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| THIRD PARTY ARRANGEMENTS PROGRAM DELIVERY MANUAL - TEMPLATE | Z:\1. Administration\8. Logos\LOGO_Alternate.jpg |

# EXECUTIVE SUMMARY

* 1. This Program Delivery Manual (Manual) outlines process for academic and operational management agreed to between the University of Newcastle (University) and the Partner Organisation for the effective delivery of academic programs leading to the award of a University of Newcastle qualification.
  2. The Manual supports effective collaboration and the delivery of high quality education. It also provides partners with the necessary guidance and resources to ensure compliance with all relevant regulatory obligations.
  3. The academic programs covered by the arrangement between the University and Partner Organisation are;
* Program 1
* Program 2
* Program 3
* Program 4

1.4 The programs are University programs and must be delivered in accordance with the University’s academic calendar, unless otherwise agreed.

# OBJECTIVES

# This Manual seeks to;

* Establish clear roles and responsibilities for the partner organisations
* Provide a guide for students
* Support the delivery of high-quality academic programs
* Support professional accreditation requirements and compliance with University policy and procedures, and regulatory obligations
* Foster a collaborative and supportive relationship between the University and Partner Organisation
* Facilitate efficient communication and decision-making processes

# GOVERNANCE

Governance arrangements will be consistent with the relevant agreement and may include the establishment of committees to support strategic and operational management of the partnership (See Appendix 1).

## Roles and Responsibilities

* 1. The table below sets out the roles and responsibilities of The University and Partner Organisation in relation to the delivery of the above programs.
  2. The University and Partner Organisation must determine specific collaborative arrangements for the teaching and delivery of the programs.

Table 1: University and Partner Organisation responsibilities

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| --- | --- | --- |
| **Responsibilities** | **University of Newcastle** | **Third Party Partner** |
| Marketing and Recruitment | Approves all marketing material. | Drafts promotional material for in-country markets.  Implements the marketing campaign. |
| Academic Governance | Sets admission standards and entry criteria; ensures policy and procedure are current.  Maintains accurate information on entry criteria and advises partner of any changes.  Performs cyclical audits. | Ensures partner staff apply relevant University policy  Ensures all offers meet the  set entry requirements for  each program. |
| Staff qualifications | Sets minimum qualification standards for academic staff members, supported by University policy.  Approves all academic staff appointments; and confirms teaching staff at the course level at the commencement of each teaching period. | Ensures all staff members meet the minimum qualification requirements.  Provides a list of prospective academic staff for approval, at the point of appointment and commencement of each teaching period, including for returning staff. |
| Academic and support staff | Ensures appropriate staffing levels for both academic and support staff.  Provides initial and ongoing staff training modules for all student learning support staff. | Supports engagement of appropriate staff for teaching and face-to-face support staff (as required).  Ensures all staff complete training modules.  Provides reports to the relevant partnership committees on training activity. |
| Student wellbeing and support | Provides ongoing training modules to both staff and students.  Provides clear information and guidelines on resources, points of contact and reporting channels. | Ensures all staff complete training modules.  Makes information on support provisions available to students.  Provides reports to relevant partnership committee where appropriate. |
| Course Design and Accreditation | Accredits course(s) in consideration of the delivery mode, structure and assessments to ensure the course meets the needs of the cohort (onshore or offshore).  Implement any adapted assessments with partner staff. | Collaborates with University staff in the customisation of assessment tasks, where appropriate.  Reports any issues with course design elements through the partnership committees. |
| Assessment and moderation | Ensures clear and comprehensive policies are in place.  Ensures clear rubrics or other standardisation guides are provided to all teaching staff across locations to support consistency.  Samples partner staff marking of assessments against the same course on campus to ensure consistency and quality.  Administers School Assessment Body & grade finalisation process at the end of each teaching period.  Conducts pathway analysis of  partner cohorts to monitor  progress and quality standards. | Ensures staff are aware of obligations under [Course Management and Assessment Manual](https://policies.newcastle.edu.au/document/view-current.php?id=183).  Ensures staff have received sufficient information and guides to support consistent assessment.  Reports any issues with assessment tasks or other teaching matters through the appropriate contact. |
| Cyber security | Provides staff and student training modules on cyber security.  Provides clear and easily accessible policies and procedures on security, managing student data and privacy protections. | Ensures staff and students complete training.  Reports any breaches as required. |
| Academic Integrity | Provides staff and student academic integrity training modules.  Provides clear and easily accessible staff and student academic integrity policies and procedures. | Ensures staff and students complete training.  Monitors academic conduct across all assessment tasks.  Reports any breaches as required. |
| Changes to University policy or procedure | Advises partner staff of any changes to existing policy or procedure and allow appropriate time for implementation. | Ensures any policy or procedure changes are disseminated across relevant teams, and changes are reflected in day-to-day operations. |
| Student complaints and grievances | Establishes and monitors complaint management and resolution processes.  Monitors reporting of complaints for any signs of risk or recurrent issues. | Refers students to the University’s complaint management and resolution process, including informing students of the process.  Provides reports to the University on any complaints flagged directly with the partner organisation including the number and nature of student complaints. |

