

GLOSSARY OF TERMS¹

2018 Code – Australian Code for the Responsible Conduct of Research, (2018) co-authored by the National Health and Medical Research Council (NHMRC), the Australian Research Council (ARC) and Universities Australia (UA).

Aboriginal and Torres Strait Islander students – students who self-report as Aboriginal or Torres Strait Islander to their higher education provider, either at the time of their enrolment or during the course of their studies.

Aboriginal and/or Torres Strait Islanders – a person of Aboriginal and/or Torres Strait Islander descent who identifies themselves as an Aboriginal and/or Torres Strait Islander and is accepted as such by the community in which they live.

Academic Board – the principal academic governing body for all matters affecting the Adelaide Institute of Higher Education’s teaching, learning and scholarship.

Academic award – a degree or other award established in accordance with AIHE policies and specified in the Register of Degrees and Other Academic Awards.

Academic integrity – the moral code of academia. It involves using, generating and communicating information in an ethical, honest and responsible manner (Higher Education Standards Framework (Threshold Standards) 2015 and Monash University (2013). AIHE also notes the International Centre for Academic Integrity (2014) definition: ‘a commitment, even in the face of adversity, to six fundamental values: honesty, trust, fairness, respect, responsibility, and courage. From these values flow principles of behaviour that enable academic communities to translate ideals to action’.

Academic misconduct – breaches of academic integrity.

Academic performance – the measure of advancement within a subject towards the completion of that subject.

Academic progress – the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies.

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.

Account holder – a person who has been provided with a password protected account to access AIHE ICT facilities and services.

Act – the Higher Education Support Act (HESA) 2003.

¹ Definitions in the AIHE Glossary of Terms are consistent with definitions contained in the TEQSA ‘Glossary of terms’ <https://www.teqsa.gov.au/glossary-terms> and HEIMSHelp Glossary <http://heimshelp.education.gov.au/sites/heimshelp/resources/glossary/pages/glossary#nav>

Action Owner – in relation to risk management, the person responsible for implementing future treatments, in consultation with the Risk Owner.

Admission – the process by which an applicant receives a formal offer of a place in a course from an authorised officer of AIHE and where the applicant formally accepts that offer.

Admitted – a student is admitted into a course from the time that they accept an offer until the time that the course is completed or until they are withdrawn from the course.

AHEGS – Australian Higher Education Graduation Statement – a supplementary statement to a Testamur and record of results that provides additional information to enhance understanding of the qualification by students, employers, industry and professional associations both locally and internationally.

AIHE community – students, staff, agents, titleholders, alumni, officers, contractors, volunteers, and other people who are formally involved in an AIHE-related activity, regardless of the location of that activity.

AIHE ICT facilities and services – any:

- 1) computing or communications device or infrastructure;
- 2) computer or communications program or software;
- 3) service that provides access to the internet or information in electronic format;
- 4) computer network, website or online forum, including social media;
- 5) electronic data stored or processed in any of the above,

that is owned, managed, hosted or provided by AIHE (whether through Technology Services or other organisational units within AIHE) or a third-party provider on AIHE's behalf.

AIHE User ID – a unique seven-digit number prefaced by 'a' provided to AIHE account holders.

Appeal – the formal process whereby a student appeals a decision relating to an academic or administrative matter relating to their status as a student.

Articulation Agreement – an agreement with another education provider that enables a student to progress from one completed qualification to another, using their first completion as the basis of entry to the second qualification.

Assessment criteria – statements that describe how student performance in relation to the stated learning outcomes will be recognised.

Assessment for learning – the process of seeking and interpreting evidence of a student's performance for use by students and academic staff to identify the student's progress towards their learning outcomes, where their next learning goals are, and what they need to do to achieve those learning goals.

Assessment tasks – all forms of tasks set for assessment purposes, including examinations, that provide a means for generating and collecting evidence of a student's attainment and comparing that evidence against the assessment criteria and standards of performance.

Assumed knowledge – a level of knowledge or skills that it is assumed a student has mastered or acquired prior to commencing a subject and which facilitates an understanding of the content and study material delivered in the subject.

Australian Qualifications Framework (AQF) – Australia’s national policy for regulated qualifications. 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.

Award – a qualification accredited by TEQSA that is conferred on a student if they fulfil the requirements of the program of study leading to the award.

Award course – a formalised course of study that leads to a higher education award under the Australian Qualifications Framework.

Benchmarking – a structured, collaborative learning process for comparing practices, processes or performance outcomes, for the purpose of identifying 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.

Block credit – credit granted to exempt a student from multiple subjects within a course, based on the completion of a different qualification.

Bullying – any act that is directed at a person and causes a sense of intimidation, fear, offence or humiliation, or the persistent and ongoing ill treatment of a person that victimises, humiliates, undermines or threatens that person.

BYOD (bring-your-own device) – computing devices, including personal computers, smartphones, tablets and storage devices owned and managed by an individual which are used to connect to the AIHE network, and/or to store any AIHE data.

Campus – the physical location from where a course of study is being delivered.

Capabilities refer to the combination of attributes, qualities, skills, knowledge and understanding of ethical principles that underpin the professional practices of staff and that enable a person to perform to a high standard in a given context and role.

Career Development refers to the process of enabling staff to plan their careers and engage in career development activities that will improve their career prospects and job progression or promotion.

