



Glossary of Terms



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A

Academic Misconduct

Any action(s) or behaviour likely to result in an unfair academic advantage, whether by unfairly advantaging a participant or disadvantaging another. Acts of academic misconduct include, but are not limited to:

- Refusing to observe the instructions of an assessor during the assessment process;
- Sharing or publishing assessment materials;
- Collusion with another participant;
- Plagiarism;
- Cheating.

Academic Performance Target Requirement

Students are required to achieve competence in 100% of all units of competency attempted in each Study Period.

Academic Progress Status

Academic Progress Status is the risk status given to a student to indicate their risk level.

Academic Review Committee

The Academic Review Committee is made up of the following staff members:

- Academic Manager / Director of Studies;
- Academic Staff (Trainers and Assessors);
- Student Support Manager;
- Select Student Support Team members;

Access and Equity

means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Accredited Course

A structured sequence of vocational education and training that has been accredited by a state or territory course-accrediting body and leads to an Australian Qualifications Framework qualification or Statement of Attainment.



ACSF

Australian Core Skills Framework

Allegation

A formal complaint or accusation made about a student's conduct. Any student or member of staff may make a written allegation of student misconduct. Allegations made by an external organisation or anonymous allegations will only be investigated where the School Principal determines that an investigation is warranted.

Anonymous

Where the complainant withholds their name and does not wish to be identified in any way. Anonymous complaints and allegations of misconduct will only be investigated at the discretion of the School Principal, where the conduct they raise is of a serious nature.

Appeal

If a student is dissatisfied with a decision made by the School, he/she has twenty (20) working days from the date stated within the written notification in which to lodge an appeal to have the case reviewed. This includes decisions relating to complaints outcomes and assessment appeals, as well as notifications of unsatisfactory academic progress, unsatisfactory attendance, misbehaviour, refusals of transfer applications, and/or pending cancellation of enrolment.

AQF

Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for tertiary education.

ASQA

Australian Skills Quality Authority; national vocational education and training regulator.

At Risk

Identifies a student whose behaviour and/or academic performance places them at risk of not achieving or maintaining Satisfactory Academic Status.

Attendance

The presence of students in class during scheduled class time.



AVETMIS

The agreed national data standard for the collection, analysis and reporting of vocational education and training information.

B

Behavioural Misconduct

A specific list of behaviours identified in the relevant policy, the penalties for breaching of any can include suspension, exclusion or expulsion.

Boolean Search

Type of search allowing users to combine keywords with operators such as AND, NOT and OR to further produce more relevant results. For example, a Boolean search could be "hotel" AND "New York". This would limit the search results to only those documents containing the two keywords.

Bullying

Behaviour that is targeted at an individual or a group and is intended to make the person feel intimidated, humiliated and/or offended.

Business Area

A business area within an organisation e.g. department/ section.

Business Continuity

The strategic and tactical capability of the organisation to plan for and respond to incidents and business disruptions in order to continue business operations at an acceptable predefined level.

C

Cancellation

Cessation of enrolment in course / Program.



Cheating

Is an intention to gain an unfair advantage in the assessment of or entry to a unit or course. This may include (but is not limited to) the following:

- Resubmitting or largely reusing previously assessed work;
- Fabrication or falsification of data and /or results;
- Presenting work, which is the outcome of directly working with others, as his or her own (collusion);
- Allowing another person to complete an assessment or examination on behalf of a student;
- Accessing/obtaining an advance copy of an examination paper unless otherwise authorised (for example a 'seen' paper);
- Communicating with, or copying from, another person(s) during an examination;
- Bringing into, or receiving during, an examination unauthorised material/ information;
- Presenting untrue medical/special consideration forms;
- Knowingly helping others to cheat;
- Taking actions which intrude on the ability of others to complete their assessable tasks.

Class

A scheduled teaching block.

CoE

Confirmation of Enrolment - A document provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular program of the registered provider.

Collusion

The unauthorised act of a student presenting work, which is the outcome of directly working with others, as his or her own.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's program progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- A traumatic experience which could include:



- Involvement in, or witnessing of a serious accident;
- Witnessing or being the victim of a serious crime - When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports);
- where the registered provider was unable to offer a pre-requisite course/unit; or
- Inability to begin studying on the program commencement date due to delay in receiving a student visa.

Complainant

Person who has filed a formal written complaint.

Complaint

A complaint is any type of problem, concern or grievance about the School or the School environment. Students may make a complaint in accordance with the Student Complaints and Appeals Policy and Procedures.

