

Name/ Title	Meaning/ Definition
A	
Abuse/Neglect	in relation to a child, means: <ul style="list-style-type: none"> • sexual abuse of the child; or • physical or emotional abuse of the child, or neglect of the child, to the extent that either: <ul style="list-style-type: none"> o the child has suffered, or is likely to suffer, physical or psychological injury detrimental to the child's wellbeing o the child's physical or psychological development is in jeopardy.
Academic Director	The Academic Director or nominee or delegate, as appropriate
Academic Governance	A subset of the overall governance of a higher education provider. Academic governance deals with the framework that regulates providers' academic decisions and quality assurance. Academic governance includes the policies, processes, definitions of roles, relationships, systems, strategies and resources that ensure academic standards and continuous improvement in academic activities. It is concerned with the integrity and quality of the core higher education activities of teaching, research and scholarship
Academic Integrity	Academic integrity can be defined as: 'a commitment, even in the face of adversity, to six fundamental values: honesty, trust, fairness, respect, responsibility, and courage. (International Centre for Academic Integrity, 2014). Academic Integrity involves using, generating and communicating information in an ethical, honest and responsible manner. (TEQSA Guidance Note–Academic Integrity, p.1, 2016). Academic Misconduct at EQUALS is the breach of Student Partnership principles and EQUALS' Academic Integrity policy
Academic Misconduct	means conduct by which a student seeks to gain for himself, herself or another person an unfair or unjustified academic advantage in a course or unit of study and includes, cheating, collusion and plagiarism. It may be intentional or reckless.
Academic Staff	A member of staff of a higher education provider who is appointed wholly or principally to undertake a teaching and/or research function
Academic Standards	An agreed specification (such as a defined benchmark or indicator) that is used as a definition of a level of performance or achievement, rule or guideline. Standards may apply to academic outcomes, such as student or graduate achievement of core discipline knowledge and core discipline skills (known as learning outcomes), or to academic processes such as student selection, teaching, research supervision, and assessment.
Academic Standing Review Periods	Are two periods per calendar year, Period 1 occurs in late June-July and Period 2 occurs in November - December, in which the academic standing status of students is reviewed and those with blue, amber and red statuses receive communications advising them of support services and likely consequences for their future studies.
Academic Transcript	a record of all studies leading to an AQF qualification in which a student is enrolled at EQUALS, whether complete or incomplete. See also 'Transcript' and 'Statement of attainment'.
Accelerated Study Mode	Study by three trimester study periods per academic year for completion of the three year full time Bachelor course in two years.
Accreditation	Formal recognition of a course by a regulatory body in line with the Standards for Registering/Course Accrediting Bodies. Accreditation is the process by which a course or training program is officially recognised and approved under the NVR 2015 or Higher Education (Threshold) Standards 2015.
Active Records	records that are still in frequent use, regardless of their date of creation, and required for current EQUALS' business.
Administrative Date	for any subject means the last date that students can formally withdraw from that subject without incurring a financial penalty and is generally 28 days before the start date of that subject.
Advance Standing	is a form of credit for any previous learning (AQF, January 2013)

Name/ Title	Meaning/ Definition
Agreed Starting Date	See Start Date
Appeal	<p>an appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 20 working days of the decision or finding is informed to the student.</p> <p>The policy applies regardless of the location of the campus of the Institute at which the complaint has arisen, the student's place of residence or the mode in which they study.</p>
Articulation	The process of linking two or more qualifications together by creating/identifying the content relationships between them. Creates a defined pathway that enables a student to progress from a completed course of study to another course of study with admission and/or credit
Assessment	A process to determine a student's achievement of identified learning outcomes and may include a range of written and oral methods and practice or demonstration
Assessment task	A formative or summative assessment task (whether written, oral, practical or otherwise) contributing to the overall assessment of competency for a Unit of Competency and which is to be formally submitted for marking.
Australian Higher Education Graduation Statement	A supplementary statement to qualification certification documentation that provides information to enhance understanding of the qualification by students, employers, industry, professional associations and internationally.
Australian Skills Quality Authority (ASQA)	The national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. For more information visit ASQA's website (www.asqa.gov.au)
Australian Student Tuition Assurance Scheme (ASTAS) (for domestic students)	protection for students in the event that EQUALS ceases to provide the course in which they are enrolled, ensuring they are able to complete their studies in another program or with another education provider or receive a refund of their unspent tuition fees.
Australian Qualifications Framework or AQF	The AQF is the national policy for regulated qualifications in the Australian education and training system (www.aqf.edu.au)The AQF encompasses higher education, vocational education and training and school education. It provides for national recognition and a consistent understanding of what defines each qualification type. The Qualification Standards enshrined in the TEQSA Act strongly reflect the AQF which requires awards issued to be quality assured, protected against fraudulent use and to serve as pathways for further learning. The Qualification Standards incorporate by reference the following AQF policy documents:§ AQF Levels Criteria and AQF Qualification Type Descriptors§ AQF Qualifications issuance Policy§ AQF Qualifications Pathways Policy§ AQF Qualifications Register Policy§ AQF Qualification Type Addition and Removal Policy. More information on the AQF is available on from the AQF website, or our Australian Qualifications Framework page. (www.aqf.edu.au)
Authorised Signatory	individual (s) who are authorised to sign documents on behalf of the company.
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard. EQUALS utilises Wise.Net SMS which is an AVETMISS compliant system.
B	
Benchmarking	can be defined as a structured, collaborative, learning process for comparing practices, processes or performance outcomes. Its purpose is to identify comparative strengths and weaknesses, as a basis for developing improvements in academic quality or performance. Benchmarking can also be defined as a quality process used to evaluate performance by comparing institutional practices with identified good practices across the sector (TEQSA Guidance Note – External Referencing (including Benchmarking), p.6, 2016)