Casual staff – staff who are engaged and paid on an hourly or sessional basis, and who have no entitlement to paid annual, sick or long service leave.

Causes – origin of the risk and/or mechanisms or systems that fail.

Census date – the day on which a student’s enrolment for the study period must be finalised. It is the last day on which a student may withdraw from a subject and have it deleted from their academic record. Applicable fees and charges are incurred on the census date.

Certified copy – a photocopy of an original document which has been certified by a Justice of the Peace, Commissioner for Declarations, Police Officer or staff member of a tertiary institution, as a true copy of the original document sighted by the certifier. The certification must be original; photocopies or facsimiles of certified copies are not acceptable.

Collection Year – the calendar year that data is collected by the Department of Education and Training.

Commencing student – a student is a commencing student if they have enrolled in a course for the first time at AIHE between 1 January and 31 December of the Collection Year.

Commercialisation of intellectual property – the application, publication, development, use, assignment, licensing, sub-licensing, franchising, exploitation or other utilisation of intellectual property for the use of generating financial or other commercial gains.

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.

Complaint – an expression of a grievance about a higher education provider or its operations. Lodging of complaints is expected to initiate a process, whether formal or informal, to address the grievance.

Completion – course completion.

Completion date – the date on which the student has fulfilled all requirements of the course.

Compulsory study period – a compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9 (Deferring, suspending or cancelling the student's enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies. See also 'Study period'.

Concurrent prerequisite – a subject that the student must either have passed before enrolment in the specified subject or be undertaking at the same time as another specified subject.

Conferral – the formal decision by or on behalf of Council to confer an award to a graduand.

Conferral date – the date of the decision to confer an award.

Confirmation of enrolment – the information AIHE must give under section 19 of the ESOS Act 2001 when a person becomes an accepted student of the provider.

Confirmation of Enrolment (CoE) – a document, provided electronically, which is issued by AIHE to intending international students and which must accompany their application for a student visa. It confirms the international student's eligibility to enrol in the particular course of the registered provider. For current international students a CoE may be provided via the Australian Government's student management system (PRISMS) as evidence of enrolment for the purposes of extending a student visa.

Consent (to sexual activity) – means agreeing to have sex voluntarily and with a clear mind. You cannot consent to any sexual behaviour if you are under the age of 16. Likewise, there is no consent if you have a serious mental or intellectual disability that affects your ability to understand what is happening.

Consequence rating – extent to which the risk will affect AIHE if it occurs.

Continuing student – a person who has been admitted to AIHE and has been enrolled for a course, whose enrolment for that course has neither lapsed nor been cancelled, and is not a commencing student.

Control – a measure that modifies a risk.

Core subject – a subject which is mandatory in order to complete the prescribed requirements of a course.

Corequisite – a subject that must be undertaken at the same time as another specified subject.

Council – the governing body of the Adelaide Institute of Higher Education.

Course – a coherent sequence of subjects, according to a course rule, that leads to the award of a qualification.

Coursework – a method of teaching and learning that leads to the acquisition of skills and knowledge that does not include a major research component. (As defined in the *Australian Qualifications Framework Second Edition January 2013*)

Course Approval Document – document that sets out: details of a course, including course design, workload and assessment; the rationale for the course; admission requirements; and articulation pathways, for the purpose of gaining course approval from Academic Board.

Course assurance – comprises policy and procedural activities implemented by AIHE so that it can fulfil its commitment to deliver quality education throughout the students' enrolment period and provide confidence that AIHE put in place the necessary arrangements to mitigate disadvantage to students who are unable to progress in a course of study due to unexpected changes to AIHE's operations.

Course assurance option – the tuition assurance option as set out in the Higher Education Provider Guidelines 2012, whereby students will have the choice of an offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement units.

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 student has fulfilled all requirements of a program and is entitled to have the award conferred on them.

Course completion date – the date on which the student has fulfilled all requirements of the course.

Course Coordinator – the academic staff member who is responsible for the academic leadership and oversight of an AIHE course.

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. Includes academic credit and recognition of prior learning.

Course fee – the sum of the tuition fees received, and any non-tuition fees received.

Course learning outcomes – statements of the knowledge, skills, attributes and capabilities that students have acquired and are expected to demonstrate as a result of successfully completing a course.

Course progress – the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies.

Course rule – the rules specifying the admission or entry requirements, program of study, learning outcomes, and requirements for successful completion of an enabling or award course.

Course withdrawal – when a course is formally closed through Academic Board and Council, subject to any teach-out required for existing students within the course. No new admissions are permitted, and the course cannot be reopened with the existing course code. A new course proposal would be required with a new course code proposed to reopen a formally closed course.

Credit – the value assigned to equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit granted provides student with advanced standing in their course (i.e. reduces the amount of learning required to achieve a qualification).

CRICOS – the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under section 14A of the ESOS Act.

Criminal offence – an offence deemed harmful not only to the community but also to the community, society and state. It is punishable by law.

Criterion-referenced assessment – assessment that measures students learning against assessment criteria, rather than on their performance relative to other learners.

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 2018)

Critical Incident Team – Team of persons assembled to assist the Response Manager to manage a student critical incident, where the severity or scale of the incident requires it. It is responsible for coordinating and managing AIHE's response to, and its recovery from, a student critical incident.

