Course Delivery by Third Party Providers Procedure

Section 1 - Purpose

(1) This Procedure sets out the requirements and processes for the management and delivery of University of Canberra (University) units and courses by third party providers, in Australia and in other countries.

(2) This Procedure should be read in conjunction with the Course Delivery by Third Party Providers Policy.

Section 2 - Scope

(3) This Procedure has the same scope as the Course Delivery by Third Party Providers Policy.

(4) The Vice-Chancellor or a member of the Executive may approve an exception to this Procedure. All exceptions must be clearly and accurately documented.

Section 3 - Policy

(5) Refer to Course Delivery by Third Party Providers Policy.

Section 4 - Procedure

Agreements and Contracts

(6) 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.

(7) Proposed new arrangements with third party providers will be put forward 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.

(8) For any proposed new agreement, Legal must be consulted on the development and implementation of all new contracts, renewed contracts and contractual variations. Legal will advise on the form and content of new, renewed and varied contractual arrangements.

(9) Requests to Legal for the development of a new contract or agreement documentation must be accompanied by the relevant due diligence reports, any existing agreements between the parties, relevant background to the proposed partnership, and a full brief of what has been agreed between the parties.

(10) Contracts will be endorsed by a member of the Executive group and receive final approval from the Vice-Chancellor, or in the case of major third party provider from the University Council (per the Reserved Powers of Council). Agreements that may trigger General Data Protection Regulation (GDPR) compliance requirements must be

approved by the Vice-Chancellor.

(11) It is a condition precedent to all agreements pertaining to third party delivery of University awards that all new courses and new course offerings, and changes to existing third party provider courses, be approved by the Academic Board of the University.

(12) Written notification of approval of new contracts by the Vice-Chancellor will be made by Education Partnerships to all relevant faculties and University support units.

New Course Approval

(13) All new courses and new offerings of existing courses delivered with third party providers will be subject to the approved course approval process as outlined in the New Course Development Policy and New Course Development Procedure.

(14) Written notification of Academic Board approval of new courses and new offerings of existing courses delivered with third party providers will be provided to all relevant committees, faculties and University support units.

(15) New courses and new offerings of existing courses delivered with third party provider will not be made active, marketed or accept student admissions applications until:

a. the relevant contract or contract variation has been signed
b. Academic Board has approved the course offering;
c. the new course offering and third party provider has been notified to the Tertiary Education Quality and Standards Agency (TEQSA) and received the appropriate approvals or acknowledgement from the regulator; and
d. the new course or new course offering is registered on Commonwealth Register of Institutions and Courses for Overseas Students (CRRICOS) at the location if the course is going to offered to international students at an onshore location.

(16) Where the course is delivered offshore all required approvals from the local regulatory body must also 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.

(17) 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

(18) 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 Procedure the credit to be granted to individual students.

Revising Courses

(19) Revisions to courses offered through third party providers will be endorsed by the Executive Dean and Associate Dean, Education of the owning faculty and will be forwarded via the Faculty Board to Curriculum Committee for noting before submission to Academic Board. All revisions must be completed in accordance with University policy.

(20) In revising courses, faculties must ensure continuing students are offered suitable units to meet the learning outcomes of the course and in an appropriate timeframe.

Reaccreditation of Courses

(21) Courses delivered through third party providers are subject to the University's Course Monitoring, Review and Improvement Procedure. Such courses will be subject to course reaccreditation within seven years of commencement.

(22) Courses delivered by a third party may be subject to course reaccreditation at a different time, or at the same time, as the same or comparable courses offered in other locations or modes of delivery.

Closing Courses, Contract Termination or Expiry

(23) 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.

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

(25) 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 Executive Dean of the owning faculty.

(26) 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 the third party provider for review, to Academic Board for endorsing and to the University Council for final approval. Once approved, the faculty and third party provider will monitor the implementation of transition plans.