Name/ Title	Meaning/ Definition
Blended Learning	This allows students to learn both on campus and off campus. On campus allows students to learn in a classroom setting (see On Campus definition) and off campus allows students to learn by attending scheduled workshops or accessing web-based resources. Students may be required to have access to a computer with internet connection. With off campus delivery, students will be guided with a skilled lecturer via e-mail and/or forums. Also, students have the opportunity to contact their lecturers at mutually agreed times to seek clarification on assessment information, instructions and tasks.
Bribe	The offering, giving, receiving, or soliciting of any item of value to influence the actions of an official or other person in charge of a public or legal duty.
Bullying	defined as the repeated less favourable treatment of a person by another or others in the workplace which may be considered unreasonable and inappropriate in workplace practice. It includes behaviour that could be expected to intimidate, offend, degrade, humiliate undermine or threaten. Bullying is physical or psychological behaviour or conduct where strength (including strength of personality) and/or a position of power is misused by a person in a position of authority or by a person who perceives that they are in a position of power or authority. Bullying is normally associated with an ongoing systematic pattern of behaviour. An isolated incident of behaviour is not considered bullying but may of course lead to action being taken against the perpetrator based on that single incident. A bully is equally likely to be male or female. Bullying may be overt or covert.
C	
Campus	The physical location from where a course of study is being delivered. This location may or may not be owned by the higher education provider which enrolls the student. For e-learning (online) or other distance education courses this would be the location at where the electronic course material is maintained.
Cancellation	the termination of a student's enrolment.
Census Date	the last date in the study period for domestic students to withdraw without incurring financial liability for tuition fees.
Cheat/Cheating	means to seek to obtain an unfair advantage in an examination or written, oral or practical work, required to be submitted or completed for assessment in a course or unit of study and includes the resubmission of work that has already been assessed in another unit.
Certified Copy (Certified Document)	A 'certified copy' of an original document is a copy that has been verified as being a true copy of an original document such as a: birth certificate driver's licence passport This is done by a person who is authorised to certify copies of original documents.
Chief Executive Officer (CEO)	means the Chief Executive Officer or nominee or delegate, as appropriate
Chief Financial Officer (CFO)	means the Chief Financial Officer or nominee or delegate, as appropriate
Child/Young Person	means a person under 18 years of age
CoE	means the Confirmation of Enrolment form issued by an educational institution to a student pursuant to the ESOS Act
Collusion	means unauthorised collaboration on assessable written, oral or practical work with another person or persons.
Combined Qualifications	A combination of two EQUALS qualifications of different AQF levels (e.g. Bachelor/Master).
Commonwealth Assistance Notice (CAN)	A document outlining a domestic student's enrolment, any HELP or VET Student Loan debt incurred or student contribution amounts paid, and any loan fee incurred

Name/ Title	Meaning/ Definition
Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)	A searchable database, run by the Australian Government, which lists all Australian education providers (and their courses) for people studying in Australia on student visas. The CRICOS database operates under the Education Services for Overseas Students (ESOS) legislative framework. NOTE: TEQSA is responsible for assessing applications for inclusion on CRICOS.
Compassionate or Compelling Circumstances	are circumstances that are generally beyond the control of the Student and have an impact on the Student's academic progress or wellbeing. These include but are not limited to: <ul style="list-style-type: none"> • serious illness or injury occurring after enrolment. This must be supported by a medical certificate stating when the injury occurred, or illness commenced; • bereavement of close family members such as parents or grandparents (evidence of death certificates is required); • major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the Student's studies; or • traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the Student (these cases should be supported by police or psychologists' reports); • where the registered provider was unable to offer a pre-requisite unit; or • inability to begin studying on the course commencement date due to delay in receiving a Student visa.
Competency Not Achieved	The student has attempted all of the requirements for assessment and has been assessed as not competent, or as not satisfying one or more of the requirements for the unit of competency or module. The student must attempt all assessments in order to receive a 'Competency not achieved/fail' result. Non-attempts are not grounds for determining competency not achieved.
Complainant	In relation to non-academic grievances, the term "complainant" applies to current staff, current students of EQUALS and persons seeking to enrol with EQUALS. "Complainant" means the person making the complaint.
Complaint	See 'grievance' Academic student concerns may include the provision of training and assessment within a course of study, including quality of learning and teaching, classroom issues, availability and standard of instructional resources, course content, student progress, scheduling, training facilities and discrimination. Non-academic student concerns may relate to the provision of support services such as those associated with the enrolment process, finance functions, placement assistance, the handling of personal information and access to personal records.
Completion letter	a letter that confirms that a student has completed the necessary requirements to finish their course.
Conferral	The legal act of graduation. Awards are conferred by EQUALS at a graduation ceremony or 'in absentia'
Conflict of Interest	may be defined as a situation or action that may result in being (or creates the perception or appearance of being) in conflict with the EQUALS' overall interests, objectives and principles
Corruption	Dishonest activity in which a person abuses his/her position of trust in order to achieve some personal gain or advantage for themselves or provide an advantage/disadvantage for another person or entity.
Course	The series of units in which a student enrolls and which, when completed, will lead to conferral of a designated award.
Course Load	The minimum aggregated EFTSL value of units of study required to complete the course of study
Course Completion	The successful completion of all the academic requirements of a course of study. This includes any required attendance, assignments, examinations, assessments, dissertations, practical experience and work experience in industry. Where a combined course automatically leads to two separate awards, a course completion will only occur when the requirements of both awards have been satisfied.

