

Course Delivery by Third Party Providers Procedure

Section 1 - Purpose

(1) This document contains the procedures for the delivery of University of Canberra (University) units and courses by third party providers, in Australia and in other countries.

Section 2 - Scope

(2) These Procedures provide a guide for University courses managed or delivered by third parties in regard to:

- a. approval, revision and closure;
- b. governance;
- c. responsibilities for the quality assurance of learning and teaching; and
- d. responsibilities for the student experience.

(3) Where relevant, these Procedures also apply to course components (units, majors or minors) managed or delivered by third parties, whether accredited or unaccredited.

(4) University staff may deviate from these Procedures by express direction from the Vice-Chancellor or members of the Strategy and Planning Group (SPG). All express directions must be clearly and accurately documented.

Section 3 - Procedure

Agreements and Contracts

(5) 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.

(6) New arrangements with third party providers will be put forward by the proponent with express agreement from the faculty or faculties responsible for courses to be managed or delivered by a third party provider and after consultation with appropriate University support units. All new and renewed third party provider arrangements will be formalised by legal documentation as defined by Legal.

(7) Legal will advise and support the development and implementation of all new contracts, renewed contracts, and contractual variations via the normal University process of legal review and approval. University legal procedures will stipulate the form of documentation necessary (i.e. contractual templates).

(8) Application by a proponent to Legal for the development of a new contract or agreement documentation must be accompanied by the relevant due diligence reports.

(9) Contracts will be endorsed by SPG and receive final approval from the Vice-Chancellor. It is a condition precedent to all agreements pertaining to third party deliveries of University awards that all new courses and new course

offerings be approved by the Academic Board of the University.

(10) Written notification of approval of new contracts by the Vice-Chancellor will be made by SPG to all relevant faculties and University support units. A copy of the final approved agreement will be provided to TPP and all relevant faculties and support units.

New Course Approval

(11) All new courses and new offerings of existing courses delivered with third party providers will be subject to the approved University course approval process.

(12) Written notification of Academic Board approval of new courses and new offerings of existing courses delivered with third party providers will be provided by Course Quality Assurance (CQA) to all relevant committees (including TPP), faculties and University support units.

(13) New courses and new offerings of existing courses delivered with third party providers will not be made active, marketed or accept student admissions until the relevant contract or contract variation has been signed and Academic Board has approved the course offering. Where the course is delivered offshore all required approvals from the local regulatory body must be confirmed prior to marketing or student admissions. Courses may be accredited or approved by Academic Board subject to the signing of the relevant contract or contract variation.

(14) New courses and new course offerings may be administered under unique course stream codes and relevant location and mode of delivery. The location or mode of delivery may be reflected in the course title.

Credit

(15) Where articulation arrangements are approved for courses delivered by third party providers, the faculty will ensure units are available for articulating students to commence their course. The University will determine according to the [Credit Procedures](#) the credit to be granted to individual students.

Revising Courses

(16) Revisions to courses offered through third party providers will be endorsed by the Dean and Associate Dean, Education of the owning faculty and will be forwarded to TPP for noting before submission to Academic Board. All revisions must be completed in adherence to University policy.

(17) In revising courses faculties must ensure continuing students are offered suitable units to meet the learning outcomes of the course.

Reaccreditation of Courses

(18) Courses delivered through third party providers are subject to the [Course Policy](#) and the [Course Procedure - Monitoring, Review and Improvement](#).

Closing Courses, Contract Termination or Expiry

(19) Closure of a course to new admissions in a teaching period, removal of a course from the Academic Program or termination/expiry of a third party provider agreement will be managed in accordance with the contract.

(20) The responsible faculty will ensure transition plans for existing students are developed and implemented consistent with the University's obligations allowing existing students to complete their course in a reasonable time.

(21) Individual students may be admitted to a course in a teaching period not listed on the University's Academic Program only with the permission of the Dean of the owning faculty.

(22) Any proposal to remove a course from the Academic Program or terminate a third party provider agreement will be forwarded with associated transition plans and teach out provisions by the responsible faculty to TPP for review and to Academic Board for final approval. Once approved TPP will monitor the implementation of transition plans.

(23) Written confirmation of approved termination of third party provided courses and associated teach out provisions will be provided by CQA to the Chief Operating Officer and Vice-President Operations (COO) for communication to the Tertiary Education Quality and Standards Authority (TEQSA), the government regulator).

