evaluation forms

ELC will monitor partner arrangements, via written and verbal feedback received from ELC students and the Host Organisation. Any complaints will be dealt with according to ELC's complaints and appeals policy.

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

Before ELC enters into an agreement with a partner organisation to provide real industry experience, a qualified ELC Representative (trainer/assessor) will conduct an initial site visit of the Host Organisation venue. The ELC Representative will use the ELC '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 ELC Representative will use the ELC 'Host Service Work Placement Agreement's 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.