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Covert Bullying	Examples of covert bullying may include: <ul style="list-style-type: none"> • deliberate exclusion, isolation or alienation of an individual from normal interaction, such as intentionally excluding the person from activities • unreasonably ignoring the person • undermining another person, including encouraging others to "gang up" on the person • deliberately withholding information that a person needs to exercise her or his role or entitlements within the organisation
Credit	is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing. (AQF, January 2013)
Credit Arrangements	are formal negotiated arrangements within and between issuing organisations or accrediting authorities and are about student entitlement to credit. They may also be formal arrangements made between issuing organisations and students (AQF, January 2013)
Credit Outcomes	are the results of a process of determining a student's application for credit or credit transfer (AQF, January 2013)
Credit Transfer	Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. (AQF, January 2013)
CRICOS	stands for the Commonwealth Register of Institutions and Courses for Overseas Students and is the register prescribed under Section 14A of the ESOS Act. Providers intending to enrol an International Onshore Student must be registered on CRICOS; EQUALS is registered with the provider number 02804C
Critical Incident	A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. (as defined in the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018)
Customer	an individual or organisation who transacts business with EQUALS' (including current, past and potential students, members of the public, external organisations and agencies, and "internal customers" dealing with other business units of EQUALS).
D	
Deferral	A delayed commencement by an applicant who has received an offer of a place in an EQUALS course.
Department of Home Affairs	refers to the Australian Home Affairs Portfolio which was established on 20 December 2017. This portfolio absorbed the Department of Immigration and Border Protection (previously referred to as DIBP in EQUALS policies)
Diagnostic Assessment	Diagnostic assessment is generally undertaken at the start of a unit of study to assess the skills, abilities, interests, experiences, levels of achievement or difficulties experienced by an individual student or a group of students. Diagnostic assessment typically involves formal measurements (for example, IQ and aptitude tests, fitness tests) that are used to establish a starting point or baseline. Alternatively, a diagnostic assessment can provide an informal measurement (for example, observation, discussions, questioning) for baseline data. Diagnostic assessment informs course programming and planning, as well as in selecting appropriate learning and teaching methods and assessment choices.
Digital first (or digital by default)	using digital channels as the primary or preferred means of communication, customer interaction and service delivery.
Digital continuity	the maintenance of digital information in such a way that the information is preserved, and will continue to be accessible, for as long as required despite changes in digital technology.
Digitisation	the practice of creating digital images from paper documents and other physical media by such means as scanning or digital photography.

Name/ Title	Meaning/ Definition
Domestic Student	a student who is an Australian citizen, a New Zealand citizen, or a holder of an Australian permanent visa, or the holder of a temporary visa type eligible for South Australian Government subsidised training on the first day of the Study Period.
Disposal class	a grouping of records that perform or record similar transactions, therefore having the same retention period and disposal action, and identified by a unique reference number in the relevant Retention and Disposal Schedule (see Records Mgt and Security Procedure)
Disposal freeze	the temporary cessation of the destruction of public records in relation to a specific topic or event.
Distance Learning	study in which the teacher/educator and overseas student are separated in time or space throughout the duration of the course. Distance learning differs from online learning in that the study may be undertaken through written correspondence and exchange of hard copy materials
Double Qualification	Where two EQUALS qualifications of the same AQF level (e.g. Bachelor/Bachelor) are completed concurrently, and in less than the minimum time required to complete each qualification separately. Also known as Double Degrees, these are considered one course of study.
Dual Qualification	Where two qualifications of the same type (e.g. Bachelor/Bachelor) are completed at EQUALS and another higher education provider (most commonly an overseas provider as a form of Transnational Education) and in less than the minimum time required to complete each qualification separately.
Due date	the date on or before which a Student must complete an attempt at a given assessment task to avoid potential penalty. The due date is negotiated and agreed upon between the Student and Educator and/or Student Services.
E	
Early disposal (or early destruction)	The practice of destroying original paper records after digitisation and before the authorised retention period for that class of record has expired.
EFTSL (Equivalent Full-Time Student Load)	One Equivalent Full-Time Student Load. This is a measure of the study load, for a year, of a single student undertaking a course of study on a full time basis.
ECoE	is the Electronic Confirmation of Enrolment: certification of international student study status at EQUALS
ELICOS	English Language courses offered to students studying in Australia on student visas. 'Intensive' denotes full-time study load (20 scheduled course contact hours per week).
Engagement in the Assessment process	includes: <ul style="list-style-type: none"> • failure to attempt by due date without requesting extension; or • failure to attempt by due date without requesting deferral or withdrawal; or • failure to reattempt NYS attempts by negotiated timeframes
English Language Proficiency	The ability of students to use the English language to make and communicate meaning in spoken and written contexts while completing their course of study
Ephemeral document (or ephemeral information)	information of short-term temporary value, and which is not required to be registered into a public authority's recordkeeping system; these are essentially non- records.
EQOnline	EQUALS' Moodle, integrated with WiseNet
EQUALS	Means EQUALS International (Aust) Pty Ltd
ESOS Act	Means Education Services for Overseas Students Act 2000 and all association legislation including the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
ESOS Regulations	Means the Education Services for Overseas Students Regulations 2001

Name/ Title	Meaning/ Definition
Exceptional circumstances	Circumstances that are beyond an international student's control; not a result of a student's action or inaction; and are unusual, uncommon or abnormal.
External Reference Points	External requirements that guide/set the criteria for institutional and academic planning and policy. They may include requirements, guidelines and codes of practice such as the National Protocols for Higher Education Approval processes, the Australian Qualifications Framework, the Higher Education Support Act 2003, the ESOS National Code and accreditation criteria of professional organisations.
External Parties	External individuals or entities with whom EQUALS engages, transacts or associates in the achievement of its objectives (e.g. joint venture partners and collaborators, agents and intermediaries, and contractors and suppliers).
F	
Face to Face Delivery Mode	Study by class attendance as specified in the weekly timetable: for core and elective units by 2 hour lecture and 2 hour tutorial per week with 6 hour additional personal study requirement per week.
Facilitation Payment	An illegal or unofficial payment made in return for services which the payer is legally entitled to receive without making such payment. It is normally a relatively minor payment made to a public official or person with a certifying function in order to secure or expedite the performance of a routine or necessary action, such as a visa, work permit or customs clearance.
Fee-Help	Also refers to FEE-HELP and VET FEE-HELP (Higher Education Loan Program). A loan scheme to help eligible non-Commonwealth supported students pay their tuition fees.
Fee-Help Balance	The amount of FEE-HELP that a student may access at a given point in time. The FEE-HELP balance is the FEE-HELP limit minus the amount of FEE-HELP that a student has used up to a certain point in time
Field of Education	The classification system (split in to three levels) used by higher education providers to classify courses of study, specialisations and units of study. Field of education groupings of courses and specialisations are on the basis of similarity of potential professions, rather than similarity of content, while units of study are coded on the basis of a likeness in terms of their subject matter. Also known as "Field of Study" For more information visit the Department of Education and Training's HEIMS-HELP website.
Formal Assessment	Formal assessment involves (but is not limited to): <ul style="list-style-type: none"> - using specific assessment strategies to determine the degree to which students have achieved the learning outcomes; - assessment strategies including essays, exams, reports, projects, presentations, performances, laboratories or clinical simulation; resource development, creative design tasks, tests and quizzes, journal writing, portfolios; - individual and/or collaborative tasks that usually attract a grade or outcome (group work may include both individual and group components).
Formal Learning	Learning that takes place through a structured program of learning that leads to the full or partial achievement of an officially accredited qualification (e.g. AQF).
Formative Assessment	Formative assessment is assessment that occurs throughout a course and is seen as the practice of building a cumulative record of student achievement. Formative assessment should incorporate feedback that supports student learning and is prompt, informative and ongoing. Providing immediate and meaningful feedback to the students on their progress enables students to reflect on where they may be going wrong, allowing them opportunities to reflect, modify and reinforce learning. It is critical that students are provided with formative feedback throughout the course to give them these opportunities. Formative assessment also assists teaching staff in modifying or extending their teaching, and adapting their learning and teaching methods to meet the needs of the student(s); Formative assessment can include non graded self assessment, such as revision quizzes. Formative assessment is also referred to as "assessment for learning".