Course Delivery

(24) The University may change the academic delivery method of a course with appropriate notice to the third party as specified in the contract.

(25) Teaching periods will be aligned with the University academic calendar at other locations unless otherwise determined by the University.

(26) Minimum student numbers for a course or a unit to be offered in a teaching period are at the discretion of the University. 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).

(27) Any discipline specific specialist equipment necessary for the provision of a unit forming part of a University award will be utilised in equivalent units when provided by third parties.

Language of Instruction

(28) The University will apply the [Australian Qualifications Framework](#) standard 2.1.4 (“If any part of the qualification has been delivered and/or assessed in a language other than English, a statement that this has occurred will be included on the testamur, the record of results or the graduation statement”). The language of instruction must appear on the transcript of results and the [Australian Higher Education Graduation Statement](#) (AHEGS), but is an optional requirement for the testamur.

Marketing and Promotion

(29) All promotional material must be to the University standard and approved by Marketing prior to public distribution. All promotional material will contain the University CRICOS code.

(30) 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

(31) When a third party provider is an international institution the University and the appropriate authorities of the host country must fully and formally approve a transnational program before it is offered.

(32) The international third party partner is responsible for notifying and providing the University with certification of the host government’s approval before the partner institution is permitted to commence publicity, recruitment activities and issue applications. The University must give prior written permission before these activities are undertaken.

(33) No offer can be made to a student before the University has received the government approval documentation. The University must provide prior written advice to the third party provider of its acceptance of such approvals and

willingness to commence offer rounds.

(34) Students in the University's third party programs will enrol in the University course, and this will be stated in the Letter of Offer.

(35) Each student admitted to a University third party provided course must satisfy the normal University of Canberra admission and enrolment conditions.

(36) Arrangements for the granting of credit will be detailed in the contract. Any credit transfer arrangement must be approved according to the [Credit Procedures](#).

(37) University staff will process applications and enrol students into the course. Original documents or certified copies, as required, must be received and sighted by University staff before students are admitted.

(38) Relevant policies of the University of Canberra will apply to all students enrolled in its courses provided by or with third party providers.

(39) Graduating students may attend a University conferring of awards ceremony in Canberra. A presentation ceremony may also be held at the location of the third party provider.

Invoicing Arrangements

(40) It is the responsibility of the owning faculty to ensure correct and timely invoices are raised in accordance with the third party contract. Faculties are required to complete and return an Invoice Request Form provided by Student Connect.

(41) Student Connect will produce invoices in accordance with the Invoice Request Form, and forward invoices to the appropriate debtor. A copy of such invoices will be provided to the Fees Accountant in Finance. The Fees Accountant will monitor the invoice process and pursue outstanding debts.

Staffing

(42) Complete staffing profiles will be provided by the third party provider for all academic staff teaching within courses to enable the University to evaluate the suitability of staff. Each individual staffing profile will include the following information:

- a. academic qualification;
- b. employment experience;
- c. a detailed explanation of the staff member's role and responsibility within the course (i.e. course convener, tutor, lecturer); and
- d. where appropriate, a statement of equivalence as per [Recognition of Equivalence in Academic Staff Policy](#).

(43) Faculties are responsible for the collation and completion of staffing profiles. Course staffing profiles will be forwarded to the Chief Operating Officer and Vice-President Operations (COO) for communication to TEQSA.

(44) Where the third party provider is not recognised by TEQSA as a 'University', the third party provider will use University selection criteria when assessing the suitability of academic staff to deliver, teach or assess a University course or unit. The University has the right of veto over all academic staff appointments.

Governance

(45) The University is responsible for quality assurance of all aspects of third party provider arrangements. Students are University of Canberra students in relation to the University course in which they are enrolled.

(46) 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.

(47) The third party provider will appoint a person to manage the delivery of services and liaise with third party provider staff.

(48) The University will designate a University staff member as the contact person for third party arrangements.

(49) To ensure ongoing oversight of courses delivered by third parties, a member of the University academic staff (commonly the convener of the comparable course in Canberra) will be appointed as the academic contact for each course. The third party will also appoint a course coordinator for each course.