Cross-institutional study – study undertaken by a student who is enrolled in an enabling or award course at one institution and is approved to undertake a subject or subjects offered by another institution toward the requirements of their course.

Data breach – is the unauthorised access or disclosure of personal information, or loss of personal information.

Deferment – approval granted to students who have accepted an offer of admission to a course for the first time to delay the commencement of their program of study.

Deferred assessment – an examination or other assessment task, which is set in appropriately approved circumstances, to provide an opportunity to a student to demonstrate their knowledge and competence where due to unforeseen or exceptional circumstances the student was not able to demonstrate their knowledge and competency at the time of the original assessment, either in relation to an individual assessment task or a final grade.

Department of Education, Skills and Employment – the Australian Government department with responsibility for developing and administering higher education policy and programs and administering funding under the Higher Education Support Act 2003. (previously Department of Education and Training)

Department of Home Affairs – the agency (or in the event of a change, the relevant agency) of the Australian Government responsible for the administration of immigration and border-related policy and procedures, including the processing and approval of visas for international students).

Designated Officer – a person with the authority to determine allegations of student misconduct because of occupation of a certain role or by delegated appointment. Designated Officers include the General Manager, Head of School and Chairperson, Teaching and Learning Committee.

Discrimination – occurs when a person treats, or proposes to treat, someone unfairly or unfavourably because of a personal characteristic protected by law such as sex, age, race or disability.

Domestic student – a student or applicant who is an Australian citizen, New Zealand citizen, or holder of an Australian permanent visa.

Due date (for payment of fees) – the deadline for payment as shown on the fee invoice and indicated in the Letter of Offer and Written Agreement.

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

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

Education Services for Overseas Students (ESOS) – the legal framework which governs the delivery of education to overseas students studying in Australia on a student visa. The framework sets out clear roles and responsibilities for providers of education and training to international students and complements Australia's student visa laws.

EFTSL – 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.

Elective – a subject which is not part of the core subjects of an award, but which may be undertaken as prescribed by the requirements of the course and credited towards that award.

Electronic records – records communicated and maintained by means of electronic equipment.

Eligible data breach – the unauthorised access or disclosure of personal information, or loss of personal information in circumstances where this is likely to occur, that is likely to result in serious harm to any of the individuals to whom the information relates (see s 26WE(2) of the Privacy Act).

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.

Enrolled student – a student who has enrolment load or leave of absence recorded on the student record system on the census date for at least one study period in an academic year.

Enrolment – the act of becoming enrolled in subjects at AIHE, being the process by which a student selects and registers for their selected units to study in a course for that year, semester, or study period through the AIHE student management system.

Enrolment (for international students) – where the international 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 international student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.

Enrolment Declaration – a statement of AIHE rules, expectations and student responsibilities that students are required to read and accept for each course that they are enrolling into as part of the online enrolment process.

Enrolment not permitted – a restriction that applies when two or more subjects are deemed to have sufficient overlap between the content, such that the student is not permitted to enrol in more than one of the subjects towards their course of study.

Equipment – anything a staff member uses while performing their duties.

Equivalent full-time student load (EFTSL) – a measure of the study load for an academic year of a student undertaking a course on a full-time basis.

ESOS agency – has the meaning given by section 6C of the ESOS Act 2001.

Examination – any assignment, test, written or observed practice, or other written paper that is timetabled and invigilated, and which is taken account of in assessing the final results in a subject.

Exclusion – the cancellation of a student's enrolment in their course and termination of their rights and privileges as a student of AIHE including the right to re-enrol in their course or be admitted to another course, for a defined period (two years). An excluded student may apply for re-admission to any AIHE course according to the Admissions Policy at the expiration of the exclusion period.

Existing treatments – treatments that are in place, which may include procedural or administrative policies or physical barriers.

Expected completion date – the date by which a student intends to finish their award. Students can amend this date in the AIHE student information management system.

Expected duration – the duration of the course as registered with CRICOS and specified on the student's CoE. The expected duration is based on the calendar year.

Expulsion – the permanent exclusion of a student with no right to re-apply for admission.

External referencing – a process through which a higher education provider compares an aspect of its operations with an external comparator(s) for example comparing the design of a

course of study and/or student achievement of learning outcomes with that of a course from another provider².

False or misleading information – information that is not genuine.

Feedback – qualitative information provided to students for the purpose of being used by them to improve their future learning.

Field trip – an activity that:

involves a student's travel to and work at a place or places away from AIHE; and
relates to and is a requirement for a course being undertaken by the student at AIHE; and
is carried out under the general control of an AIHE staff member.

Final grade – a letter code given to represent overall academic achievement in all assessment in a subject.

Final notations – notations that are assigned to indicate the standing of a student in a subject, where such standing is not an assessment of performance in that subject.

Formal Award Courses are courses that led to a national qualification issued in the higher education sector and that are recognised under the Australian Qualifications Framework (AQF). Approved formal award courses must be relevant to the staff members current position or career and have significant value to both the individual and to AIHE.

Formal learning – learning that takes place through a structured program that leads to the full or partial achievement of an accredited qualification.

Freedom of intellectual inquiry – the principle that academic staff should be free to conduct research, undertake learning and teaching, communicate, and publish, subject to the standards of scholarship without unreasonable interference and restriction.