Compulsory Study Period

A compulsory study period is one in which the student must enrol (as part of a normal course load) unless granted a deferment or suspension from enrolment or leave of absence. A study period means one term of study.

Copying

Using the same or very similar words to the original text or idea without acknowledging the source or using quotation marks. This includes copying materials, ideas or concepts from a book, article, report or other written document, presentation, composition, artwork, design, drawing, circuitry, computer program or software, website, internet, other electronic resource, or another person's assignment, without appropriate acknowledgement.

Core Skills Profile for Adults (CSPA)

Core Skills Profile for Adults (CSPA) is a set of secure online assessments matched to the latest Australian Core Skills Framework (ACSF) that provides an efficient, valid and reliable method to assess literacy and numeracy skills of all learners.

Counsellor

According to professional standards and required understandings, a counsellor actively listens and works to empower students to desire and bring about change in the way that they experience themselves, their personal circumstances and/or their academic studies.

Course



Component of a program of education or training.

Course Credit

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 learning.

Couse Fees

means the sum of the tuition fees and non-tuition fees received by the School in respect of a particular student. They may relate to past, current or future teaching periods.

Credit

The positive balance of a student account, being a balance greater than zero, as a result of an over payment of fees to the School.

Credit Transfer (CT)

A process that provides students with agreed and consistent credit outcomes based on equivalence in content and learning outcomes between matched unit/s of competency.

Critical Incident

Traumatic event, or the threat of such, which has the potential to harm life or well-being or cause strong emotional and/or psychological stress, fear or injury to one or more individuals.

Critical Incident Debriefing (CID)

Critical Incident Debriefing is a preventative measure to minimise the impact of traumatic events and the development of major psychological health problems such as Post Traumatic Stress (PTS) Disorder.

Critical Incident Management

A holistic management process that identifies potential risks to an organisation and provides a framework for establishing resilience to ensure that the organisation is able to respond effectively to people injury, property damage or business disruption. This is achieved by formulating and implementing viable recovery strategies, developing a Critical Incident Management Plan and providing comprehensive training, testing and maintenance programmes.

Currency



Relates to the applicant's ability to demonstrate current industry skills, knowledge and understanding, so the evidence provided should be from either the present or the very recent past (i.e. within the last 3 years).

D

Data Breach

Where personal information is held by an organisation and is lost or subjected to unauthorised access, use, modification, disclosure or other misuse.

Decision

A determination made by an Employee, contractor or other authorised delegate in the course of their duties on behalf of the School.

Deferral

Postponement of commencement of course.

Delegate

Means an employee, member or committee or any other person or authority to whom or to which a delegation has been made.

DET

[Department of Education and Training \(Commonwealth\)](#)

DIBP

[Department of Immigration and Border Protection.](#)

Disability

The School defines disability in accordance with the [Commonwealth Disability Discrimination Act 1992](#). In broad terms, a disability involves an alteration to a person's functioning and includes:

- Physical;
- Intellectual;
- Psychiatric;
- Sensory;



- Neurological;
- Learning disabilities;
- Physical disfigurement;
- The presence in the body of disease-causing organisms.

Disability can be:

- Temporary or permanent;
- Apparent or hidden;
- Slight moderate or severe;
- Existing in the past or present.

Discrimination

Discrimination occurs when a person is treated less favourably than others due to the person's circumstances, characteristics or beliefs.

E

Education Agent

Education agent is a person or organisation (in or outside Australia) that recruits overseas learners and refers them to education providers. In doing so, the education agent may provide education counselling to overseas learners as well as marketing and promotion services to education providers.

Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).

Education Agent Agreement

A legal agreement between the School and an International Education Agent, outlining the obligations and responsibilities of all parties to the agreement.

Emergency

An emergency is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure, and which requires a significant and coordinated response. The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed.

Enrolled



Where a student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards completion of course requirements.

ESOS

The Commonwealth Register of Institutions and Courses for Overseas Students established under the ESOS Act.

ESOS Act

The [Education Services for Overseas Students Act 2000 \(Cth\)](#) which regulates the delivery of education services to international students.

ESOS Framework

The [Education Services for Overseas Students Framework](#) is a bundle of parliamentary acts and legislative instruments that regulates Australian education providers in their interactions with international students and includes the [Education Services for Overseas Students Act 2000](#) of the Commonwealth of Australia (the “ESOS Act”) and related regulations.

ESOS Regulation

[Education Services for Overseas Students Act 2000](#) of the Commonwealth of Australia.

Exclusion

Student prevented from enrolling at the School for a period of one or more study periods due to misbehaviour as defined in the relevant policy.