(50) University staff in the relevant faculty and support units will provide induction and orientation for staff at the third party provider, including training on University legislation, policies, procedures and processes, before the commencement of teaching.

(51) 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

(52) Courses and units delivered by third parties are subject to University quality assurance processes including performance review through surveys and annual course reporting. The University will conduct financial audits and quality assurance reviews of courses, units or services as part of the University quality assurance cycle, as specified in third party provider contracts.

(53) The University undertakes quality assurance of its courses centrally through the University Quality and Standards Framework. A number of quality assurance reporting cycles for third party provider arrangements are utilised to inform continuous improvement including:

Type	Report	Cycle
Monitoring	Annual Course Reports (ACR)	Annually
	Annual Contract Management Review (ACM)	Annually
Evaluation	Mid-Term Evaluation (MTE)	At the mid-point of an agreement
	Final Review and Evaluation of Partnership Report (FRE)	At the conclusion or renewal of an agreement

(54) The University, through the nominated Faculty Associate Dean, will monitor the performance of individual courses delivered with third party providers through a schedule of regular reports to TPP.

(55) The University, through the COO, will review and evaluate third party provider arrangements through a regular schedule of reports to TPP. The purpose of these reports is to:

- a. assure academic and business quality in the programs being delivered by third party providers;
- b. monitor changes to the arrangements with third party providers; and
- c. provide an opportunity to exchange information and discuss issues critical to the maintenance of quality and standards with third party providers.

(56) Student feedback will be sought and included within all review and evaluation processes.

(57) A Schedule of Evaluation Reports will be constructed by the COO and will be reviewed and approved by TPP at the first meeting of each calendar year.

(58) Procedures relating to an Annual Course Report (ACR) are as follows:

- a. ACR will be produced in April each year for each course offered by the University, considering a suite of performance measures across a five year trend.
- b. ACR will be distributed to the Course Convener, Head of Discipline, Faculty Associate Dean, Faculty Dean and Deputy Vice-Chancellor and Vice-President, Academic. Faculties will use the data to document course improvement processes using a Convener Response Template. Analysis of course performance and improvement actions will be reported to UEC, via Faculty Boards
- c. Where an annual review is a contractual requirement, the ACR and ACM will form the core of this review. As per the University Course Quality Framework, Course Advisory Group reports will also be considered as part of the review. All annual reviews will feed into a wider process of considering and accepting recommendations and a subsequent implementation plan for any changes, as per the relevant policy.

(59) Procedures for an Annual Contract Management Review (ACM) are as follows:

- a. the COO will complete the ACM which will review and evaluate issues relating to the management of the contract including:
 - i. governance;
 - ii. management; and
 - iii. progress against previous review and evaluation recommendations.
- b. The completed ACM will be provided to TPP for discussion and forwarded to UEC for noting. TPP will monitor ACM recommendations.

(60) Procedures for Mid-Term Evaluation (MTE) and Final Review & Evaluation (FRE) are:

- a. MTE will take place at the mid-point of an agreement with a third party provider, while FRE will take place at the conclusion of a contract with a third party provider.
- b. The COO will, with the support of relevant faculty and University support units, prepare the MTE/FRE to review and evaluate issues relating to:
 - i. governance;
 - ii. management;
 - iii. learning and teaching;
 - iv. progress against previous review and evaluations recommendations; and
 - v. strategic, business and financial arrangements.
- c. MTE will also include a Site Visit to the third party provider which will be managed by the COO.
- d. FRE documentation will also address future relations with the third party provider.
- e. Upon receipt TPP will discuss each MTE/FRE. Reports and corresponding TPP minutes will be forwarded to UEC for action.

Progress against MTE recommendations will be monitored as part of the ACR/ACM process by COO and TPP.

Third Party Provider Operations Manuals and Student Information Manuals

(61) The University will maintain a third party provider's operations manual describing the key information needed by staff managing or teaching University of Canberra courses through third party providers. The manual 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. The University may choose to provide specific sections tailored to

individual providers as required.

(62) In consultation with the third party provider the University will publish and maintain a student information manual for prospective and enrolled students in University courses and units delivered through the provider. The manual will cover course information and student services, resources and facilities available from the University and/or the third party as specified in the contract. Contents include such matters as key dates, the student portal and learning management system, study resources and assistance, student support, student rights and responsibilities, mobility, credit, assessment and academic progress.

