

THIRD PARTIES & SUBCONTRACTING POLICY

Education Is Key (EIK)

PURPOSE

This policy and procedure ensures Education Is Key (EIK) meets all relevant legislative and contractual requirements relating to third-party arrangements, including:

- The Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations (RTOs)
- Accountability requirements relating to third-party arrangements
- Fit and Proper Person Requirements

SCOPE

This policy applies to all Education Is Key personnel, including:

- CEO / Director
- Compliance and Quality staff
- Trainers and Assessors
- Administration staff
- Approved third parties engaged by Education Is Key

POLICY

Education Is Key retains full responsibility for all training and assessment services delivered under its RTO registration, regardless of where or by whom the services are delivered.

Education Is Key will ensure that all third-party arrangements are appropriately managed, monitored, and documented to maintain compliance with all applicable legislative, regulatory, and contractual requirements.

PROCEDURE

Education Is Key retains responsibility for:

- Accurate data reporting
- Compliance with ASQA requirements
- Adherence to marketing and advertising standards
- Provision of accurate information to prospective learners
- Management of complaints and appeals
- Fee collection and financial processes - Oversight of fee collection and financial processes undertaken by approved third parties
- Record keeping and documentation
- Issuance of Statements of Attainment and Qualifications

Third parties and Subcontracting Policy June 23, 20262026 V02 JA

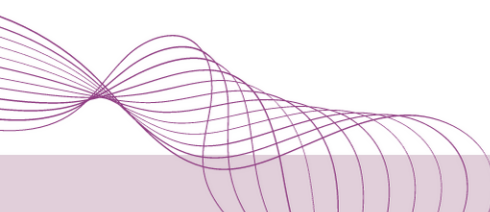
Julie Armstrong
Managing Director

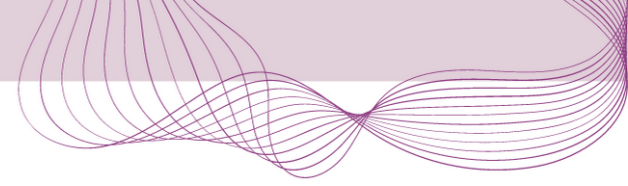
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THIRD-PARTY ARRANGEMENTS

Education Is Key may engage approved third parties to undertake agreed activities on behalf of the RTO.

All third-party arrangements will be managed in accordance with the following requirements:

- A formal written agreement must be established prior to the commencement of any third-party services.
- All agreements must be reviewed and approved by the CEO/Director prior to commencement.
- Education Is Key will ensure that any services delivered on its behalf comply with the Standards for Registered Training Organisations (RTOs) and all relevant contractual obligations.
- Third-party arrangements will be monitored on an ongoing basis to ensure continued compliance.
- All agreements and supporting documentation will be maintained within the Education Is Key Quality Management System.
- Where required, third-party arrangements will be reported to ASQA within the required timeframe.
- Third parties must not use the Nationally Recognised Training (NRT) logo unless authorised and permitted under regulatory requirements.
- Third parties must not issue Statements of Attainment, Qualifications, or Testamurs on behalf of Education Is Key.

MONITORING OF THIRD PARTIES

Education Is Key will monitor third-party arrangements through activities that may include:

- Review of marketing and promotional materials
- Review of learner information and enrolment processes
- Monitoring learner feedback, complaints, and appeals
- Regular communication and performance reviews
- Corrective action processes where required
- Review of third-party agreements

Any identified non-compliance will be addressed promptly and may result in suspension or termination of the arrangement.

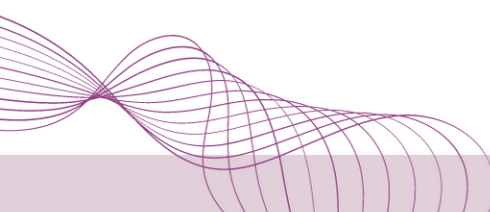
FIT AND PROPER PERSON REQUIREMENTS

Where required under ASQA requirements, any individual who exercises a level of control or influence over the management or operations of the RTO must complete a Fit and Proper Person Declaration.

The CEO/Director of Education Is Key holds responsibility for:

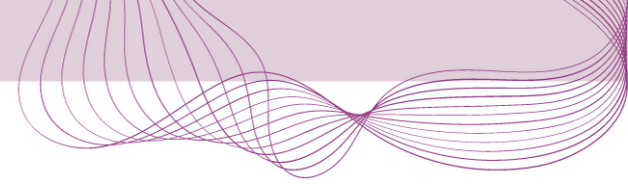
- Strategic direction
- Operational oversight
- Financial management
- Compliance and regulatory obligations

The CEO/Director is responsible for ensuring all applicable Fit and Proper Person requirements are maintained.





EDUCATION IS KEY



INDUSTRY AND PARTNERSHIP ARRANGEMENTS

Where Education Is Key engages with industry bodies, employers, or advisory groups for consultation, validation, moderation, co-design, or continuous improvement activities:

- These partners do not hold control or influence over Education Is Key business, operational, financial, or marketing decisions.
- These activities are considered industry engagement activities and are not third-party delivery arrangements.

SUBCONTRACTING

Any third party engaged by Education Is Key must not further subcontract, assign, transfer, or delegate any responsibilities under the agreement without the prior written approval of the CEO/Director. Where approval is granted, Education Is Key will undertake appropriate due diligence to ensure the proposed subcontractor meets all relevant legislative, regulatory, contractual, and compliance requirements.

Education Is Key retains full responsibility for all services delivered on its behalf.

Unauthorised subcontracting constitutes a breach of the agreement and may result in immediate termination of the arrangement.

RELATED POLICIES & DOCUMENTS

- Quality Management and Compliance Policy
- Third Party Register
- Marketing and Advertising Policy
- Complaints and Appeals Policy
- Third-Party Agreement
- Records Management Policy

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