Expected Duration

The expected duration of a course is the duration of the course as registered on [The Australian Commonwealth Register of Institutions and Courses for Overseas Students](#) (CRICOS). The expected duration is specified on the students' CoE.

Expulsion

Student enrolment at the School being cancelled permanently due to misbehaviour as defined in the relevant policy.

F



Formal Complaint or Appeal

Refers to an official complaint - To be considered a formal complaint or appeal, it must be submitted in writing on the Complaints and Appeals Form.

Formal Learning

Formal Learning takes place through a structured program of learning delivered by a registered education provider, and which leads to the full or partial achievement of an officially accredited qualification.

Former Student

A person who, within the last three months, has completed a VET course of study delivered by the School.

G

Genuine Student

A Genuine Student is considered a genuine temporary entrant to Australia for the purpose of study as defined by the [Department of Immigration and Border Protection](#).

Grievance

The complaint.

GTE and GS

Genuine Temporary Entrant and Genuine Student.

I

ILP

Individual Learning Plan.

Incident

A physical event which interrupts business processes sufficiently to threaten the viability of the organisation.



Independent Third Party

In the context of Appeals, an individual or organisation external to the School with whom a student may lodge an appeal in the event that they are dissatisfied with the outcome of an internal complaint/grievance process. Both parties are bound by the findings of the independent party.

Induction

Induction is a process that conveys course-specific information, over and above that conveyed through Orientation, that a student needs to know to successfully and safely undertake their course.

Informal Complaint or Appeal

Refers to an unofficial complaint that has not been formalised in writing on the Complaints and Appeals Form.

Informal Learning

Informal Learning is that gained through work, social, family, hobby or leisure activities and experiences.

Intentional Plagiarism

Intentional plagiarism occurs when a student knows that he or she is passing off someone else's words, material, works or ideas as their own in order to gain an advantage or avoid work.

International / Overseas Student

A student who is not a citizen of Australia or New Zealand and who does not hold Permanent Residency status in Australia.

Intervention

Process for supporting students who because of poor results are identified as being at risk of failing to make satisfactory academic progress.

Intervention Strategy

An individual plan to provide academic support and/or assistance to an international student identified 'at risk' of achieving satisfactory academic progression.

L

Language



Language involves the use of words in a structured and conventional way, in either written or spoken form, to communicate meaning.

Language, Literacy and Numeracy Level

The LLN level is a reference number given to a performance level ranging from 1 (lowest performance level) to 5 (highest performance level).

The level can be used to describe an individual's LLN skill and/or to describe the LLN skills required by the Training Package or workplace.

Learner

Means a person being trained and/or assessed by the School for the purpose of issuing AQF certification documentation.

Leave of Absence

An approved suspension of a student's studies, where the student is currently enrolled in a program at the School.

Letter of Offer

A written agreement between the School and the student. Once signed and the fees paid this becomes a binding contract.

Literacy

Literacy is the ability to use and adjust language effectively, in a social context, to achieve specific purposes. Literacy involves the application of skills such as the ability to explain, debate, retrieve information, explore issues, entertain, create and express opinions.

LLN

language, literacy and numeracy.

M

Marketing

Promotion of the provider and its courses and facilities to prospective students and other interested parties.



Mediation

A voluntary and confidential process where a neutral third party, the mediator, provides assistance to the parties in dispute to find some common ground and reach a settlement. A mediator may be an employee of the School who has no conflict of interest in the issue under discussion or an external mediator.

Medical Certificate

A signed statement from a registered medical practitioner, health practitioner or approved health specialist certifying a period of time during which a student is/has been affected by a medical condition impacting on their participation and/or attendance.

Misbehaviour

Is defined as students who display unacceptable behaviour in accordance with the Student Handbook and Student Code of Conduct.

Misconduct

An act or omission committed by a student which occurs on the School property, or involves the use of the School's resources including computer resources, or otherwise involves the student's relationship with the School Community where the student's behaviour is inconsistent with the expectations stated in the Student Code of Conduct.

N

National Code 2018

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part B of the ESOS Act, as amended from time to time.

Natural Justice

Is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias;
- All parties have the right to be heard;
- The respondent has a right to know of what she/he is accused;
- All parties are told the decision and the reasons for the decision.

Non-Formal Learning



Non-formal learning takes place through a structured program of learning, but does not directly lead to full or partial achievement of an officially accredited qualification, e.g. business in-house training programmes.