# STUDENTS

# Admission and enrolment

* 1. Students are only admitted into a Program during the admission period and are subject to the University’s Admission policies and processes including the [Admissions Manual – Coursework and Enabling Programs](https://policies.newcastle.edu.au/document/view-current.php?id=237).
  2. Students must enrol into the programs and courses via standard University enrolment processes that are accessed via myHub (See [How to enrol](https://www.newcastle.edu.au/current-students/study-essentials/enrolment/how-to-enrol)).
  3. The University will make the final decision, in its absolute discretion, on whether to admit and/or enrol a student into a Program.

**Orientation**

* 1. The University provides an orientation program to assist students to transition into their studies. The orientation program recognises the diversity of student cohorts including but not limited to:

### Students enrolled in different modes of study (for example, online-only);

### Students with disability; and

### International students.

* 1. The Orientation may include information about:

### Local emergency and support services

### Critical incident procedures

### Facilities and resources available to students

### Available academic and non-academic support services

### University policies and procedures

### Information about safety and wellbeing

### Requirements for Program and Course attendance and progress

**Academic Advising**

* 1. The University provides a range of academic advising services to help students plan their course of study and achieve their academic goals. The University also offers guidance on course selection, career planning, and academic resources. [(see Academic Learning Support).](https://www.newcastle.edu.au/current-students/support/academic)

**Personal Support Services**

* 1. The University offers personal support services to support student mental health and well-being, providing resources and referrals for students in need of additional support[. (See Personal Support).](https://www.newcastle.edu.au/current-students/support/personal) The University’s [AccessAbility](https://www.newcastle.edu.au/current-students/support/personal/accessability) service provides support for Students with Disability, including assistance with the development of a Reasonable Adjustment Plan.

**IT Support**

* 1. The University offers IT technical support and access to printers and computers on campus [(see IT support)](https://www.newcastle.edu.au/current-students/support/it).

**Student Responsibilities**

* 1. Students enrolled in the programs are students of the University of Newcastle and must comply with University of Newcastle policies and procedures including the [Student Code of Conduct](https://policies.newcastle.edu.au/document/view-current.php?id=204) and the [Student Conduct Rule](https://policies.newcastle.edu.au/document/view-current.php?id=345).
  2. Specific student responsibilities in relation to courses of study are set out in the [Course Management and Assessment Manual](https://policies.newcastle.edu.au/document/view-current.php?id=183).

**Student Workload**

* 1. A student should expect to spend, on average, 120–140 hours of effort or total load (including contact and non-contact course requirements) per 10 unit course. This applies to all courses, for all fields of study and modes of delivery, excluding placement courses.

**Student Communication**

* 1. The University's primary method of communication to students is to their University email account.
  2. All students are required to check their University student email account frequently.

**Academic Integrity and Conduct**

* 1. The requirements for academic integrity for students are set out in the [Student Conduct Rule](https://policies.newcastle.edu.au/document/view-current.php?id=34) and [Academic Integrity and Ethical Academic Conduct Policy](https://policies.newcastle.edu.au/document/view-current.php?id=35), and these apply to all courses and programs.