(63) The TPP will review and approve third party provider operations manuals and student information manuals and relevant updates.

Section 4 - Roles and Responsibilities

(64) 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, the responsibility of the relevant University support unit may be limited to 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 University in other locations and delivery modes. Responsibilities in this section must be considered in this context.

Who	Responsibility
Third Party Providers Committee (TPP)	<p>In accordance with its terms of reference and these Procedures the TPP will:</p> <ul style="list-style-type: none"> • Support the faculties in the management of quality assurance for units and courses delivered by third party providers • Support the faculties in ensuring that third party arrangements comply with the Threshold Standards, TEQSA and Australian Qualifications Framework requirements in relation to academic programs and standards, service provision and staff qualifications, in particular equivalence and comparability to University standards and services in other locations or modes of delivery • Advise on new partnership proposals as requested and review course developments in accordance with course approval procedures, and these procedures • Note the establishment of operations groups for new third party arrangements • Regularly review performance and benchmarking data (including survey results, student progress, retention and success by cohort), advise and report to UEC on the quality of the course delivery by third party providers, any issues arising, and actions to be taken • In the event of course closure or contract termination or expiry, review transition plans for students and monitor their implementation • Review Third Party Providers Operation Manuals and Student Information Manuals to ensure the accuracy of the information provided • Monitor the provision of orientation and induction to staff employed by third party providers to manage or teach University accredited units and courses • Oversee the implementation of the University’s Quality and Standards Framework for courses delivered by third party providers • Provide academic oversight of the University of Canberra College, in particular, as a third party and subsidiary of the University, and advise UEC and Academic Board as required • Oversee the implementation of the Course Delivery by Third Party Providers Policy and Procedures and refer any academic issues to UEC.
University Contact for third party provider arrangements	<ul style="list-style-type: none"> • Facilitate coordination and communication between the provider and the University and within the University • Advise and refer issues as needed.

Who	Responsibility
<p>Dean of a faculty responsible for delivery of a course by a third party provider [or the Associate Dean, Education under delegation from the Dean]</p>	<ul style="list-style-type: none"> • Appoint academic staff from the faculty to TPP • Nominate an academic staff member as the faculty contact for each course and unit delivered by a third party provider • Ensure that courses delivered by third party providers are integrated with University courses in other locations and modes of delivery (including, for example, consideration by Faculty Assessment Boards and inclusion in CATEI reporting to UEC), and that staff of the third party provider delivering University 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>Associate Dean, Education in a faculty responsible for the delivery of a course by a third party provider [or, where determined by the dean, the relevant head of discipline or Associate Dean, International or other nominated staff member/s]</p>	<ul style="list-style-type: none"> • Provide the main point of contact in their faculty for third party provider staff delivering University accredited courses that are the responsibility of their faculty • Collaborate with Heads of Discipline or school, Course Conveners and Unit Conveners within their faculty 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 University courses delivered by third parties • Ensure that the University'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 Providers Operation Manual and Student Information Manual respectively • Collaborate with heads of discipline 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 the University.
<p>Associate Dean, International</p>	<p>Where the third party provider is outside Australia, the Associate Dean, International may exercise the responsibilities of the Associate Dean, Education, as determined by the faculty. Allocation of responsibilities should be documented.</p>
<p>Head of Discipline or Head of School</p>	<p>As determined by the faculty. This position may exercise or share relevant responsibilities of the Associate Dean, Education or Course Convener. Allocation of responsibilities should be documented.</p>
<p>Course Convener/ University academic course contact</p>	<ul style="list-style-type: none"> • The University will nominate an academic contact for each course delivered by a third party provider. Where the following duties are shared between the University and the third party, the responsibilities of each should be set out in a document approved by both parties and endorsed by the owning faculty. • Assist the Head of Discipline with the management, conduct, teaching and assessment of the course or courses • Allocate course resources, including overseeing the selection of the teaching team including sessional staff (may be done by the Head of Discipline) • 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 and provide advice to the faculty and TPP as necessary • 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 University of Canberra policies and procedures are applied • Ensure operational and reporting deadlines are met.
<p>Course Coordinator at the third party provider</p>	<ul style="list-style-type: none"> • The third party provider will nominate a contact person to manage, coordinate and liaise with the University on delivery of each course. • Where relevant duties are shared between the University and the third party, the responsibilities of each should be set out in a document approved by both parties and endorsed by the owning faculty.