Non-Verbal Harassment

Examples of non-verbal harassment include, but are not limited to:

- Leering (e.g. staring at a woman's breasts);
- Putting offensive material on notice boards, computer screen savers and emails;
- Wolf whistling;
- Nude or pornographic pictures and posters;
- Displaying sexist or racist cartoons or literature;
- Demoting, failing to promote, or transferring someone because they refuse requests for sexual favours;
- Following someone home from work;
- Standing very close to someone or unnecessarily leaning over them;
- Mimicking someone with a disability;
- Practical jokes that are unwelcome;
- Ignoring someone, or being cold and distant to them;
- Crude hand or body gestures.

Numeracy

Numeracy involves the practical application of mathematical skills to use and critically evaluate information in numerical, spatial or graphical form.

NVR

An essential mechanism for the regulation of vocational education and training (VET) is the national standards against which applicants/RTOs are assessed. Prior to the establishment of the national VET regulator, ASQA, the standards that applied to an RTO.

O

Offer

A written offer made by the School to a prospective student offering them an enrolment place in a course or program.

Orientation

Is the generic term for a series of academic, administrative and social activities that are conducted to assist students to make a successful transition into their course and to the School.



OSHC

Overseas Student Health Cover.

Overseas Students Ombudsman

is a role created under the Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011 to resolve complaints and help private Education Providers improve policies and practices to enhance the quality of International Education in Australia.

P

Personal information

Any information or opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

Physical Harassment

Examples of physical harassment include, but are not limited to:

- Unwelcome physical contact such as kissing, hugging, pinching, patting, touching, or brushing up against a person;
- Indecent or sexual assault or attempted assault;
- Hitting, pushing, shoving, spitting, or throwing objects at a person;
- Unfastening a person's attire.

Plagiarism

Representing another person's ideas or work as a student's own by copying or reproducing that work without acknowledgement of the source.

Plagiarism Detection Software

The online web-based text-matching software that works by comparing electronically submitted papers to content located on the Internet and proprietary databases as well as the work of other students whose papers have also been submitted into the system.

Principal Course of Study

The main course of study to be undertaken by an international student where a student visa has been issued for multiple courses of study. Where the overseas student arrives in Australia with a



student visa that covers multiple courses, the principal course of study would normally be the final course of study.

PRISMS

Provider Registration and International Student Management System [PRISMS]. Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the [Education Services for Overseas Students Act 2000](#) (ESOS Act).

PRISMS is a secure system for providers to:

- issue 'Confirmations of Enrolment' to overseas students intending to study in Australia (the Department of Immigration and Border Protection requires these to issue a student visa), and report changes in overseas students course enrolment.

Program

An approved combination of courses in which a student is enrolled.

Property

Includes material, personal, intellectual and shared property in any (including digital) form.

Prospective Student

A person who intends to become, or who has taken any steps towards becoming, a student an 'overseas Student' or 'intending overseas student' as defined by the ESOS Act.

R

Reasonable Adjustment

In VET the term means to modify the learning environment or make changes to the training delivery and assessment to assist a learner with a disability. The purpose of Reasonable Adjustment is to give learners opportunity to participate fully. It is not to give learners with a disability an advantage over others in terms of changing course standards or meeting assessment/course outcomes.

Recognition of Prior Learning (RPL)

An assessment process that involves assessment of the individual's relevant prior learning to determine the credit outcomes of an individual application for credit.

Recruitment



In context of International Students, the pre-enrolment processes of engaging and assisting students to apply for a place in a course with a provider leading up to the formal enrolment, including assistance with administrative issues.

Refund

An overpayment of fees or charges which is reimbursed to the payee.

Registered Provider

The registered provider for a course, means an approved provider that is registered on CRICOS as a provider for the course.

Release Letter

A letter authorising a student to be released from one provider so that they are able to enrol with another provider.

Respondent

The person who acts on the complaint.

Response Strategy

A strategy to recover, resume and maintain all people safety measures, and infrastructure.

Risk

Circumstances that could potentially be a threat to life, health, well-being and academic success.

RTO

Registered Training Organisation.

S

Satisfactory Academic Status

Refers to the academic status of a student identified as having achieved competency in all of the units in which they were enrolled during a Study Period.



Sensitive Information

A type of personal information that is sensitive in its nature – for example race or ethnic origin, political opinion, religious belief or affiliation, medical history or criminal record.

Serious Misconduct

misconduct which is of a type where the student has displayed wilful or deliberate behaviour that is inconsistent with the values stated in the Student Code of Conduct; which may cause serious or imminent risk to the student, others and property of the School; and which may impact on the reputation, viability and integrity of the academic standards of the School.

Sexual Harassment

The most common form of harassment is sexual harassment. Examples of sexual harassment include, but are not limited to:

- Unwanted touching;
- Sexual innuendo propositions;
- Nude pin-ups, pictures and posters;
- Obscene telephone calls;
- Wolf whistles.