**Safety and Wellbeing**

* 1. The University and the Partner Organisation ensure an environment where staff and students are safe, valued and empowered. The University adopts a beyond-zero approach to safety management and aims to be an exemplar in safety standards, the prevention of harm, and promotion of wellbeing.

**Student Conduct**

* 1. All students enrolled in the programs are University of Newcastle students and are subject to the University’s policies and procedures including the [University of Newcastle Student Code of Conduc](https://policies.newcastle.edu.au/document/view-current.php?id=204)t.

**Complaints and Grievances**

* 1. The University provides a variety of avenues for raising complaints or grievances, including complaints about [sexually based harassment](https://www.newcastle.edu.au/current-students/respect-at-uni) as well as [general complaints](https://www.newcastle.edu.au/current-staff/our-organisation/governance/legal-and-compliance/complaints/student-complaints/guide-to-making-a-general-complaint-students) or [appeals](https://www.newcastle.edu.au/current-students/study-essentials/assessment-and-exams/results) against academic outcomes. Key policies that support these process include:

### [Prevention and Response to Sexual Assault and Sexual Harassment Policy](https://policies.newcastle.edu.au/document/view-current.php?id=44)

### [Prevention and Response to Sexual Assault and Sexual Harassment Procedure](https://policies.newcastle.edu.au/document/view-current.php?id=45&version=3)

### [Complaint Management Policy](https://policies.newcastle.edu.au/document/view-current.php?id=196)

### [Complaint Management Procedure](https://policies.newcastle.edu.au/document/view-current.php?id=197&version=4)

### [Academic Appeals Policy](https://policies.newcastle.edu.au/document/view-current.php?id=344)

* 1. The [Office of Student Advocacy](https://www.newcastle.edu.au/current-students/support/personal/student-advocacy) provides free and confidential assistance to students in navigating the rules and regulations of the University.

# QUALITY ASSURANCE

## Program and Course Evaluation

* 1. The courses and programs delivered through the partnership are University of Newcastle courses and programs that are approved and quality assured through the University’s governance processes.
  2. The University maintains academic control and responsibility for academic standards for University courses and programs.
  3. All courses and programs are subject to regular interim monitoring through the [Education Quality Assurance Policy](https://policies.newcastle.edu.au/document/view-current.php?id=339) and related procedures.
  4. All programs are subject to periodic (at least every seven years) comprehensive review in accordance with the [Education Quality Assurance Policy](https://policies.newcastle.edu.au/document/view-current.php?id=339) and related procedures.

## Assessment

* 1. The Partner Organisation is responsible for grading assessments and submitting student results to the University for moderation and validation.
  2. The University is responsible for:

### developing and setting all examinations and assessments of a course; and

### determining a student’s final grade for a course.

* 1. At the end of each course, the University (or an external examiner appointed by University), will monitor and validate grades proposed to be awarded to students in relation to that course.
  2. A final grade will only be applied to a student's records after moderation and validation has taken place, in accordance with the University [[Course Management and Assessment Manual](https://policies.newcastle.edu.au/document/view-current.php?id=183).](https://policies.newcastle.edu.au/document/view-current.php?id=183)

# STAFFING

# The Partner Organisation is responsible for managing the recruitment of appropriately qualified and experienced teaching staff for the programs consistent with Clauses 53-55 of the [Third Party Arrangements - Education Procedure](https://policies.newcastle.edu.au/document/view-current.php?id=328).

# The Partner Organisation is required to submit staffing recommendations and supporting materials including any additional assessments required for accreditation compliance, to the University at least 40 working days (Monday-Friday) prior to course commencement for approval including for returning staff.

# The Partner Organisation must advise the University of staff changes and provide teaching experience and qualifications for assessment for replacement staff for approval prior to commencement of teaching of replacement staff member.

# Staff employed by Partner Organisation for the purposes of teaching into the above programs will be given access to University systems and training and must be inducted to the physical teaching site. Affiliate access for teaching staff employed by Partner Organisation is organised by the University a minimum of 4 weeks prior to the commencement of teaching term.