(27) Written confirmation of approved termination of third party provided courses and associated teach out provisions will be provided by Education Partnerships to Institutional Quality Assurance for communication to the Tertiary Education Quality and Standards Authority (TEQSA), the government regulator.

Course Delivery

(28) If the University wishes to change the academic delivery method of a course, it must do so in accordance with the process specified in the contract.

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

(30) 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, any contractual arrangements and external obligations such as those contained in the Education Services for Overseas Students Act 2000 (Cth).

(31) 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

(32) If any parts of the course of study or assessment leading to the qualification were conducted in a language other than English, then this must be included on the testamur, record of results and graduation statement, in accordance with the Threshold Standard 1.5 (6)(c) and 1.5(7)(g).

Marketing and Promotion

(33) All promotional material must be to the University standard (as defined in the Brand and Marketing Policy and Procedure) and approved by University's Director, Marketing prior to public distribution. All promotional material will

contain the University CRICOS code, the Provider ID and the University Category.

(34) Any promotion of a third party provided course to recruit students will describe the education services accurately and in full including the nature of courses, facilities and opportunities available for cross location student experiences in full compliance with the Higher Education Standards Framework (Threshold Standards) 2021, Education Services for Overseas Students Act 2000 (Cth) and its related code of practice where relevant.

Administration

(35) 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.

(36) 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 also give prior written permission before these activities are undertaken.

(37) No offer can be made to a student before the University has received the government approval documentation and relevant approvals from the Australian Higher Education regulator, TEQSA. The University must provide prior written advice to the third party provider of its acceptance of such approvals and willingness to commence offer rounds.

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

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

(40) Arrangements for the granting of credit will be detailed in the contract with the third party provider. Any credit transfer arrangement must be approved according to the Credit Procedure.

(41) University staff will process applications and enrol students into the course (where applicable). Any original documents or certified copies required must be received and sighted by University staff before students are admitted.

(42) Relevant rules, policies and procedures of the University will apply to all students enrolled in its courses provided by or with third party providers.

(43) 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

(44) Invoicing procedures for third party providers will be as per the documented Operations Manual (refer to Third Party Provider Operations Manual and Student Information Manuals below).

Staffing

(45) Complete staffing profiles will be provided by the third party provider for all academic staff teaching within courses, and, where applicable, academic support staff, 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 Academic Staff Qualifications and Professional or Industry Experience Equivalence Policy.

(46) Faculties are responsible for the collation and completion of staffing profiles.

(47) 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

(48) 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/s or unit/s in which they are enrolled.

(49) The University and the third-party provider will each appoint a representative at senior management level to liaise regarding operation of the agreement and provision of teaching programs and services.

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

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

(52) 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. The University contact and third party provider course coordinator will act as the point of liaison for all academic matters related to the partnership, for example, course and unit revisions, staffing updates etc.

(53) 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.

(54) 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

(55) Reports detailing academic performance across the quality assurance cycle, particularly for the commencing teaching periods for any new partnership will be provided to Governance bodies on a regular basis.

(56) A number of quality assurance reporting cycles for third party provider arrangements are utilised to inform continuous improvement including:

Type	Report	Cycle
Monitoring	Annual Partner Review (APR)	Annually
Evaluation	Final Review and Evaluation of Partnership Report (FRE)	At the conclusion or renewal of an agreement

(57) 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 AQSC.

(58) The University, through Education Partnerships, will review and evaluate third party provider arrangements through a regular schedule of Annual Partner Review (APR) reports to Academic Quality and Standards Committee.

(59) The schedule of Annual Partner Review reporting will be conducted by Education Partnerships and will be reviewed and approved by AQSC in the first quarter of each calendar year.

(60) The purpose of these Annual Partner 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.