Special Consideration

The term used when a student who is experiencing (or anticipates that he or she will experience) significant difficulty in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma, applies to have those factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.

Special Needs

Students that have special needs in terms of learning as a result of disability (physical or mental) or illness.

Staff

All employees, contractors and volunteers of the School.

Student

A person enrolled at the School in an academic course or program.

Student Visa



An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the [Migration Act 1958](#).

Study Period

A Study Period is defined as a block of three (3) consecutive units of competency, regardless of any term breaks or public holidays.

Support

A person includes a fellow student, staff member, friend or family member, and does not include legal representation.

Suspension

Student prevented from attending classes or attending campus for a period of time within a study period due to misbehaviour as defined in the relevant policy.

T

The School

Richmond School of Business.

The School Community

Includes the School executives, academic, trainers/Assessors and professional staff of the School, contractors of the School, students, visiting academics, teachers and lecturers, and School Committees.

Third Party

Is any party that provides services on behalf of the RTO but does not include a staff member/employee.

TPS

[Tuition Protection Services](#).

Transfer Between Registered Providers



An international student who applies to transfer to or from another CRICOS registered provider.

Transition

Is conducted at many levels across the School and students are considered to be in transition upon entering the School and/or their course, moving from semester to semester and upon graduation. While the term has this wider definition, the terms "transition programs" and "transition activities" are generally used to refer to a range of interventions directed at assisting new students.

Traumatic Event

A traumatic event is one in which a person experiences, witnesses or is confronted by experiences that involve actual, threatened or perceived death or serious injury and/ or threat to own or others physical and emotional integrity. The person's response may then include intense fear, feelings of helplessness and horror, which impact on their sense of 'self'.

Tuition Fees

means fees which are directly related to the provision of a course that the School is providing or offering to provide to a student. Tuition fees do not include costs such as:

- Overseas Student Health Cover;
- Student services and amenities fees;
- Incidental or other costs that may be required as part of a student's enrolment;
- Agents' recruitment fees which are paid by the School from tuition fees; or
- Application fees.

U

Unintentional Plagiarism

Unintentional plagiarism occurs when students use the words or ideas of others but fail to quote or give credit, usually because they do not know how.

Unit

A discrete component of study within a course, the term includes 'subject' and 'module'.

Unit of Competency

A unit of competency is 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 recognised.



Unit Outline

Informs students of the essential requirements of a unit being studied.

Unsatisfactory Academic Status

Occurs when a student is deemed Not Yet Competent (NYC) in 50% or more of units of competency attempted in any Study Period of a single qualification. This includes students who have failed to submit part or all of assessment tasks of a given unit of competency.

USI

A USI is a reference number made up of 10 numbers and letters that creates a secure online record of an individual's recognised training and qualifications gained in Australia. A USI is required for all new or continuing domestic and international students undertaking nationally recognised Vocational Education and Training in Australia. Students are required to have a USI in order to receive a qualification or statement of attainment.

V

Verbal Harassment

Examples of verbal harassment include, but are not limited to:

- Sexual comments, advances or propositions;
- Lewd jokes or innuendos;
- Racist comments or jokes;
- Spreading rumours;
- Comments or jokes about a person's disability, pregnancy, sexuality, age or religion;
- Repeated questions about one's personal life;
- Belittling someone's work or contribution in a meeting;
- Threats, insults or abuse;
- Offensive obscene language;
- Obscene telephone calls, unsolicited letters, faxes and emails;

VET

Vocational Education and Training.

Victimisation

To be treated badly or unfairly because of being the subject of an allegation, investigation or finding of student misconduct. To be treated badly or unfairly because of making, intending to make or helping someone make a complaint or allegation of student misconduct. Any student or staff member or student who is found to have victimised a person will be subject to misconduct proceedings under appropriate School policies and procedures. Any party involved in a misconduct investigation fearing



or experiencing victimisation should immediately discuss the matter with the Student Support Manager.

Vilification

A public act which incites others to treat a person badly, with contempt or to severely ridicule. Any staff member or student who is found to have vilifies a person in relation to a misconduct investigation will be subject to misconduct proceedings under appropriate School policies and procedures. Any party involved in a misconduct investigation fearing or experiencing vilification should immediately discuss the matter with the Student Support Manager.

W

Working Day

Monday to Friday excluding public holidays.

Workplace Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates a person and causes the work environment to become unpleasant. If a person is being harassed then their ability to do their work is affected as they often become stressed and suffer health problems.