Name/ Title	Meaning/ Definition
Fraud	Dishonest activity causing actual or potential financial loss to any person or entity including theft of personal identity, money or other property by employees or persons external to EQUALS and where deception is used at the time, immediately before or immediately following the activity. This also includes the deliberate falsification, concealment, destruction or use of falsified documentation used or intended for use for a normal business purpose or the improper use of information or position for personal financial benefit. The concept of fraud involves fraudulent or corrupt conduct by internal parties or external entities targeting EQUALS, or fraudulent or corrupt conduct by EQUALS itself targeting external entities.
FTE (Fulltime Equivalent)	Full-time equivalence, as defined on the Department of Education and Training's HEIMS-HELP glossary.
G	
GPA	stands for Grade Point Average
Graduate Attributes	are the competencies and skills which EQUALS expects students to be able to demonstrate when completing their study at EQUALS. Other providers may refer to this as Graduate Attributes or Graduate Outcomes
Good Practice	A technique, method, procedure or process which sets a standard for achieving objectives effectively and efficiently, as shown through its demonstrable quality improvements.
Governance & Quality Assurance Framework	The foundational framework that underpin the EQUALS Quality Framework (policies, practices and processes). Available from the Policy Register on smartsheet.
Grievance	Also known as Complaint. Academic student concerns may include the provision of training and assessment within a course of study, including quality of learning and teaching, classroom issues, availability and standard of instructional resources, course content, student progress, scheduling, training facilities and discrimination. Non-academic student concerns may relate to the provision of admission and support services such as those associated with the enrolment process, finance functions, professional experience assistance, the handling of personal information and access to personal records.
H	
Hazard	A hazard is defined as a source or a situation with a potential for harm in terms of human injury or ill-health, damage to property, damage to the environment, or a combination of these. (Source: AS/NZS 48012001 Occupational Health and Safety Management Systems)
Higher Education Award	<ul style="list-style-type: none"> - a diploma, advanced diploma, associate degree, bachelor degree, graduate certificate graduate diploma, master's degree or doctoral degree - a qualification covered by level 5, 6, 7, 8, 9 or 10 of the Australian Qualifications Framework - an award of a similar kind, or represented as being of a similar kind, to any of the above awards - other than an award offered or conferred for the completion of a vocational education and training course.
Higher Education Information Management System [HEIMS]	An electronic information system that will provide students and higher education providers with a range of relevant information, such as the availability and usage of Commonwealth assistance by students and information on programme management reporting

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Higher Education Provider	Defined in the TEQSA Act as: 1. a constitutional corporation that offers or confers a regulated higher education award 2. a corporation that: 1. offers or confers a regulated higher education award 2. is established by or under a law of the Commonwealth or a Territory 3. a person who offers or confers a regulated higher education award for the completion of a course of study provided wholly or partly in a Territory.
Higher Education Services	Includes functions such as: - delivery of teaching and learning services (including student assessment) - student learning support (such as access to library materials, academic learning support, and English language support) - personal student support services (such as career services, advocacy, counselling, accommodation services, health and welfare services) - marketing, advertising and promotion of course(s) of study - student recruitment - maintenance of and/or access to electronic resources and/or websites to support higher education operations - maintaining student records and data - student admission services - provision of teaching and learning or research facilities - student complaint management; and research supervision.
I	
Inactive records	Records that are no longer required to be readily available for EQUALS' current business.
Informal Assessment	Informal assessment involves (but is not limited to): - systematic observation and monitoring of a student(s) during learning and teaching experiences; - interacting with students to gain deeper knowledge of what they know, understand and can do; - asking questions, guiding discourse and investigations, motivating and quizzing students; - providing opportunities for students to present or report on their learning experiences; - collecting, analysing, and providing feedback on in and out of class work (e.g. progress of group work).
Informal Learning	Is learning gained through work, social, family, hobby or leisure activities and experiences. Unlike formal and non-formal learning, informal learning is not organised or externally structured in terms of objectives, time or learning support. (AQF, January 2013)
Intellectual	Property Rights may subsist anywhere in the world
International Onshore Student	Means an International Student (whether within or outside Australia) who is issued a student visa by the Australian Government and as defined by the ESOS Act
International Student	a student who is not a domestic student, and who may hold a student visa.
J	
Joint qualification	Where a single qualification is undertaken in more than one institution under a formal arrangement between the institutions. Alternative titles in use included 'cotutelle' or 'multi-badged'
K	