FTE – full-time equivalence; staff resources associated with a member of staff or a group of members of staff who has/have a casual work contract, expressed in terms of the number of full-time staff who would be required in a full year to perform equivalent duties.

Full-time student – a student undertaking 40 credit points or one EFTSL per year. A student undertaking at least 75% of a full-time load for the academic year will be full-time for that year. A student undertaking at least 75% of a full-time load in either the first or second Semester will be full-time for that Semester.

Future treatments – treatments to be put in place, identified as part of the risk analysis process.

General Manager – the staff member responsible for the provision of strategic and operational leadership and management in all aspects of AIHE's operational activities. In circumstances where the position of General Manager (GM) is vacant, all duties, functions, and references to the GM within this policy (and related institutional documents) shall be assumed by, and attributed to, the Chief Executive Officer (CEO).

Grade – the result of assessment of a single assessment task in a subject, determined on the basis of academic achievement in relation to the agreed criteria and performance standards for the assessment task.

Grade integrity – the correspondence between the actual level of academic achievement and the agreed criteria and performance standards the assigned grade represents.

² Refer TEQSA Guidance Note: *External Referencing (including Benchmarking)*, Beta version 2.2
(11 October 2017)

Grade Point Average (GPA) – the average of the final grades achieved by a student taking into account subject unit values. (The procedure for calculating GPA is contained in the Assessment Procedures.)

Graduand – a student whose completion of their program has been confirmed, but who has not yet had the award conferred on them.

Graduate – noun: a student who has had an award conferred on them; verb: be conferred with an award either at a graduation ceremony or in absentia.

Graduate attributes – generic learning outcomes that refer to transferable, non-discipline specific skills that a graduate may achieve through learning that have application in study, work and life contexts. AIHE has adopted eight Graduate Attributes [\[insert link\]](#) for its Bachelor degree courses.

Graduation – the moment when an award is conferred on a graduand; also, an AIHE ceremony at which awards are conferred.

Grievance – an issue or concern that is raised for resolution through a complaint. Grievance is used generically, whether the grievance is considered minor or more serious in nature.

Harassment – any form of behaviour or comments that is/are unwelcome, unsolicited, unreciprocated, and usually (though not entirely) repeated, which makes the situation unpleasant, humiliating or intimidating for the person who is the target of that behaviour.

Head of School – the academic staff member responsible for the provision of academic and management leadership in all aspects of a School's activities.

ICT custodian – any person that is responsible for the acquisition, implementation, and/or ongoing operations and maintenance of AIHE ICT facilities and services under the direction of the General Manager.

ICT user – any person who accesses AIHE ICT facilities and services whether they are account holders or not.

IELTS – International English Language Testing System. IELTS is an international standardised test of English language proficiency.

Impacts – consequences or outcomes that AIHE can expect if the risk eventuates.

Incurral date – the date the Student Services and Amenities Fee is payable, after which a debt is deemed to be incurred.

Informal learning – learning gained through work, social, family, hobby or leisure activities and experiences, without being organised or structured in to objectives or time constraints.

Intellectual property – as defined in Article 2 of the Convention Establishing the World Intellectual Property Organization (signed 14 July 1967 and amended on 29 September 1979):

(viii) "intellectual property" shall include the rights relating to:

- literary, artistic and scientific works,
- performances of performing artists, phonograms, and broadcasts,

- inventions in all fields of human endeavor,
- scientific discoveries,
- industrial designs,
- trademarks, service marks, and commercial names and designations,
- protection against unfair competition,

and all other rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.

Interim notations – the notations entered in place of a grade when either all necessary procedures for the final assessment of a subject have not been completed by the student or by the Subject Coordinator, or other requirements relating to the release of a final grade have not been met.

International student – a student who is studying in Australia on a student visa; also ‘overseas student’ in the ESOS Act 2011.

Investigating Officer (IO) – a person appointed by a Designated Officer to investigate an allegation of student misconduct or an appeal of a determination of student misconduct and make recommendations based on the outcome.

Invigilator – a person who distributes and collects examination papers and supervises the examination process in a scheduled examination.

Key dates – the census date, the withdraw date, and the withdraw-fail date. These occur in every study period.

– **Census date** is the day on which a student’s enrolment for the study period must be finalised. It is the last day on which a student may withdraw from a subject and have it deleted from their academic record. Applicable fees and charges are incurred on the census date.

– **Withdraw date** is after the census date. It is the last day on which a student can withdraw from a subject and have this recorded as ‘withdrawn’ (W) on their academic record. A withdrawal does not contribute to the GPA.

– **Withdraw-fail date** is after the withdraw date. It is the last day on which a student can withdraw from a subject and have it recorded as ‘withdrawn-fail’ (WF) on their academic record. A withdraw-fail contributes 1.5 grade points to the course GPA. Withdrawals after the withdraw-fail date are recorded as a fail (F) on the academic record.

Learning Management System (LMS) – the electronic module used for the administration, documentation, tracking, reporting and delivery of educational courses. The LMS helps the instructor deliver course material to students, administer assignments, tests, track student progress, manage academic resources and manage record-keeping. It is the “engine” that powers eLearning using a server and user interface to run the system.