## School Development

# The University College General Manager is responsible for working with College staff including the Associate Dean Education, and the Partner Organisation to onboard staff prior to the commencement of the teaching term.

# The Onboarding program will cover all aspects of training and delivery consistent with the [Mandatory Training and Onboarding Procedure](https://policies.newcastle.edu.au/document/view-current.php?id=348).

# In addition to mandatory training modules, onboarding activities should include:

### the course/program being delivered;

### admission standards and how to apply them;

### appointment of staff and approval processes;

### access to the University’s Learning Management System

### course delivery responsibilities

### academic and non-academic support and management of at-risk students

### academic integrity including contract cheating and generative AI

### assessment and marking moderation

### student safety and wellbeing

### processes for amendments to marketing and recruitment materials

### process in relation to customisation of assessment where permitted

### management of any time zone issues and examinations

### information about policies and procedures including the management of student data

### reporting breaches

* 1. The Program Convenor must ensure that Course Coordinators understand their responsibilities as described within the [Course Management and Assessment Manual](https://policies.newcastle.edu.au/document/view-current.php?id=183) and the [Course Coordinator Checklist](https://policies.newcastle.edu.au/document/view-current.php?id=183).

# Course Delivery and Materials

# Delivery of courses must be consistent with University policies and procedures (see the University Policy Library) and external regulatory and compliance obligations including:

### [Higher Education Standards Framework (Threshold Standards) 2021](https://policies.newcastle.edu.au/directory-summary.php?legislation=225) or subsequent updates

### [Australian Qualifications Framework](https://policies.newcastle.edu.au/download.php?id=57&version=1&associated);

### [ESOS Act](https://policies.newcastle.edu.au/directory-summary.php?legislation=12) and National Code of Practice;

### Other relevant accreditation bodies.

# Course Outlines set out information on course content, learning outcomes, teaching and learning and assessment methods at course level. Requirements in relation to course materials and Course Outlines are described in the University [Course Management and Assessment Manual](https://policies.newcastle.edu.au/document/view-current.php?id=183).

# Course Outlines are provided to students and staff through the University’s Learning Management System (LMS). The provision of Course Outlines is the responsibility of the University.

**Learning Management System**

# The University’s LMS is Canvas.  Every course offering, regardless of mode, has a site in that system. Each course site must comply with the [Learning Management System Teaching Courses: Minimum Presence requirements](https://policies.newcastle.edu.au/download.php?id=620&version=2&associated) and reflect the University [Course Site Quality Principles](https://policies.newcastle.edu.au/download.php?id=907&version=1&associated).

# The site on the LMS must outline the University’s requirements including but not limited to:

### a full program outline, including graduate learning outcomes relevant to the program and the University of Newcastle Generic Skills;

### use of the learning management system and associated systems (such as text-matching software);

### access to the Library;

### assessment and examinations including grading, requests for review and re-marking, and adverse circumstances;

### academic expectations with regards to academic integrity, academic progress, attendance and work health and safety;

### student responsibilities for regularly monitoring their student email account;

### relevant University of Newcastle policies and procedures;

### compulsory not for credit modules including:

### Academic Integrity Module; and

### Consent Matters Module.

# FINANCE

# Tuition fees (may vary subject to terms of the agreement)

# Students are liable to pay tuition fees and the Student Services and Amenities (SSAF) fee. Fees for students in the above programs will be collected via the standard University process.

# The University will advise the Partner Organisation of the fee payable to Partner Organisation from the received tuition fees following the HECS census date. The Partner Organisation must then invoice the University for this fee (in accordance with the details of the Agreement).

# MARKETING AND PROMOTION

# The University and Partner Organisation share the marketing responsibility for the programs, however each party will obtain the written consent and approval of the other party prior to the publication of any marketing or advertising materials in relation to a Program or Course.

# ACCREDITATION

# The University and Partner Organisation must work collaboratively to ensure the above programs meet the standards set by all relevant accrediting bodies.

# REPORTING

# A report on programs delivered under this arrangement is provided annually to the University’s Teaching and Learning Committee via the College Board in accordance with the [Third Party Arrangements – Education Procedure](https://policies.newcastle.edu.au/document/view-current.php?id=328).