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

(62) Procedures relating to an APR are as follows:

a. The APR template is sent to the partner to self-assess and provide responses (and documentation where relevant).
b. Education Partnerships collects the partner's self-assessment and requests review and assessment from responsible faculties and University business units. Further clarification from the partner may also be sought if required.
c. Relevant faculties and responsible University business units complete the findings and recommendations table to provide their comments, and any recommendations.
d. Education Partnerships collate and assess the responses from partners and internal stakeholders. Compliance ratings are provided against each criteria and recommendations developed based on compliance status.
e. Completed APR is sent to AQSC (via Faculty Boards)for discussion and noting. Any recommendations resulting from the review process, including any new recommendations from AQSC, will be subsequently provided to Academic Board.
f. AQSC will monitor the status of the recommendations.
g. Any relevant recommendations will be provided back to the partner and the relevant faculty by Education Partnerships so they can amend or update processes and operations as required.

(63) Procedures for Final Review & Evaluation (FRE) are:

a. FRE will take place at the conclusion of a contract with a third party provider.
b. Education Partnerships and Enterprise Partnerships will, with the support of relevant faculty and University support units, prepare the 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. FRE documentation will also address future relations with the third party provider.
d. Upon receipt AQSC will discuss the FRE and consider any recommendations relevant to ongoing partner management.

Third Party Provider Operations Manuals and Student Information portal

(64) 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.

(65) 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, as well as requirements around scholarly practice. The University may choose to provide specific sections tailored to individual providers as required.

(66) In consultation with the third party provider, the University will publish and maintain information for prospective and enrolled students via the UC web portal on the relevant partner pages and via MyUC.

a. The web portal will cover course information and student services, resources and facilities available from the University and/or the third party as specified in the contract.
b. 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.

(67) Education Partnerships will develop operations manuals and the student information web portal in consultation with the third party partner, faculties and relevant business units. Updates on reviews and changes to partner Operations Manuals will be provided to AQSC.

Section 5 - Roles and Responsibilities

(68) 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
Academic Quality and Standards Committee	In accordance with its terms of reference and these Procedures the AQSC will: • 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, ESOS 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; • monitor scholarly activity between the University and third party providers; • 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 AQSC 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; • 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 Academic Board as required; and • oversee the implementation of the Course Delivery by Third Party Providers Policy and Procedures.

Who	Responsibility
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]	• 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, Program Director or equivalent, 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 • Maintain oversight of student feedback in courses and units delivered at third party providers • Collaborate with Education Partnerships and 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 • Approve third party provider teaching staff and keep a register of teaching staff, including CV and certified copies of relevant documents.
Vice-Chancellor	• Approval of agreements that may trigger GDPR compliance requirements.
Associate Dean, International [or, where determined by the Executive Dean, the relevant Head of School or other nominated staff member/s]	Where the third party provider is outside Australia, the Associate Dean, International (or nominee) may exercise the responsibilities of the Associate Dean, Education, as determined by the faculty. Allocation of responsibilities should be documented.
Course Convener/ University academic course contact	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 the Operations Manual approved by both parties and endorsed by the owning faculty. The University remains accountable for the academic quality of the course and its delivery. • 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 • Review student issues escalated by unit conveners • Conduct and contribute to course evaluation and review and provide advice to the faculty and third party provider 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 and demonstrating scholarly practice to the teaching team • Ensure University policies and procedures are applied • Monitor academic integrity as per the staff responsibilities outlined in the Academic Integrity Policy and Academic Integrity Procedure and the Operations Manual • Ensure operational and reporting deadlines are met.