Learning outcomes – statements of the knowledge, skills, attributes and capabilities that students have acquired and are expected to demonstrate as a result of successfully completing a subject or course.

Lecturer – the academic staff member responsible for delivery and assessment of components of a subject.

Letter of Offer – written agreement between AIHE and the student. Once signed and the fees are paid this becomes a binding contract.

Likelihood Rating – the chance that the risk will occur.

Low socio-economic status (LSES) students – socio-economic status (SES) is assigned to students on the basis of the socio-economic status of the geographical location in which they reside, as identified by ABS statistical area (SA1) or postcode classification. All SA1 areas are ranked on the basis of ABS estimates of the Socio-Economic Index for Areas (SEIFA) of Education and Occupation calculated using census data. LSES students come from the bottom 25% of Australian SA1s (with a postcode backup) in a national ranking.

Major changes to courses and subjects – are approved by Academic Board. Details are set out in Table 1 of the Course and Subject Development, Approval, Review and Withdrawal Policy.

Major misconduct – student misconduct that has a significant impact and which, if substantiated, is likely to result in the imposition of a penalty under the Student Code of Conduct policy, will be dealt with formally. Complaints of major misconduct, including repeated breaches of the Student Code, will be referred to the General Manager for investigation, who may then delegate responsibility for resolving the complaint to an appropriate AIHE staff member depending on the nature of the complaint. In cases of criminal offences (e.g. drug use on AIHE premises, sexual assault, etc.) the General Manager will immediately refer the case to relevant external authorities (e.g. police).

Marketing – promotion of the provider and its courses and facilities to prospective overseas students and their parents or guardians, agents, international organisations and other interested parties such as alumni.

Mediation – a process in which parties to a dispute, with the assistance of a neutral third party, identify the disputed issue(s), develop options, consider alternatives and endeavour to reach an agreement. The Mediator has no advisory or other determinative role with regard to the content of the dispute or the outcome of its resolution, but may advise or determine the process of mediation whereby resolution is attempted.

Medical certificate – a certificate signed by a registered medical practitioner. Other than in extraordinary circumstances, AIHE will not accept a medical certificate that has been signed by a person who is a close associate or near relative of the patient. AIHE will only accept original certificates or a certified copy of an original.

Migration agent – a person registered as a migration agent as per section 286 of the Migration Act 1958.

Minor changes to courses and subjects – may be Level 1 or Level 2. Details and approval authorities are set out in Table 1 of the Course and Subject Development, Approval, Review and Withdrawal Policy.

Minor misconduct – where the extent, seriousness or impact of the breach of the Student Code is not substantial and where the student has not been previously counselled about the standard of conduct required. Minor misconduct will be investigated and dealt with under a local review and resolution process using an educative approach.

Mode of study – the range of options for study available to students; includes attendance face-to-face in a classroom, supervised study on the registered provider's campus, distance learning, online learning and work-based learning.

Moderation (of assessment) – the process of establishing comparability of standards, reached through consensus, between assessors to ensure the validity, reliability and practicality of assessment and consistency of grading.

National Register of Higher Education Providers (National Register) – the authoritative source of information on the status of registered higher education providers in Australia. The National Register was established and maintained under section 198 of the Tertiary Education Quality and Standards Agency Act 2011.

NDB scheme – the Notifiable Data Breaches scheme in Part IIIC of the Privacy Act 1988 (Cth).

Non-award study – comprises study in a subject or subjects normally offered within an award course, but the completion of which does not count towards an award course.

Non-formal learning – learning that takes place through a structured program of learning that does not lead to an officially accredited qualification, for example short courses.

Notations – temporary or permanent annotations recorded against a subject when a final grade is not appropriate consistent with the Schedule of Final Grades, Notations, Symbols and Classifications.

Notifiable data breach – is the same as eligible data breach.

Notification statement – a statement about an eligible data breach, prepared by an entity under s 26WK of the Privacy Act 1988 (Cth)..

Overseas student – is an international student.

Overseas Student Health Cover (OSHC) – it is an Australian Government requirement that all international students studying in Australia on a student visa are covered by Overseas Student Health Cover (OSHC) for the duration of their visa. If students are accompanied by family and children, they must have the compulsory family policy for OSHC.

Package(d) Offer/Package(d) Offer of Admission - an offer of admission made by AIHE to a prospective student, where the AIHE course is the principal course of study, used jointly with an offer for an internal or external pathway course(s) to apply for, or maintain, an Australian student visa.

Part-time student – a student who has enrolled for fewer than 30 credit points in one academic year. A student enrolled for fewer than 15 credit points in a Semester may be classified as part-time for that Semester.

Performance standards – statements that describe the level to be achieved in relation to the assessment criteria.

Personal information – is defined in s 6(1) of the Privacy Act 1988 (Cth), as information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

Examples of personal information AIHE may collect about an individual are their:

- name;
- signature;
- address;
- email address;

- telephone and/or fax number;
- date of birth/age;
- place of birth;
- ethnic origin;
- language spoken at home;
- photograph or digital image; and
- educational qualifications.

Placement – an intentional, organised, supervised and assessed educational activity, in a workplace setting, usually external to AIHE, in accordance with AIHE’s Work Integrated Learning Policy.

