

## Glossary of Terms

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#### A - E

'Academic grievance' refers to a grievance about assessment, student academic progress, course content, the quality of course delivery, and academic achievement in a course of study.

'Academic misconduct' refers to student behaviour that undermines the academic integrity of the learning and assessment processes, including (but not limited to):

- Plagiarism, and failing to properly acknowledge sources
- Taking unauthorised material into exams
- Permitting another student to copy answers in an examination
- Exchanging notes in an exam
- Inappropriately obtaining prior knowledge of an exam's contents

'Academic year' refers to the duration of a course delivered over a 12 month period.

'Academically at Risk' refers to a student who in a study period within a course demonstrates the potential to fail (in relation to a Higher Education course) or be deemed Not Yet Competent (NYC) (in relation to a Vocational Education and Training course) in at least 50% of the units of study in which the student is enrolled in a study period. This includes students who halfway through the study period demonstrate the potential to fail or be deemed NYC in at least 40% of the units of study in which the student is enrolled.

'Accredited Course' refers to a structure sequence of vocational education and training that has been accredited by a State or Territory course accrediting body and leads to an Australian Qualification Framework qualification or Statement of Attainment.

'Academic Integrity' refers to valuing honesty in learning, submitting assignments and exams that are a student's own work, except where appropriately referenced, and not facilitating other students to cheat on assignments and exams.

'Adaptive technology' means any product, equipment, or software designed for use by people with disabilities who cannot use regular versions.

'Advanced Standing' refers to recognition granted to a student on the basis of previous study (credit transfer) and / or experience (recognition of prior learning), exempting the student from a particular course unit of study or unit of competency.

'Agreed starting day' means the day on which the course was scheduled to start, or a later day agreed between the registered provider for the course and the student.

'Altered academic result' refers to a student's academic result, which is to be changed outside of an official meeting of an Examination Committee.

'Assessment' is the process of gathering a range of evidence and forming a judgement as to whether a student has achieved a specified level of knowledge, skill and competency in clearly identified learning outcomes in a unit of study/competency.

'Australian Council for Private Education and Training (ACPET)' is a national industry association for independent providers of post-compulsory education and training for Australian and overseas students including Vocational Education and Training, Higher Education, Senior Secondary Studies and Foundation Studies.

'Australian Qualification Framework (AQF)' refers to the policy framework that defines all qualifications

recognised nationally in post-compulsory education and training in Australia.

'Australian Qualifications Training Framework 2007 (AQTF 2007)' refers to nationally agreed recognition arrangements for the vocational education and training sector. The Australian Quality Training Framework is based on a quality assured approach to the registration of training organisations seeking to deliver training, assess competency outcomes and issue Australian Qualifications Framework qualifications and / or Statements of Attainment and ensures the recognition of training providers and the Australian Qualifications Framework qualifications and Statements of Attainment they issue, across Australia.

'Census Date' refers to the date on which a student's enrolment is finalised for a course of study and applicable fees and charges are incurred.

'Change of Result Form' is a pre-numbered form in triplicate used to process the modification of a student's result. This form must be filled in by the Lecturer requesting the change and authorised by the Head of College (or delegated nominee).

'Commencement date' refers to the first day of the student's commencing study period. This will usually be the student's first day of classes for on-campus students and the date materials are dispatched from the College for distance education students.

'The College' refers to one or more individual colleges as legal entities and any colleges that operate as trading names under the legal entity. This may include: Think: Colleges Pty Ltd trading as William Blue College of Hospitality and Tourism, APM College of Business and Communication, Billy Blue College of Design, and Australasian College of Natural Therapies; APM Training Institute Pty Ltd trading as APM College of Business and Communication; Billy Blue English School Pty Ltd trading as Billy Blue College of English; Jansen Newman Institute Pty Ltd trading as Jansen Newman College of Counselling and Applied Psychotherapy; C.V. Fitzpatrick & J.K. Fitzpatrick trading as Commercial Arts Training College; and GMM Projects Pty Ltd, the Trustee for the CATC Trust registered in NSW trading as CATC. Documents may specifically list which college(s) and/or trading name(s) are covered by the scope of the document."

'Complainant' refers to the person(s) who formally instigates a complaint.

'Conditional Academic Progress' refers to a student who fails to achieve a grade of Pass (in relation to a Higher Education course) or is deemed Not Yet Competent (NYC) (in relation to a Vocational Education and Training course) in one or more units of study.