Who	Responsibility
Unit Convener	<p>A University Unit Convener will be identified for every unit. The unit convener is responsible for their nominated unit at all delivery locations. Where the following duties are shared between the University and the third party provider, the responsibilities of each institution should be set out in a document approved by both parties and endorsed by the owning faculty. A unit convener responsible for the delivery of a unit in a course delivered by a third party provider will:</p> <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 as per the Unit Satisfaction Survey (USS) Quality Cycle • Ensure University of Canberra policies and procedures are applied • Ensure operational and reporting deadlines are met • Consult with the unit committee and/or other staff as necessary to ensure the successful conduct of the unit.
Office of the Chief Operating Officer	Prepare and update annually the Schedule of Evaluation Reports, and prepare all regular scheduled quality assurance reports.
People and Diversity, Faculties, Dean of Students, Student Connect, and Learning and Teaching	<ul style="list-style-type: none"> • Provide orientation and induction resources on the University's rules, policy and procedures for staff of third party providers delivering University accredited courses. • Provide staff development activities of the University, or of the third party provider, to staff at the partner institution as specified in the contract.
Course Quality Assurance	<ul style="list-style-type: none"> • Provide guidance on initial third party provider proposals, whether for a new course or new partnership • Provide support and advice to third party providers on the interpretation and implementation of the University's policies and procedures • Monitor the implementation and associated training for third party provider staff on relevant academic policies and procedures.
Learning and Teaching	Where necessary, provide academic advice and resources and services to support students and staff at third party providers in the use of centrally-supported educational technologies, such as the learning management system.
Student Connect	<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 University admission, enrolment and other relevant procedures • Provide all relevant institutional data • Ensure that cohorts studying University courses with third party providers are included and can be identified in the University's student and graduate surveys • Ensure that data on student progress, retention and success from third party providers is provided to faculty assessment boards, faculty board and other committees or groups as necessary.
Library	<ul style="list-style-type: none"> • Work with third party providers to identify roles and responsibilities for the provision of core library services 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.

Who	Responsibility
Digital, Information and Technology 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	<ul style="list-style-type: none"> • Undertake an evaluation of services related to student welfare and wellbeing available to University of Canberra 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 University student access to University 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 University services to University students through appropriate means • Monitor and manage implementation of the Student Grievance Resolution Policy and the Student Conduct Rules • Ensure that the University's policies and procedures relating to student equity and student experiences, orientation, staff induction and staff development as they relate to the responsibilities of the Dean of Students are applied by third party providers.

Section 5 - Policies

(65) Refer to the [Course Delivery by Third Party Providers Policy](#).

Section 6 - Definitions

Terms	Definitions
Academic staff	Staff of the University or a third party provider employed to conduct and/or manage teaching and/or research.
Accredited unit	An accredited unit is a single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole Australian Qualifications Framework qualification. In Australia an accredited unit may be called a 'module', 'subject', 'unit of competency' or 'unit'.
Contract	Legal and enforceable agreement between the University of Canberra and a third party provider. This may take the form of a Memorandum of Agreement, an Affiliation Agreement, or a contract.
Course	A course of study and instruction, leading to an award, provided under rule 5 of the Courses and Awards (Courses of Study) Rules 2023 . A course is the total program of studies in which a student is enrolled. Successful completion of all the requirements of a course is the normal prerequisite for the granting of a University award.
Mode of delivery	Modes of delivery may be face to face, distance education, blended/flexible learning, online, intensive or some combination of one or all of these.
Moderation	Moderation is a process whereby academic staff responsible for assessment in a unit reach consensus about levels of student performance in relation to a set of agreed standards.
Third Party Provider	A legally established entity separate from the University (although it may be a controlled entity of the University) with which the University has a legal relationship for the purposes of delivering University accredited units and courses to students.

Status and Details

Status	Historic
Effective Date	27th March 2023
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Custodian	Michelle Lincoln Deputy Vice-Chancellor
Responsible Manager	Steve Bath Associate Director, Learning & Teaching Steve.Bath@canberra.edu.au
Author	Jenny Millea Deputy Director, Learning and Teaching
Enquiries Contact	Nick Markesinis Policy Manager <hr/> Policy