Plagiarism – copying or paraphrasing the words or ideas of others without acknowledging the source. This could be from the Internet or other printed or broadcast material or another student’s work or part of their work. It includes published or unpublished documents, designs, sounds, images, photographs and films, data and computer code.

Prerequisite – can be either: a subject, or combination of subjects, that must be completed, and for which a specified minimum grade must be obtained before another subject may be studied; or restrictions on the enrolment in a subject to students in one or more specified award courses.

Principal course of study – the principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

PRISMS – the Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DET by registered providers.

Procedural fairness – a fair and proper procedure appropriate to the circumstances, where a person adversely affected by a decision is allowed an opportunity to present their case before a decision is made and where decisions are made without bias and are supported by evidence and communicated with reasons.

Professional Development includes the provision of learning and development opportunities and activities to extend and broaden the scope of professional capabilities of staffs in relation to their role and responsibilities.

Professional experience – experience obtained through the practice of a profession, including teaching, learning and assessment experience, scholarship, research and professional practice, from which the academic staff member’s professional competency, knowledge, skills and learning outcomes achieved can be assessed.

Program of study – a structured sequence of subjects that students are required to successfully complete to gain an academic award.

Prospective student – a person seeking to undertake courses and/or subjects at AIHE who has not yet been admitted.

Provider default – where the registered provider fails to provide a course or ceases to provide a course to an overseas student within the meaning of section 46A of the ESOS Act.

Recognition of Prior Learning (RPL) – a form of credit that results from an assessment of an individual’s relevant prior informal and/or non-formal learning against subject or course learning outcomes. Additional formal learning may also be taken in to account when establishing RPL.

Record – recorded information in any form (regardless of format) that is: created or received by AIHE during transacting its business or carrying out its activities; and retained as evidence of that activity or business.

Record keeping – making and maintaining complete, accurate and reliable evidence of business transactions in the form of recorded information.

Recruitment – the pre-enrolment processes of engaging and assisting overseas students to apply for a place in a course with a provider leading up to the formal enrolment, including assistance with administrative issues and the issuing of a CoE for an application for a student visa.

Reliability – in assessment, the extent to which results of an assessment task are repeatable and fair from one student to the next, and from one occasion to the next (for example with a different group of students).

Requestor – a staff member authorised by the General Manager to create requisitions.

Research – academic activities of a higher education provider that contribute to new knowledge through original investigation. Research is systematic, planned and purposive, can be carried out in all academic disciplines and may involve a range of tools and media. (*Definition adapted from that used by TEQSA for the purposes of the HES Framework.*)

Researcher/s – any individual/group of persons who conduct research at or on behalf of AIHE.

Research data – The material, data, records, files and other evidence, digital, physical or in other forms, upon which a research project’s observations, findings, or outcomes are based.

Research misconduct – Deliberate, reckless or persistent negligence including fabrication, falsification, plagiarism or deception, failure to declare or manage a serious conflict of interest, the avoidable failure to follow research proposals as approved by the relevant AIHE governing body, and wilful concealment or facilitation of research misconduct by others. It does not include honest differences in judgment in management of the research project or honest errors that are minor or unintentional, which may be classified as breaches. Repeated breaches of good research practice or AIHE research policy may also constitute research misconduct.

Research training – usually refers to studies for Research Masters and Research Doctorate degrees (AQF Levels 9 and 10), or alternatively ‘higher degree(s) by research (HDR), which has the same scope. Research training can be contrasted with ‘coursework’.

Restriction – a limit on access to premises and/or facilities and/or services for a defined period.

Response Manager (Student Critical Incident) – In the event of a student critical incident, a senior staff member of AIHE nominated to manage the critical incident. The Response Manager will coordinate and implement AIHE’s response and will assemble and lead a Critical Incident Team as required.

Resubmission – the lodging for assessment of student work after it has been revised by the student(s) who originally produced it.

Risk – the effect (both positive and negative) of uncertainty on objectives. It is measured in terms of the consequence of an event and the associated likelihood of occurrence.

Risk appetite – the amount and type of risk that AIHE is willing to take to meet its strategic objectives. The AIHE Council is responsible for setting and articulating the risk appetite for the business.

Risk event – an occurrence that caused the risk. A brief description of the identified risk.

Risk management – the principles, framework and processes in place for managing risk effectively.

Risk Management Plan – the set of components that provide the foundations and organisational arrangements for designing, implementing, monitoring, reviewing and continually improving risk management at AIHE.

Risk Management Policy - a statement of the overall intentions and direction of an organisation related to risk management.

Risk manager – the individual responsible for the day to day management of AIHE's risks and minimising adverse impact on the achievement of the organisation's objectives.

Risk matrix – a matrix used during risk assessment to define the level of risk by considering likelihood against consequence severity.

Risk owner – the designated individual who is responsible for the management, monitoring and control of an identified risk, including the implementation of the selected responses.

Risk register – also known as a Risk Log, contains all identified organisational risks, severity analysis and evaluation of viable solutions. It is used to track, review and manage risks down to an acceptable level through a review and updating process.

Risk severity rating – product of the consequence rating and likelihood rating, which defines the magnitude of the risk.

Risk tolerance – the specific maximum risk that an organisation is willing to take regarding each relevant risk.

Rubric – a grading matrix/table detailing the assessment criteria for an assessment task and the required performance standards against each criterion to achieve a particular grade.