'Course Cancellation' refers to cancelling the registration, accreditation and delivery of the course.

'Course of study' refers to a course the completion of which leads to the granting of a Think: Colleges award.

'Course Credit' refers to exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior informal learning.

'Course Re-accreditation' refers to the review of an accredited higher education or vocational course every five years (or other period as allowed by the regulator). Re-accreditation involves a review of a course to ensure continuing compliance with accreditation criteria and comparability with national standards.

'Critical incident' refers to a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

'Cyclical Course Review' refers to the cyclical monitoring of a course in regard to student and other stakeholder feedback; the quality of teaching and learning; industry consultations; availability of resources; student enrolments; and graduate outcomes.

'Default Day' means the agreed starting day, if the course does not start on the agreed starting day or the course starts on the agreed starting day but the student does not start the course on that day (and has not previously withdrawn); ; or the day on which the course ceased to be provided by the College; or the day on which the student withdraws from the course; or the day on which the

registered provider of the course refuses to provide, or continue providing, the course to the student.

'Deferment' (also referred to as 'Deferral') applies to students who have received an offer of a place in a course offered by one of the Think: Colleges or have enrolled into a course offered by the College and wish to study or complete their study at a later date. Students who have deferred their offer/enrolment will have a place held for them for a maximum of twelve months.

'Department of Education, Employment and Workplace Relations (DEEWR)' refer to the Australian government department for education, training and workplace relations.

'Department of Immigration and Citizenship (DIAC)' refer to the Australian government department for immigration and visas.

'Designated Authority' for a State means the person responsible under the law of the State for approving providers to provide courses to overseas students for the State. (ESOS Act 2000, Section 5)

'Direct discrimination' occurs when a person is treated less favourably on the grounds of a personal characteristic, such as sex, parental status, race, age or disability.

'Disability discrimination' is a form of behaviour that disadvantages people because of their actual or perceived disabilities or disadvantages those related or associated with a person with disability. The types of disabilities covered under legislation include physical, intellectual, psychiatric, sensory, neurological or learning disabilities. It also includes physical disfigurement and the presence in the body of a disease-causing organism.

'Discrimination' refers to a situation where an individual feels they are discriminated against and are treated less favourably than another person. If the basis for the less favourable treatment is prohibited on the grounds of discrimination under the relevant State or Federal law, unlawful discrimination might have occurred. Anti-discrimination laws forbid certain discriminatory conduct on a number of grounds (such as sex, race, and disability) in a number of areas (such as employment, education and the provision of services).

'ESOS Act' refers to the Education Services for Overseas Students Act which is a regulation setting out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.

'Examination Committee' refers to the organ of governance responsible for the review and recommendation of all academic results to the Academic Board.

'Expulsion' refers to the removal of the student from any and all Think: Colleges and the termination of their enrolment. Students who are expelled are not eligible for a refund of their fees. Students who have been expelled may not enrol in a Think: Colleges program of study for a period of two years.

## F - L

'Formal Grievance' refers to the formal lodging of a written grievance.

'Full-fee paying students' refers to Overseas students enrolled in all courses and domestic students enrolled in a vocational course which is not VET FEE-HELP enabled. This includes any students in these categories who have received scholarships.

'High Managerial Agent' refers to an employee, agent or officer of the College with duties of such responsibility that his or her conduct may fairly be assumed to represent the provider in relation to the business of providing courses (ESOS Act 2000, Section 5). This includes the following roles: Group Chief Executive Officer; Chief Executive Officer - Operations; Group Colleges Director; Campus Operations Manager; Group Academic Director; General Manager, Flexible & Online Learning; Head of College; and Board of Directors.

'HERMES' refers to the electronic database that records student details including class attendance records.

'Inactive students' means students who have enrolled in a course and not shown up on campus to commence studies, not enrolled in subjects for a compulsory study period, or not returned after a break. Students who have not attended the first 10% of any study period or who have not attended class for 5 consecutive days at the start of a study period or after a break without approval will be considered Inactive. These students will have their enrolment automatically cancelled.

'Indirect discrimination' occurs when a policy or procedure which appears to treat everyone equally has the effect of disadvantaging certain groups and the requirement is not reasonable. Indirect discrimination occurs when a neutral, or seemingly harmless, policy, rule or practice has a discriminatory effect against a certain group of people.

'Informal Grievance' refers to a range of processes, such as a discussion, a request or a query.

