



# | Partnering Policy

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## Contents

Purpose .....	3
Policy Statement.....	3
Definitions.....	3
Third party .....	3
Policy Principles .....	3
DTW Designs (Qld) Pty Ltd Responsibilities.....	5
Access & Equity.....	5
Records Management.....	5
Monitoring and Improvement.....	5

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## Purpose

DTW Designs (Qld) Pty Ltd is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, DTW Designs (Qld) Pty Ltd must have written agreements in place with third parties (other organisations or persons) that provide training and /or assessment on its behalf.

DTW Designs (Qld) Pty Ltd must have enough strategies and resources to systematically monitor any services delivered on its behalf to ensure they comply with the SRTOs 2015 always.

The purpose of this policy is to ensure that services provided by a third party are subject to a written agreement and that the third party complies with the SRTOs 2015 always.

## Policy Statement

DTW Designs (Qld) Pty Ltd acknowledges that it must manage partnering arrangements with third party providers who conduct training and assessment services of its behalf, and that those services comply with the SRTOs always.

DTW Designs (Qld) Pty Ltd is committed to ensuring that appropriate partnering arrangements are entered and that these are monitored to ensure their effectiveness and compliance.

DTW Designs (Qld) Pty Ltd will:

- Develop and maintain written agreements with all third-party providers delivering training and assessments services on its behalf;
- Monitor the implementation of training and assessment products and services by third parties through audit processes;
- Specify roles and responsibilities for each party to the agreement in compliance with the Standards for Registered Training Organisations;
- Ensure all parties sign and are provided with a copy of the written agreement; and
- Maintain a register of all agreements held with third party providers.

## Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

### Third party

Means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

## Policy Principles

The following principles underpin this policy.

- a) DTW Designs (Qld) Pty Ltd manages training and assessment provided by third parties on its behalf by documenting and recording agreements covering the responsibility of both parties, the implementation and monitoring of the agreements and making improvements where required.

- b) As DTW Designs (Qld) Pty Ltd, is accountable for the quality of training and assessment provided by third party providers, it is essential that written agreements clearly articulate fully the roles and responsibilities of all parties.
- c) Arrangements will be identified, evaluated and agreed through consultation with prospective third-party partners ensuring a mutually beneficial partnering arrangement.
- d) Contract trainers and assessors who provide training for DTW Designs (Qld) Pty Ltd enrolled clients are NOT required to sign a third-party agreement; they will be subject to all DTW Designs (Qld) Pty Ltd policies and procedures as an employee/contractor.
- e) All third-party providers who enrol their own clients are required to agree, sign and comply with a written agreement for services undertaken on behalf of DTW Designs (Qld) Pty Ltd RTO.
- f) The written agreement will specify arrangement for:
  - i. Ensuring that training and assessment products and services are appropriate and continuously improved;
  - ii. Developing, monitoring and reviewing training and assessment strategies;
  - iii. Ensuring that staff, facilities and equipment are in place, as described in training and assessment strategies;
  - iv. Providing information to clients on training, assessment and client support services provided, as well as their rights and responsibilities as learners;
  - v. Where relevant, ensuring that employers and others are engaged in the development, delivery and monitoring of training and assessment;
  - vi. Providing educational and support services to clients;
  - vii. Managing records and providing data;
  - viii. Issuing qualifications and statements of attainment;
  - ix. Managing complaints and appeals;
  - x. Marketing and advertising of products and services, in compliance with SRTOs, including the approval process;
  - xi. Provision of client information.
- g) DTW Designs (Qld) Pty Ltd will monitor and review third party training and assessments services and arrangements to ensure they comply with all Standards for RTOs always.

Monitoring activities may include (but are not limited to):

- i. Regular reporting including client feedback;
  - ii. Site visits to the third-party provider sites;
  - iii. Assessment validation;
  - iv. Auditing.
- h) Third party providers must abide by DTW Designs (Qld) Pty Ltd Fee Protection Policy and practices as defined in Schedule 6 of the Standards for RTOs. (See Financial Management Policy)
  - i) All third-party providers must comply with all requirements of SRTOs 2015 and all DTW Designs (Qld) Pty Ltd policies and practices always, with particular regard to the following:
    - i. Appeals
    - ii. Complaints
    - iii. Client information
    - iv. Marketing

- v. Validation
- vi. Evaluation and feedback
- vii. Auditing
- viii. Cooperation with the VET Regulator
- ix. Fees
- x. Data provisions
- xi. Records keeping

## DTW Designs (Qld) Pty Ltd Responsibilities

The Managing Director DTW Designs (Qld) Pty Ltd is responsible for ensuring compliance with this policy.

### Access & Equity

The DTW Designs (Qld) Pty Ltd Access & Equity Policy applies. (See Access & Equity Policy)

### Records Management

All documentation related to third party arrangements are recorded and maintained in accordance with Records Management Policy. (See Records Management Policy)

### Monitoring and Improvement

All partnering practices are monitored by the Managing Director DTW Designs (Qld) Pty Ltd and areas for improvement identified and acted upon. (See Continuous Improvement Policy)