Sanction – a penalty applied for failure to abide by a statute, regulation, condition or other lawful direction of AIHE.

Scheduled course contact hours – the hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training and examinations.

Scholarly activity – Aspects of scholarly activity includes, but is not limited to:

- research based investigation focused on discovery and theory development;
- interpretation designed to draw meaning from the work of others; such research has an integrative function and connects the results from multiple studies within a discipline or across disciplines;
- practical applications of knowledge to problems or opportunities confronting the professions served by AIHE's courses; and
- research in any of the above that reflects on the processes of teaching and learning that are at the core of AIHE's mission.

Scholarship – the maintenance of knowledge of current developments in an academic discipline, and transmission of this knowledge through effective, contemporary approaches to teaching and learning. Scholarship contributes to intellectual curiosity, rigorous argument, judicious use of evidence, a depth of understanding gained through serious engagement with the work of others, for academics and students alike.

Scholarship in the areas of teaching and learning* involves:

- Demonstrating current content knowledge and ongoing intellectual engagement in primary and allied disciplines and their theoretical underpinnings;
- Deep reading in the literature of the discipline, disseminating that knowledge through interaction with peers and deploying that knowledge in collective efforts to continuously improve teaching and learning within the Institute;
- Encouraging students to become critical, creative thinkers and enhancing understanding through interaction with students;
- Continuous critical reflection on professional practice within the discipline, with the aim of compulsory professional practice;
- Being informed about the literature on teaching and learning in relevant disciplines and being committed to the ongoing development to teaching practice; and
- Focusing on the learning outcomes of students.

(* As defined in the Ministerial Council on Education, Employment, Training and Youth Affairs (October 2007) National Protocols for Higher Education Approval Processes.)

Scholarship – support provided to a student, or on behalf of a student, to assist with expenses associated with study at AIHE.

Scholarship monitoring – a process undertaken to determine if scholarship recipients are abiding by the terms and conditions of their scholarship.

School – a unit of academic organisation within AIHE that has related teaching and research responsibilities and activities.

Semester – a principal study period of the academic year, generally 14 weeks in length, comprising 12 weeks of teaching, one mid-Semester assessment week and one end of Semester assessment week.

Sensitive information – is defined in s 6(1) of the Privacy Act 1988 (Cth) to include personal information about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practices, or criminal record. Sensitive information also includes all health information, genetic information, biometric information that is to be used for the purpose of automated biometric verification or

biometric identification, and biometric templates.

Thus, it includes any personal information about an AIHE student or staff member's:

- health, health treatment or medical needs;
- race, ethnicity or religion;
- professional or political affiliations and memberships;
- criminal record; or
- sexuality.

Sexual harassment – any unwanted, unwelcome sexual behaviour that makes a person feel offended, humiliated or intimidated. Depending on the nature of sexual harassment, it can sometimes amount to sexual assault.

Sexual assault – any sexual behaviour without your consent that causes humiliation, pain, fear or intimidation. It includes rape, incest and unwanted kissing or touching. It includes behaviour that does not involve actual touching. For example, forcing someone to watch pornography or masturbation is also sexual assault. Or if the other person is your family member, teacher, or someone else you know this will also be sexual assault. Sexual assault is against the law and is a serious crime.

Short Courses are courses of short duration that are normally from half a day to five days in length, run on consecutive days or over a period of time, offered by an external provider and which would not normally lead to a qualification under the AQF.

Show cause – the process whereby students, who do not attain a level of academic achievement prescribed for this purpose by the Academic Board are required to submit in writing a statement supporting an application for continued re-enrolment in that course.

Single subject enrolment – non-award enrolment that does not contribute to the requirements of an award.

Special approval required – a restriction that prevents enrolment in a subject due to specific requirements of the subject requiring approval on an individual student basis.

Special circumstances - Special circumstances may include, but are not limited to medical illness or injury, compassionate circumstances, and employment related circumstances. Special circumstances apply to the student if, and only if, AIHE is satisfied that those circumstances apply to the student that:

- (a) are beyond the student's control; and
- (b) can be substantiated or supported with documentary evidence.

Special consideration – an adjustment made to a student's assessment arrangements in order to allow for unexpected or extenuating circumstances.

Specified credit – credit granted on the basis of formal learning of a specific component of a qualification.

Staff grievance – a concern or complaint raised by staff against a process, action, omission or decision within the responsibility and control of AIHE which relates to employment or related internal human resources matters; which has or is likely to have an unreasonable negative impact on the ability of staff to undertake their duties, or similar impact on their career.

Staff member – a person who performs duties for a higher education provider or one of its controlled entities, and is either:

- a person employed by the higher education provider or one of its controlled entities on a full-time, fractional full-time or casual basis; or
- an employee of another higher education provider who is working at the higher education provider or one of its controlled entities as either:

"visiting" staff

"exchange" staff

"seconded"; or

- a person who works for the higher education provider or one of its controlled entities on a regular basis but who receives no remuneration (e.g. members of religious denominations, unpaid visiting fellows).

Statement of Academic Completion – a statement, authorised by the Head of School that a student has completed all requirements of a program.

Statement of Attainment – a statement, authorised by the Council, issued for partial completion of a vocational education program, or for completion of a skill set or accredited short course. It includes details of nationally recognised units of competency achieved under nationally endorsed standards, or modules achieved under a nationally endorsed curriculum.