Who	Responsibility
Course Coordinator at the third party provider	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 the Operations Manual approved by both parties and endorsed by the owning faculty. The University remains accountable for the academic quality of the course and its delivery. • Assist colleagues with course content, skills and learning experiences to meet learning outcomes of the course/s • Review escalated student issues from third party provider Unit Convener • Liaise with students and Course Convenor on escalated matters such as enrolment, credit, special circumstances and examinations. • Ensure scholarly teaching practices by providing leadership to the teaching team. • 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 University policies and procedures are applied • Monitor academic integrity as per the staff responsibilities outlined in the Academic Integrity Policy and Academic Integrity Procedure and the Operations Manual • Ensure operational and reporting deadlines are met.
Data Analytics	• 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.
Digital, Information and Technology Management	• 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.
Education Partnerships	• Manage third party provider contracts assigned to Education Partnerships • Facilitate coordination and communication between the provider and the University and within the University • Ensure that the University meets its contractual obligations and any internal or external compliance • Implement the Third Party Provider Quality Assurance Framework • Prepare and update annually the schedule of Annual Partner Reviews, and prepare all regular scheduled review reports • Provide guidance on initial third party provider proposals, whether for a new course or new partnership • Maximise benefits and minimise any risks to the University • 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 • Coordinate staff induction activities and resources for third party provider partner staff • Develop Operations Manuals and Student Information pages • Advise and refer issues as needed.
Executive Dean of a faculty responsible for delivery of a course by a third party provider [or the Associate Dean, Education under delegation from the Executive Dean]	• 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 course reporting to Curriculum Committee (CC), 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.
Faculties and business units (where relevant)	• Provide orientation and induction resources on the University's rules, policies and procedures for staff of third party providers • Provide staff development activities of the University, or of the third party provider, to staff at the partner institution as specified in the contract. • Monitor requirements for new support processes, systems and technologies needed to facilitate third party delivery (as applicable) to ensure successful implementation of partnership.

Who	Responsibility
Future Student Services and Student Connect	• 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 • Contribute to recruitment activities if specified in the contract.
Head of Discipline or Head of School	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.
Learning & Teaching	• Provide advice and 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 • 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 • Coordinate and support scholarly activity at third party providers.
Study Skills	• 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.
Marketing	• Contribute to the development of a Marketing and Recruitment Plan for each third party Provider • Contribute to marketing activities if specified in the contract • Approval of all third party provider's marketing material • Provide Marketing Style Guide and Protocols to each third party provider.
Deputy Vice-Chancellor	• 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 • Ensure there are appropriate mechanisms for reporting incidents of sexual harm and students are aware of these reporting mechanisms • 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 Student Life are applied by third party providers.
Institutional Quality Assurance	• Liaise with TEQSA on matters related to third party provider arrangements as required • Provide advice on compliance matters related to third party provider arrangements.

Who	Responsibility
Unit Convener	A 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 the Operations Manual approved by both parties and endorsed by the owning faculty.The University remains accountable for the academic quality of the course and its delivery. A Unit Convener responsible for the delivery of a unit in a course delivered by a third party provider will: • 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) • Liaise with students on such matters as enrolment, credit, special circumstances and examinations • Engage in scholarly collaboration with the third party provider unit convener • Maintain and improve on quality benchmarks as per student feedback data • Provide access to student feedback data to third party provider unit conveners, monitor student feedback and discuss remedial actions with third party provider unit conveners regarding issues raised in the data, where applicable • Ensure University policies and procedures are applied • Ensure operational and reporting deadlines are met • Monitor academic integrity as per the staff responsibilities outlined in the Academic Integrity Policy and Academic Integrity Procedure and the Operations Manual • Consult with the unit committee and/or other staff as necessary to ensure the successful conduct of the unit.

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 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.
Major third party provider	Major third party providers are those partnerships assessed as “High Risk” in accordance with the Partnership Management Framework
Mode of delivery	Mode of delivery is indicated at both a unit and course level. and reflects learning activities that are face to face, distance education, blended/flexible learning, online, intensive or some combination 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.

Terms	Definitions
Third Party Provider	A separate legal entity to the University (though the entity may be a controlled or related entity of the University) that the University enters into a provider agreement with for the purposes of delivering University accredited units and courses to students.

Status and Details

Status	Historic
Effective Date	11th December 2024
Review Date	17th December 2026
Approval Authority	Deputy Vice-Chancellor
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Custodian	Michelle Lincoln Deputy Vice-Chancellor
Responsible Manager	Meegan Fitzharris Director, Partnerships & Engagement
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