'Information Privacy Principles (IPPs)' refers to the eleven Information Privacy Principles extracted from Section 14 of the Privacy Act 1988 (Cth).

'ISA' refers to ISA (Victoria) Pty Ltd, Trading as International Student Alliance, is a contractor to Think: Education Group and provides a national, independent guardian and student care service

'Language and Academic Support' refers to the additional support services available to students who may require assistance with their study program. The support services assists student to address areas such as academic skills, presentation skills, note-taking skills, researching and English language skills.

## M - Q

'Mature age candidates' include those who will be 21 years of age, or over, before 1 March of the year of admission to Think: Colleges.

'Misconduct' refers to student behaviour that intentionally disrupts or interferes with the educational, administrative and/or operational activities of a Think: College, its staff and students, including (but not limited to):

- Wilful damage of Think: Colleges' property, including stealing, destroying or impairing access to equipment and/or facilities, including library holdings
- Using Think: Colleges computing facilities in a manner that is either harmful and detrimental to others, or illegal
- Acting in a manner that causes other staff and students to be fearful of their safety
- Wilfully disrupting a class, a meeting or any other official Think: Colleges activity, either on- or off- campus
- Breaching any other rule or relevant legislation as it applies to student conduct.

'Moderation' is the review of assessment decision-making to ensure consistency in grading.

'National Code 2007' refers to National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 provides nationally consistent standards for the conduct of registered providers and the registration of their courses. The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

'National Office of Overseas Skills Recognition (AEI - NOOSR)' is a government agency which provides up-to-date information on what is required for the recognition of overseas qualifications and skills.

'National Privacy Principles (NPP)' refers to the guidelines from the Privacy Amendment (Private Sector) Act 2000.

'Nationally Recognised Training (NRT) logo' refers to the logo used nationally to signify that training and assessment product and services meet the requirements agreed under the National Skills Framework (NSF).

'National Skills Framework (NSF)' refers to the system of Vocational Education and Training (VET) that:

- a. applies nationally
- b. is endorsed by the Ministerial Council for Vocational and Technical Education.

'National Training Information Service (NTIS)' refers to the national register for recording information about Registered Training Organisation (RTO), Training Packages and accredited courses.

'NSW Anti Discrimination Board (ADB)' investigates and conciliates complaints of discrimination, harassment and vilification. It informs and educates the people of NSW, employers and service providers about their rights and responsibilities under anti-discrimination law.

'NSW Office of Fair Trading' is a government organisation for administering consumer laws and the rights of consumers.

'Occupational Health and Safety Committee' is a committee which consist of employees as the member which represent all staff, contractor and student to raise and facilitate OH&S issues.

'Packaged Offer' refers to two or more letters of offer issued to the same student for enrolment to be completed in a set order.

'Parent(s) (or legal guardian)' means the student's parent(s) or permanent legal guardian. This does not include temporary guardians for overseas students while they are in Australia.

'Part-time study' refers to students studying part-time who have applied for and receive confirmation of enrolment for this mode of study. Students studying part-time need to complete the course within six years. Students can enrol in one to three subjects per study period. Each subject has to be completed within the study period. Part-time students are not eligible for travel concessions. Overseas students studying in Australia on a student visa must be full-time students.

'Plagiarism' refers to intentional or inadvertent use of intellectual property, the source of which is not properly acknowledged; and/or the direct use of intellectual property, whether acknowledged in a reference list or un-referenced, without a clear in-text indication that the intellectual property was taken from its source.

'Principal course of study' refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses. (National Code 2007, Appendix A)

'Provider default' refers to an education provider fails to provide the course to an enrolled students. It may include the course not starting on the agreed starting day; the course ending before it's completed, or the course not being provided in full to the student.

'Provider Registration and International Student Management System (PRISMS)' refers to the system used to process information given to the Secretary of DEEWR by registered providers.

'Quality Assurance' refers to a system for evaluating performance, as in the delivery of services or the quality of products provided to all stakeholders.

## R - T

'Racial discrimination' is a form of behaviour which disadvantages people because of their race, colour, national or ethnic origin, or disadvantages any relative or associate of these people.

'Reasonable adjustment' means adjustment which can be made to facilities, documentation, learning and assessment, and support services which will facilitate access for disabled students and staff and ensure valid and reliable assessment decisions at a reasonable cost while meeting the special requirements of the individual(s).

'Recognition of Prior Learning' refers to acknowledgement of a person's skills and knowledge acquired through previous training, work or life experience, which may be used to grant credit in a unit of competency.

