



**IHNA**<sup>®</sup>  
*Institute of Health and Nursing Australia*

# Referral Network Partner Procedure



## SECTION 1

### Purpose

This procedure sets out how the framework for management of the Referral Network Partner (RNP) program which offers an incentive for the referral of students to study a course at IHNA is to be implemented.

### Scope

1. This procedure is applicable to:
  - a. current students admitted to a course or unit of study of IHNA
  - b. recent Graduates and Alumni of IHNA
  - c. current and past staff of IHNA
2. This procedure applies to:
  - a. all IHNA courses.
3. This procedure does not apply to:
  - a. students enrolling in courses offered by IHNA that are funded within the Skills First Funding, Department of Training and Workforce Development and VET student loan programs.

### Responsibility

4. The IHNA Executive Management Committee has overall responsibility for approving this procedure. The IHNA Marketing and Sales Manager is responsible for implementing the Referral Network Partner Policy. Other responsibilities are outlined within the policy.

### Definitions

5. **Entry requirements** refers to the requirements defined in IHNA's Admissions and Enrolment Policy which a student must satisfy to be eligible for entry to courses offered by IHNA
6. **Partner Portal** refers to the online portal used by IHNA to manage partner information and engagement
7. **Referral** refers to a student that is referred to IHNA through the RNP program
8. **Referrer** refers to a RNP program participant that has referred a potential student for consideration by IHNA for enrolment into a course offered by IHNA
9. **RNP** refers to the Referral Network Program which is a student referral program offered by the Institute of Health & Nursing Australia (IHNA).



## SECTION 2

### Procedure

10. RNP partners are required to register using the RNP portal and to maintain an up-to-date record of information as required on the portal.
11. RNP partners will be issued a Username and Password to confirm registration.
12. All referrals to the RNP program must be lodged using IHNA's Referral Network Portal.
13. Referred potential students will be contacted by a IHNA Marketing and Sales Executive who will discuss the course, entry requirements of the course and address questions raised by the student prior to processing an application for the course offered by IHNA:
  - 13.1 IHNA reserves the right to accept or reject an application based on IHNA's Admissions and Enrolment Policy or the application not satisfying the entry requirements for a course offered by IHNA;
  - 13.2 The Referral Network Portal will update during the application process and a RNP partner may view the Referral Network Portal at any time during the referral and application process.
14. Following acceptance of an application and commencement of a student in the course:
  - 14.1 The status of a referred student on the Referral Network Portal will change to 'Commenced' and an incentive will be due to the RNP partner;
  - 14.2 IHNA will process RNP incentive payments each Friday for students whose status has changed to 'Commenced' during the previous seven-days; and
  - 14.3 The incentive due for referrals to a package or multiple course offer will be calculated based on the total course value.
15. RNP program is not applicable for courses with course value under \$500.
16. Incentives for referrers will be calculated based on following course values:

Course Value	Incentive
\$501 - \$1999	\$50
\$2000 - \$4999	\$100
\$5000 - \$9,999	\$200
\$10,000 and above	\$300

### Conditions of Participation in the Referral Network Partner Program

17. A new student may be referred only once. There is no limit to the number of new students a RNP partner may refer.
18. A referral may be rejected if an application has been received from the student through a IHNA student recruitment partner agent.
19. If at any point IHNA is of the view that there has been tampering, collusion or misuse of the RNP program, IHNA will disqualify pending referrals and may take legal action.



## SECTION 3

### Associated information

<b>Related Internal Documents</b>	Admissions and Enrolment Policy Admissions and Enrolment Procedure IHNA Code of Conduct
<b>Related Legislation, Standards and Codes</b>	Australia Skills Quality Authority (ASQA)
<b>Date Approved</b>	1 April 2021
<b>Date Endorsed</b>	31 March 2021
<b>Date of Effect</b>	1 April 2021
<b>Date of Review</b>	Three years from date of approval
<b>Approval Authority</b>	IHNA Executive Management Committee
<b>Responsibility for implementation</b>	IHNA Marketing and Sales Manager
<b>Document Custodian</b>	Chief Executive Officer
<b>PinPoint DocID</b>	

### Change history

<b>Version Control</b>		Version 1
<b>Change Summary</b>	Date	Short description of change, incl version number, changes, who considered, approved etc