Name/ Title	Meaning/ Definition
Key Personnel	Includes senior executive officers such as: <ul style="list-style-type: none"> - the Principal/Chief Executive Officer - members of the Executive Management Committee - Academic Director and Academic Manager (or other senior executive officer with primary responsibility for academic operations) - and others who will: - make decisions about the governance, management or direction of the academic and corporate operations of a higher education provider - exercise a notable degree of control or influence over the decision making about the governance, management or direction of the academic and corporate operations of a higher education provider.
L	
Learners	A person enrolled in a formal course or program of learning. Learners may also be referred to as "students".
M	
Material Change	Under section 29(1) of the Tertiary Education Quality and Standards Agency Act 2011, a registered higher education provider is required to notify TEQSA if any of the following events occur or are likely to occur: <ul style="list-style-type: none"> - an event that will significantly affect the provider's ability to meet the Threshold Standards - an event that will require the National Register to be updated in respect to the provider. Material changes to an accredited course of study or to the operations of a higher education provider may lead TEQSA to take regulatory action. Any action we take will be mindful of not discouraging change, innovation and continuous improvement.
Metadata	data that provides context or additional information about a record.
Member's Circular Minute	Member's Circular Minutes can be a useful tool in the day to day management of the governing body however it is important to note that these are not to replace regular meetings and should only be used in situations where issues such as time pressures or urgent matters arise. Member's Circulate Minutes enable members to discuss issues and pass resolutions, notwithstanding members being in different locations and being unable to see and meet each other. The Member's Circular Minute must be in writing and given to all members. The Executive Officer is required to record resolutions on the Resolution Record.

Name/ Title	Meaning/ Definition
Misbehaviour	<p>conduct by student including but not limited to:</p> <ul style="list-style-type: none"> • Harassment or intimidation of another Student, member of staff of EQUALS, a visitor to EQUALS, or any other person while the Student is engaged in study or any other EQUALS related activity as an EQUALS Student because of another person's race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason; • Academic Misconduct including attempts by a Student to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting another Student to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means; • Preventing or disrupting learning; • Disobeying/failing to comply with contractual or legal requirements (including payment of fees); • Misusing, damaging or stealing property of the property of others; • Altering or defacing EQUALS documents or records; • Prejudices the good order and governance of EQUALS or interferes with the freedom of other people to pursue their studies, carry out their function or participate in any EQUALS activities; • Wilfully disobeys or disregards any lawful order or direction; • Refuses to identify him or herself when lawfully asked to do so by an employee of EQUALS; • Fails to comply with any penalties imposed for breach of discipline; • Misbehaves in a class, meeting or other activity under the control or supervision of EQUALS, or on EQUALS premises or other premises to which the Student has access to as a Student of EQUALS; • Act dishonestly in relation to admission to EQUALS; • Knowingly makes false or misleading representation about things that concern the Student as a Student of EQUALS or breaches any of EQUALS rules; • Breach any confidence of EQUALS; • Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse in any way of any computing equipment, communications equipment, processing or production equipment or any other property that the Student has access to as a Student of EQUALS; or • Steals, destroys or damages a facility or property of EQUALS or the damage to any other property that EQUALS may be responsible for.
Mode of Study	<p>The range of options for study available to students. Examples include: - attendance face-to-face in a classroom- supervised study on a higher education provider's campus- eLearning (online learning)- distance or independent learning- work-integrated learning- fast track-intensive delivery- block release- and mixed (or blended) delivery.</p>
Moderation of Assessment	<p>Quality assurance, control processes and activities such as peer review that aim to assure:</p> <ul style="list-style-type: none"> - consistency or comparability, appropriateness, and fairness of assessment judgments - the validity and reliability of assessment tasks, criteria and standards. <p>Moderation of assessment processes establish comparability of standards of student performance across, for example, different markers, locations, subjects, providers and/or courses of study.</p>
Moral Rights	<p>means the personal rights conferred by Part IX of the Copyright Act 1968 (Cth) in relation to literary, dramatic, musical or artistic works and cinematograph films. These are rights for creators to be attributed as the creator of their work; take action if their work is falsely attributed as being someone else's work or is altered by someone else but attributed as if it were unaltered; and / or take action if their work is distorted or treated in a way that is prejudicial to their honour or reputation.</p>
N	

Name/ Title	Meaning/ Definition
National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)	Provides nationally consistent standards for the conduct of registered providers and the registration of their courses. These standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations. For more information, visit https://www.legislation.gov.au/Details/F2017L01182/Explanatory%20Statement/Text
Nested Courses	Course of study leading to higher education awards that include articulation arrangements from a lower level higher education award into a higher level higher education award. Nested courses also enable multiple entry and exit points.
Non AQF Award	A course leading to a qualification or an award not covered by the Australian Qualifications Framework (AQF). Registered higher education providers can apply to TEQSA for accreditation of a non-AQF course where the award or qualification is similar to a qualification covered by level 5, 6, 7, 8, 9 or 10 of the AQF (other than an award offered or conferred for the completion of a vocational education and training course). In line with this, non-award short courses, for example, do not fall within our regulatory functions under the TEQSA Act as they would not be regarded as similar. Non-AQF qualifications or awards must not use AQF terminology
Non Formal Learning	Learning that takes place through a structured program of learning but does not lead to an officially accredited qualification
Notice	For the purposes of EQUALS policy and procedures, the word "Notice" includes but is not limited to a communication given via telephone, fax, email and/or electronic messaging, text messaging and/or postal /hand delivered correspondence. The words "Notify", "Notified" and "Notification" means to give Notice
O	
On Campus	This allows students to learn in a traditional classroom setting. The delivery style being lectures accompanied by various activities and workshops. Students attend classes as set in their timetable. This is an interactive form of learning that gives students an opportunity to engage more with their classmates and lecturers face-to-face by asking questions or by expressing their thoughts and ideas.
Online Learning	is study in which the teacher/educator and overseas student communicate mainly through electronic technologies for the course, e.g.. EQOnline (Moodle).
Overt Bullying	Examples of overt bullying may include: <ul style="list-style-type: none"> • abusive behaviour towards another person such as threatening gestures or actual violence • aggressive or abusive or offensive language, including threats or shouting • demeaning remarks • constant unreasonable and unconstructive criticism
P	
Paper source record	a record originally received or created by EQUALS in a physical hard copy paper format.
Pathways	Allow students to move through Australian Qualifications Framework (AQF) qualification levels with full or partial recognition for the completed course of study and/or learning outcomes they already have.
Peer Review	Assessment of quality by recognised fellow practitioners in the relevant field.
Performance Indicators	These identify the key performance areas that would indicate realisation of good practice.
Performance Measures	A numeric representation (e.g. a rating scale, a percentage achievement or a defined improvement) used for self-assessment and comparison purposes for each performance indicator.