# Additional reporting obligations apply to third party arrangements for transnational education under the University’s [Commercial Activities Policy](https://uonstaff-my.sharepoint.com/personal/ljc660_newcastle_edu_au/Documents/Committees/Council/Risk%20&%20Audit/TPA%20Policy%20Review/policies.newcastle.edu.au/document/view-current.php?id=153#major6) and [Commercial Activities Procedure](https://policies.newcastle.edu.au/document/view-current.php?id=377&version=1).

# APPROVAL

13.1 This manual must be reviewed by Academic Governance and Compliance, approved by a University delegate, and submitted to TEQSA for consideration as part of the Third Party Arrangement assessment process.

13.2 The provisions of the manual may only be relaxed where approved by an authorised University delegate.

# CONTACTS

University contact: Name/Title

Partner Organisation contact: Name/Title

# About this Document

## Further Information

|  |  |
| --- | --- |
| **TRIM Number** |  |
| **Approval Authority** |  |
| **Policy Owner** |  |
| **Enquiry Person** |  |
| **Enquiry Person Contact Details** |  |
| **Review Date** |  |

## APPENDIX 1- DRAFT TERMS OF REFERENCE FOR GOVERNANCE COMMITTEES

## [Delete prior to approval of manual]

**Joint Management Committee – Draft Terms of Reference**

1. The Joint Management Committee (JMC) facilitates cooperation between the parties. Membership includes two senior management representatives from each party with agreed roles and responsibilities as specified in the agreement.
2. The JMC representatives of each party may invite up to two additional representatives of that party to attend any JMC meeting.
3. The JMC will be supported by the relevant University College and will provide quarterly updates to the College Board.
4. The draft terms of the reference of the JMC are to;

### Oversee the partnership contract and any supporting schedules

### Monitor and maintain a risk register to oversee any risks in accordance with the University’s Risk Management Framework

### Receive cyclical reports including reviews of education agents where relevant

### Ensure ongoing compliance with the HESF and any relevant in-country legislation

### Evaluate revenue targets

### Endorse teach out arrangements when a contract is dissolved

### Endorse new program proposals prior to forwarding to University governance committees for approval

### Consider any Third Party Arrangement – Annual Report and forward with comments to the College Board (See [Third Party Arrangements – Education Procedure](https://policies.newcastle.edu.au/document/view-current.php?id=328) Report template)

### Monitor compliance with the University’s [Commercial Activities Policy](https://uonstaff-my.sharepoint.com/personal/ljc660_newcastle_edu_au/Documents/Committees/Council/Risk%20&%20Audit/TPA%20Policy%20Review/policies.newcastle.edu.au/document/view-current.php?id=153#major6) and [Commercial Activities Procedure](https://policies.newcastle.edu.au/document/view-current.php?id=377&version=1) and related reporting (for TPAs with international partners)

### Address any issues or disputes that may arise

### Meet quarterly to review program performance and discuss improvements

### A quorum requires at least one JMC Representative from each party to be present.

1. Meeting papers will be circulated at least 5 Business Days before a meeting.

# Academic Operations Committee – Draft Terms of Reference

The Academic Operations Committee (AOC) is focused on academic and operational matters and supporting program delivery. Membership includes representatives from both the University and the Partner Organisation and may be specified in the Agreement.

The draft Terms of Reference for the AOC are to;

### Monitor indicators of student success such as retention, progression and completions

### Monitor student performance trend data and comparison of outcomes across cohorts

### Moderate outcomes and final grade outcomes for quality assurance purposes

### Review student complaints trend data including complaints resolution

### Monitor academic integrity issues and trends

### Consider course reviews and develop action plans

### Consider any Third Party Arrangement – Annual Report and forward with comments to the JMC for consideration (See [Third Party Arrangements – Education Procedure](https://policies.newcastle.edu.au/document/view-current.php?id=328) Report template)

### Consider any academic or operational issues of concern, including work health and safety hazards and incidents, and make recommendations to the JMC

### Oversee collaboration in relation to course coordination activities

### Meet monthly to discuss academic and operational issues regarding program implementation, student progress, and the student experience