

Managing Risk and Third Party Providers

ACEN Forum
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Today's Session

1. Background and overview of “A Guide to Working with Third Party Providers” (in draft)
2. Small Group discussion
3. Reporting back – feedback

Feedback on the Guide will be provided to the joint
IEAA/ACEN Working Group

Background

- 2014 – “Working with Third Party Providers” discussed at International Education Association of Australia (IEAA) Outbound Mobility Forum ... and working group formed
- Working Group scoped current best practice through a survey of Australian Universities
- First draft prepared of a *Guide to Working with Third Party Providers*

Background cont.

- March 2015 – National WIL Strategy
- IEAA Working Group connected with ACEN and NAGCAS, and members from these organisations join the working group
- Today – first review and feedback by ACEN members

National WIL Strategy

March 2015 – Australia's first *National WIL Strategy*

- ACEN collaboration with Universities Australia, Australian Chamber of Commerce and Industry, Australian Industry Group, the Business Council of Australia
- Strategy calls for clearer guidance on engaging with Third Party Providers:

2.2. Ensure reliable information is available to students and employers to support the integrity of interactions involving third party providers arranging internships

Action: ... develop and disseminate resources, including guidelines on the efficacy, risks and benefits, role and operation associated with third party providers.

Working Group Members

IEAA

- Kim Siemensma (La Trobe)
- Bri Johnstone (RMIT)
- Shelly Maller (Griffith)
- Chris Hoffmann (University of Adelaide)
- Daniel Mathers (Flinders)

ACEN

- Judie Kay, (RMIT) – ACEN President
- Dr Annabelel Willox, (UQ)
- Freny Tayebjee/Alana Christoff (UWS)
- Julie Howell (Curtin)
- Amy Ezzy (QUT)

Considerations

1. Agreement with third party provider

As a minimum it is recommended that:

- a written agreement is developed between the University and the TPP
- outlining the roles and responsibilities

Specific requirements for your institution may vary

2. Communication with internal University Units

It is recommended that University units who manage the relationships with TPPs engage with other areas to communicate the list of approved TPPs and the service agreement between an approved provider and an unapproved provider

Considerations cont.

3. Advertising to students

Universities should be aware that anything “promoted” on campus could be considered by the student or their family to have been “endorsed” by the University.

4. Student sourced programs/placements

Universities cannot lawfully stop students from going on a program but they can confirm which TPPs are endorsed providers and support students to engage with these providers

Evaluating TPPs

- Provides a template for vetting TPPs

When working with external organizations and TPPs, a basic vetting of the sponsoring organization, its facilities, and its personnel also becomes a factor in risk assessment. If you are considering using a vendor, you must evaluate its qualifications and track record.

Funding

- Revenue loss
- No best practice solution offered but example below provided

Example – The University of Adelaide

Approval by Senior Management to establish “direct billing arrangements” with 3rd party providers.

- *Adelaide will develop the process framework to receive invoices for 3rd party provider programs*
- *Adelaide will charge its own fee for the program, with the excess funding going to the corresponding academic area or to the mobility office*

Appendices

- Appendix 1: Resources
- Appendix 2: Survey