Name/ Title	Meaning/ Definition
Personal Information	Personal Information - Personal Information is defined in the Privacy Act to mean information or an opinion, whether forming part of a database or not, whether true or not and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable (Personal Information). but does not include, among other things, a generally available publication.
Placeright	Placeright (formerly viCPPlace) is a secure, web-based information system that provides a standard, consistent and secure mechanism for managing student placements between SA Health and education provider partners. It is an approved service used by Government of South Australia.
Plagiarism	means to take and use another person's ideas and or manner of expressing them and to pass them off as one's own by failing to give appropriate acknowledgement, including the use of material from any source, staff, students or the Internet, published and unpublished works.
PRISMS	Provider Registration and International Students Management System pursuant to the ESOS Act. The tool that EQUALS uses to communicate with the Federal Government relating to the enrolment of students at EQUALS.
Process Owner	a staff member or business unit who has the ultimate responsibility for the performance of a process; a process owner is the party responsible for ensuring that a process realises any and all of its objectives, and has the authority to make any changes necessary to in order to enhance and improve the process.
Professional Experience Advisor	The EQUALS staff member responsible for the day to day organisation and oversight of work integrated learning placements (including planning, administration and evaluation)
Professional Practice Placement (PPP, also often referred to simply as 'placement' or 'work placement')	<p>Also known as field placement, professional placement, field experience, practicum or even internship or block placement which offer students the opportunity to experience and directly apply their learning human services practice in workplace settings.</p> <p>At EQUALS, Professional Practice Placement units of study develop human services professional practice through classroom and placement time in industry/ agencies/ partners and/ or community, linking the theoretical and knowledge based framework to agreed, clear workplace practice tasks and problem solving. It's strongly linked to our EQUALS practice of enabling students to learn by doing and applying new knowledge, skills and attributes in a workplace environment and consistent with professional body standards (for example, in Human Services courses, the Australian Community Workers Association or ACWA).</p> <p>EQUALS ensures placements occur in every second study period in standard delivery mode. Workplace placements in the first year of standard study mode are introductory and linked to specific WIL projects and classroom seminars, while the second and third year intermediate and advanced placements in standard study mode total more than 400 hours. Students must pass both the classroom based and the workplace assessment components of the units in order to pass the entire unit. Total credit granted for PPP units does not exceed 40 % (in addition to total course credit not exceeding 40 % of all units) consistent with professional body guidelines.</p>
Proofreading	The process of identifying errors and suggesting corrections to a text. This must not involve rewriting passages of text in order to clarify meaning; amending the words used by the author (except to identify the correct spelling of the word used); rearranging passages of text or code or reformatting other material; contributing additional material to the original; and checking calculations or formulae.
Provider default	Failure of a registered provider to provide or continue to provide a course.
Q	

Name/ Title	Meaning/ Definition
Qualification	A degree, diploma or course that comprises approved studies at EQUALS as prescribed by the Academic Board.
R	
Recognition of Prior Learning (RPL)	is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit (National Quality Council Training Packages glossary). (AQF, January 2013)
Record	A Record is defined in the Privacy Act to include: - a document; - an electronic or other device; but does not include, among other things, a generally available publication.
Record of Results	A record of all learning leading to an Australian Qualifications Framework (AQF) qualification or an accredited unit in which a student is enrolled. This is issued to accompany a Testamur. This may be called a - transcript of results - academic transcript - record of achievement - or statement of results.
Reflective Practice	means to engage in a continuous cycle of self-observation and self-evaluation in order to understand our own actions, and the capacity to reflect on that action so as to engage in a process of continuous learning
Retention and Disposal Schedule	a document which (a) defines the status, retention period, disposal triggers and disposal actions of public records, and (b) authorises the disposal of public records. See Records Management and Security Procedure.
Repayment thresholds	The income points beyond which people with a HELP debt must make compulsory repayments
Risk Management Plan	The Risk Management Plan describes our regulatory risk management policy and processes. It enables us to give effect to the principle of reflecting risk in our regulatory activities, as required under the Tertiary Education Quality and Standards Agency Act 2011. For more information visit TEQSA's Risk Assessment Framework page.
S	
Scholarly activity	means activities which demonstrate engaging in learning, acquiring/building knowledge and transmitting knowledge. Examples of scholarly activity include publications, research grant applications, teaching award applications, curriculum development, updating technology and online skills, undertaking higher qualifications, consultancy to industry, attending scholarly peer reviewed or professional seminars/conferences/workshops, active involvement in electronic discussion groups and communities of practice
Scholarship	Means transmitting knowledge, each specifically in relation to the discipline taught and to the learning needs of the relevant student cohort
Self-Evaluation	(Self-review, self-evaluation): A formalised and documented approach to assessment against each performance measure, conducted in a collaborative and collegial way.
Semester and Teaching Periods	The standard academic year is comprised of two standard semesters, Semester 1 and Semester 2, as designated in EQUALS' Academic Calendar. Other teaching periods, may be designated in the academic calendar and may be used for the offering of certain courses.
Short course	means a course that is less than fifteen (15) weeks duration
Skills set	A group of units of competency from an endorsed Training Package that meets a licensing or regulatory requirement or a defined industry or professional need.