'Registered Training Organisation (RTO)' refers to an organisation registered by a state or territory recognition authority to deliver training and/or conduct assessments and issue nationally recognised

qualifications in accordance with the Australian Quality Training Framework.

'Respondent' refers to the person(s) or institution against whom the complaint is lodged.

'Satisfactory Course Progress' refers to a student who in a study period within a course demonstrates the ability to pass (in relation to a Higher Education course) or be deemed Competent (NYC) (in relation to a Vocational Education and Training course) in at least 50% of the units of study in which the student is enrolled in a study period.

'Serious incident' refers to "serious incident" in section 87 (1) of the OH&S Act 2000, the following incidents at or in relation to a place of work are prescribed:

- (a) an injury to a person that results in the amputation of a limb,
- (b) the placing of a person on a life support system,
- (c) any incident listed below that presents an immediate threat to life:
  - (i) the loss of consciousness of a person caused by impact of physical force, exposure to hazardous substances, electric shock or lack of oxygen,
  - (ii) major damage to any plant, equipment, building or structure,
  - (iii) an uncontrolled explosion or fire,
  - (iv) an uncontrolled escape of gas, dangerous goods or steam,
  - (v) imminent risk of explosion or fire,
  - (vi) imminent risk of an escape of gas, dangerous goods or steam,
  - (vii) a spill or incident resulting in exposure or potential exposure of a person to a notifiable or prohibited carcinogenic substance (as defined in Part 6.3),
  - (viii) entrapment of a person in a confined space,
  - (ix) collapse of an excavation,
  - (x) entrapment of a person in machinery,
  - (xi) serious burns to a person.

'Sex discrimination' is a form of behaviour that disadvantages people because of their gender. Treating a woman less favourably because she is pregnant, or because she might get pregnant, is a form of sex discrimination, as is treating someone less favourably (a man or a woman) because of their marital status.

'Suspension' refers to the temporary removal of a student from any and all of Think: Colleges. The purpose of the suspension is to seek a solution for an alleged incidence of student misconduct.

'Statement of Attainment' refers to a formal certification in the Vocational Education and Training sector by an RTO that a person has achieved

- a. part of an AQF qualification, or
- b. one or more units of competency from a nationally endorsed Training Package, or
- c. all the units of competency or modules comprising an accredited short course ( meaning an accredited course that does not meet the requirements for a full AQF qualification)

'Student default' refers to where an overseas student does not start a course or withdraws from a course as defined in section 27(2) of the ESOS Act

'Student Support Services' refers to the additional support services available for students who may require assistance in non-academic related areas. The support service includes personal counselling and guidance, accommodation and assistance in the grievance and appeal process.

'Study period' refers to a discrete period of study within a course, namely term, semester, trimester, short course or otherwise defined by Think: Colleges. A study period must not exceed 20 weeks.

'Technical and Further Education (TAFE)' refers to a publicly funded post-secondary organisation which provides a range of technical and vocational education and training courses and other programs, e.g. entry and bridging courses, language and literacy courses, adult basic education courses, Senior Secondary Certificate of Education courses, personal enrichment courses, and small business courses. Each state and territory has its own TAFE system.

'Training Package' refers to a nationally endorsed, integrated set of competency standards, assessment guidelines and Australian Qualification Framework (AQF) qualifications for a specific industry, industry sector or enterprise.

'Training and Assessment Strategy (TAS)' refers to the framework that guides the learning

requirements and the teaching, training and assessment arrangement of a vocational education and training qualification. It is the document that outlines the macro level requirements of the learning and assessment process, usually at the qualification level.

## U - Z

'Unit of study' refers to a unit of competence, subject or modules that may be taken in any course.

'Unsatisfactory Academic Progress' refers to a student who fails to achieve a grade of Pass (in relation to a Higher Education course) or is deemed Not Yet Competent (NYC) (in relation to a Vocational Education and Training course) in the same unit of study twice. Refers to a student who fails to achieve a grade of Pass (in relation to a Higher Education course) or is deemed Not Yet Competent (NYC) (in relation to a Vocational Education and Training course) in at least 50% of the units of study in which the student is enrolled in that study period.

'Validation' refers to comparing, evaluating and reviewing assessment processes, methods and tools and the subsequent assessment decisions.

'Withdrawal from a Course' refers to a formal procedure when a student withdraws without the intention of returning for any reason from a course in which they are enrolled.