Name/ Title	Meaning/ Definition
Signing Authority	See 'authorised signatory'.
Social Media	creates channels for web-based and digitised communication to be distributed to users, generate online dialogue and connect with a broad consumer base nationally and internationally. Furthermore, such channels generate the means to publish or access information with less constraint than traditional media outlets. Examples include but not limited to Facebook, Twitter, Instagram, Snapchat, personal blogs, discussion forums, RSS feeds, YouTube, etc.
Special Circumstances	The circumstances under which a domestic student in a HELP-enabled course is eligible for a refund of up-front fees paid or a re-credit of VET Student Loan liability after the census date has passed.
Specified Credit	is credit granted towards particular or specific components of a qualification or program of learning (AQF, January 2013)
Standard Study Mode	Study by two trimesters per year as full time equivalent study for completion of the Bachelor course in three years.
Start Date	the first day of the first teaching session of the course as identified on the Confirmation of Enrolment and/or Letter of Offer/Student Agreement and includes the Agreed Starting Date.
Statement of Attainment	A form of academic transcript that confirms that an accredited short course or a group of units/modules/units of study from an AQF qualification that form a skills set have been completed. See also 'Academic transcript', 'Skills set', 'Record of Results'.
Student	A person enrolled in a formal course or program of learning. Students may also be referred to as "learners"; means both students and potential students, enrolled, or seeking to enroll in a course of study
Student Completion Rates	The rate of completion for a cohort of students completing in minimum time. A guide for completion rates is provided below. Some approaches to completion rates allow for a longer period for completion beyond the minimum timeframe, for example taking into account no more than one consecutive year of deferment. Completion rates are defined as the number of completions of students in a course as a proportion of the total number of students who commenced in a course in a given year. The rate may be defined as completing in minimum time or minimum time plus one year. For a three year bachelor's degree for students undertaking the course full-time the calculation would be:- number of completing students in year N+3 (2010)/Base students in Year N (2018)- where based students are the number of students commencing a course in 2018
Student Contact Hours	Time spent by students in timetabled teaching and learning activities, such as: <ul style="list-style-type: none"> - face-to-face lectures - tutorials - supervised study (FDL) - field trips - work-integrated learning activities - clinical and other placements.
Student Partnership Agreement	a document that is set out in the Student Handbook that gives Students a clear understanding of what they can expect from EQUALS, and what commitments they need to make in return.
Student Support	Means the relevant EQUALS student support services and facilities
Student File	For the purposes of EQUALS policy and procedures, "Student File" refers to the hard copy and / or electronic file.
Study Period	(a) for Vocational Education Training courses: 1 term, (b) for Higher Education courses: a semester or trimester.

Name/ Title	Meaning/ Definition
Summative Assessment	Summative assessment is typically at the end of a course or unit, such as a final exam or major project or essay. Summative assessment is used to make judgements and formally measure student achievement against learning outcomes. It can also be used to assess programme/course/unit and teaching effectiveness (evaluation). Providing timely and meaningful students is also important, however as students will receive this feedback at the end of the course, summative assessment will not assist improvement during the course itself. Summative assessment is also referred to as "assessment of learning".
Suspension	the temporary postponement of studies being undertaken by a student at the initiation of EQUALS.
T	
Teach out	"is a term used in earlier ASQA General Directions to describe the timeframe after a training product has been superseded, removed or deleted from the National Register, and any transition period has expired, in which a learner's training, assessment and AQF certification documentation issuance must be completed (while this term has been used by ASQA in the past, it is not a feature of the Standards for RTOs 2015)" (ASQA 2015) "allowance to complete all training, assessment and qualification issuance of current students in an inactive VET course, following expiry of any application transition period of the VET course's replacement." (ASQA 2015)
TEQSA	stands for the Tertiary Education Quality and Standards Agency
Term	Relates to the period of time in a VET course and is a period of study that is no less than 9 weeks and not exceeding 13 weeks.
Testamur	The official document that confirms that a qualification has been awarded.
Training activity	defined as any of the following: <ul style="list-style-type: none"> • Commencement in online learning modules (access granted, and unit commenced with no request for deferral or withdrawal); or • Class attendance; or • Submission of assessment work; or • RPL/CT applications, meetings
Transcript	See 'Academic transcript'
Transition period	"means, where a training product has been superseded, removed or deleted from the National Register, the allowable timeframe within which the learner's training, assessment, and AQF certification documentation issuance must be completed or, in the case of a superseded training product, within which the learner is transitioned into the replacement training product" (ASQA 2015) "all actions required to change the delivery operations of an RTO from an existing training product to a replacement endorsed or accredited training product; including resourcing, registration and transfer of students." (ASQA 2015)
Transition Fee	the fee charged by EQUALS from time to time to students in the circumstances contemplated by clause 2.6 (b) of the Training Package Transition Policy and Procedure.
Transitory document (or transitory information)	refer to "Ephemeral document".
Trimesters	EQUALS' higher education academic study periods. Three trimesters per academic year.
Tuition Protection Services (TPS) (for international students)	Protection for students in the event that EQUALS ceases to provide the course in which they are enrolled, ensuring they are able to complete their studies in another program or with another education provider or receive a refund of their unspent tuition fees.

Name/ Title	Meaning/ Definition
U	
Undergraduate course	A course of study that leads to the award of a bachelor's degree and any relevant nested programs.
Unit	A component of a course of study with specified unit learning outcomes.
Unit of Competency	the specification of knowledge and skill, and the application of that knowledge and skill, to the standard of performance expected in the workplace. A unit of competency is the smallest unit that can be assessed and formally recognised in accredited training.
Unspecified Credit	is credit granted towards elective components of a qualification or program of learning. (AQF, January 2013)
Unspent Tuition Fees	the portion of tuition which the student has paid but for which tuition as not yet been received.
V	
VET	Vocational Education & Training
VET Student Loan	A government loan scheme replacing VET FEE-Help from 01 January 2017; domestic students meeting the requirements can access student loan for approved VET courses within the specified cap limit.
VET Student Loan Fee Notice	A document issued to domestic students accessing the VET Student Loan about: <ul style="list-style-type: none"> • fees covered by VET Student Loans • any additional fees (including whether a loan fee is payable), and • other relevant information (including how to withdraw before the census day without incurring fees)
Vocational Placement	As defined in the Fair Work Act 2009 (Cwlth). Vocational placement is an unpaid work placement. Students who undertake these placements are not employees. Also see work placement. Vocational placements must meet specific criteria, i.e. the placement must be a requirement of an education or training course, provided by an authorised education or training provider and there must be no entitlement to pay for the work the student undertakes (Source: Fair Work Ombudsman website: Vocational Placements Fact Sheet, October 2018).
W	
WiseNet	EQUALS' dedicated electronic document and student records management system
Withdrawal	A formal procedure where a student decides to discontinue a course without the intention of returning or discontinues a unit with the intention of enrolling in it at a later date.
Withdrawal Date	The date specified in the written notice as the date a student's withdrawal takes effect or when the student's enrolment was cancelled.
Work-Applied Learning (WAL)	means a systematic process that integrates individual learning, team learning and organisational learning to achieve organisational change and the creation of organisational knowledge (AIB, www.aib.edu.au , accessed 1 July 2018)
Work Based Learning (WBL)	means a process of applying the critical thinking and analytical processes of EQUALS to a work environment. WBL involves work-based projects and develops the learner's capacity to operate more effectively within their work environment (AIB, www.aib.edu.au , accessed 1 July 2018)
Work Based (Mode of Delivery)	This is designed to engage and stimulate students in an industry environment. Work-based learning gives students an opportunity to learn and develop their skills in a workplace setting. Students will be facilitated and guided with a workplace supervisor. In this type of delivery, students will be assessed based on their knowledge and performance. Students will also be asked to complete a logbook and/or report on their workplace activities.

Name/ Title	Meaning/ Definition
Work Experience	is work independently undertaken by students as a work or learning opportunity. It is not work-integrated learning because it is not designed, approved and assessed as a course or unit requirement and does not contribute as credit towards a student's course.
Work Integrated Assessment	is an assessment where tasks are performed in the workplace. This form of assessment is designed to develop students practical work skills and competencies alongside academic development;
Work Integrated Learning (WIL) (incorporating Professional Experience and Practice activities)	<p>a structured and purposefully designed learning, development and assessment activity that integrates theory and the application of adaptive skills (such as emotional and spiritual intelligences) within the context of service. WIL is assessed against a set of agreed learning outcomes and enables students to apply their learning in real and/ or simulated workplace tasks with opportunities to build and strengthen their graduate employment attributes. students may interact with WIL Partners to learn and perform specific tasks or investigate projects in unique contexts to apply and demonstrate skills, knowledge and attributes in context and as applicable to their course of study.</p> <p>WIL activities at EQUALS may include but are not limited to internships, service learning projects, community projects, problem-based learning, simulated and/ or online workplace environments: practicums and clinical rotations. EQUALS has consciously adopted the WIL definition adopted by CQU. (CQU, www.cqu.edu.au, accessed 28 October 2018).</p>
Work Integrated Learning Partners (WILP also often referred to as 'partners')	<p>Also known as employers, industry bodies, community groups, agency partners, field placement agency, field education agency, placement agency, placement partners, cooperating workplace, workplace placement, client or similar.</p> <p>At EQUALS our Work Integrated Learning Partners (WILP) are those organisations who enable our students to be placed for the purpose of WIL. WIL Partners ensure appropriate workplace contexts for EQUALS students and commit to developing their professional practice and employability. WIL Partners also contribute to the evaluation of student performance and outcomes while on WIL.</p>
Work Placement	<p>is a type of work-integrated learning in a work, industry or community setting with a host organisation. Work placements may also be known as vocational placement, work-based training, community-based learning, cooperative education, professional placements (practicums), clinical placements, internships, service learning or voluntary community work.</p> <p>Work placements are lawfully unpaid (see Vocational Placement). However, this does not preclude a host employer electing to pay the student for work undertaken in the work placement, in which case the student becomes an employee of the host organisation, regardless of period of employment, and the laws governing employment in the State or Territory in which the employment is offered will apply.</p> <p>Work placement may include a wide range of learning activities (e.g. observation, professional practice, workplace projects). Work placements hosted by EQUALS, acting as a workplace, are treated in the same way as external placements and must meet the Higher Education and RTO Standards, although section 5.4 of the Higher Education Standards Framework (Threshold Standards) (i.e. Delivery with other parties) may not apply.</p>
Written Agreement	the contract between EQUALS and the student in respect of a course that, amongst other things, sets out fees payable, and information in relation to refunds.
X	
Y	
Z	

General List of acronyms	
AFCC	Assurance Fund Contributions Criteria
AIP	Approved information for providers
AP	Additional Premium [ESOS]
AQF	Australian Qualifications Framework
AQTF	Australian Quality Training Framework
ARC	Annual Registration Charge
ARF	Australian Recognition Framework
ATO	Australian Taxation Office
AUQA	Australian Universities Quality Agency
BP	Base Premium [ESOS]
CAN	Commonwealth Assistance Notice
CHESSN	Commonwealth Higher Education Student Support Number
CoE	Confirmation of Enrolment
COPHE	Council of Private Higher Education Inc
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
CRP	Contributions Review Panel
DoE	Department of Education
DoHA	Department of Home Affairs
DSI	Department for Skills and Industry (SA)
ECAF File	Electronic Commonwealth Assistance Form File
WiseNet	Educational Management System [for student records; web-based]
EFTSL	Equivalent full time student load
EN	Entitlement Number
ESOS	Education Services for Overseas Students
FEE-HELP	Fee Higher Education Loan Program
FTE	Full time equivalent

General List of acronyms	
HE	Higher Education
HEIMS	Higher Education Information Management System
HEP	Higher Education Provider
HESA	Higher Education Support Act
ITEP	Initial Teacher Education Program
IELTS	International English Language Testing System
ME	Ministerial Exemption
PAM	Primary Assurance Mechanism
PEO	Principal Executive Officer (also known as CEO)
PRISMS	Provider Registration and International Students Management System
RFI	Request for Information
RTO	Registered Training Organisation
SLE	Student Learning Entitlement
TAC	Tertiary Admissions Centre
TAS	Tuition Assurance Scheme
TFN	Tax File Number
TPS	Tuition Protection Scheme
VET	Vocational Education and Training
VSL	VET Student Loans