Student advocate – a person who provides advocacy, advice and assistance to the student throughout the process of investigation and resolution of a student complaint or appeal or in the case of alleged student misconduct.

Student cohort – all students commencing a course of study in a particular year with a higher education provider. Student cohorts may be classified by:

- entry pathway
- mode of study
- place of study
- other groupings.

Student contact officer – staff member(s) of the registered provider deemed to have an appropriate level of skill, knowledge and expertise who is able to provide advice to overseas students on a range of matters.

Student default – where an overseas student does not start a course or withdraws from a course as defined in section 47A(2) of the ESOS Act.

Student misconduct – a breach of the Student Code of Conduct as defined in Schedule A of the policy. Student misconduct is generally non-academic misconduct; breaches of academic integrity, i.e. academic misconduct, are dealt with under the Academic Integrity Policy.

Student visa – has the meaning given in the ESOS Act 2001.

Students from non-English speaking backgrounds (NESB) – a student who has a Non-English speaking background is one who meets all these criteria:
they are a domestic student;
they arrived in Australia less than 10 years prior to the Reference Year; and
a language other than English is spoken at home.

Students from regional and remote areas – regional and remote students are defined as having a permanent home address in an SA1/postcode area that is classified as regional or remote using historic MCEETYA classifications and the Australian Statistical Geography Standard (ASGS).

Students with disability – students who self-report a disability to AIHE, either at the time of their enrolment or during the course of their studies.

Study load – is determined by the number of units in which a student is enrolled across an academic year.

Study period – the period of time in which a subject is undertaken. A study period may be a Semester, Trimester, or block of study recognized by the AIHE Academic Calendar. Each study period has a designated start and end date, census date, last date by which students can add or substitute subjects without prior approval of the Subject Coordinator, date for withdrawal without academic penalty, and date for release of subject results. In exceptional circumstances, the start and end date of a study period may vary for an individual subject. See also ‘Compulsory study period’.

Subject – a discrete component of a course in which students enrol, also called a ‘unit of study’ in applicable Australian Government legislation; a separate unit of study and a combination of subjects make up a course.

Subject Coordinator – the academic staff member who is responsible for the academic leadership and oversight of all aspects of a particular AIHE subject.

Subject learning outcomes – statements of the knowledge, skills, attributes and capabilities that students have acquired and are expected to demonstrate as a result of successfully completing a subject.

Subject Outline – a critical resource for students detailing the subject description and learning outcomes, consultation and contact details, learning resources, how performance in the subject will be assessed and other general assessment expectations and penalties.

Supplementary assessment – an examination or other assessment task, in addition to the specified assessment requirements for a subject, which is set in appropriate approved circumstances to provide an opportunity to a student to redeem a previous result or substitute for non-performance in relation to a final grade.

Support person – in relation to the Student Grievances, Complaints and Appeals Policy, a person who assists and supports the student but does not actively participate in the process of investigation and resolution of a student complaint or appeal or in the case of alleged student misconduct.

Support staff – a staff member of a AIHE without an academic staff classification who provides support functions for teaching and/or research activities.

Suspension – the cancellation of a student’s enrolment and the withdrawal for a specified time of the rights and privileges of a student, including the right to re-enrol as a student. Unless otherwise advised, the student has the right to recommence their studies at the end of the suspension.

Symbols – used on academic transcripts and results notifications to indicate the final grades, notations and classifications awarded for work in a subject.

Teaching and Learning Committee – established under the Academic Board Terms of Reference, the Committee is responsible for oversight of academic quality in AIHE courses and provides recommendations to the Academic Board on teaching and learning policy, strategies, initiatives and innovation that promote the interests of AIHE including meeting legislative and professional requirements, the maintenance of academic standards and fostering high quality learning.

TEQSA – the Tertiary Education Quality and Standards Agency (TEQSA) regulates and assures the quality of Australia’s higher education sector.

Testamur – an AIHE certificate stating that an award has been conferred on a graduate.

The National Code of Practice for Providers of Education and Training to Overseas Students 2017 (National Code 2017) – 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.

Transcript – a list of courses undertaken, and results achieved by a student that is authorised by the AIHE Council.

Tuition assurance option – the tuition student contribution/tuition fee repayment option as set out in the Higher Education Provider Guidelines 2012, whereby students may choose a refund of up-front tuition fees for any unit of study that the student commences but does not complete because AIHE ceases to provide the course of study of which the unit forms part.

Tuition assurance requirements – the requirements for tuition assurance for the purposes of section 16-30 of the Higher Education Support Act 2003, as set out in Chapter 2 of the Higher Education Provider Guidelines 2012. The tuition assurance requirements have four parts: Part 1: General Requirements; Part 2: Course Assurance Requirements; Part 3: Student Contribution or Tuition Fee Repayment Requirements (which is the student contribution/ tuition fee repayment option); and Part 4: Administrative and Other Requirements.

Tuition Protection Service (TPS) – an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study (refer <https://tps.gov.au>). The TPS ensures that international students are able to either: complete their studies in another course or with another education provider; or receive a refund of their unspent tuition fees.

Tuition fees – includes fees directly related to the provision of a course that AIHE as the provider is delivering or offering to deliver. Tuition fees do not generally include such things as transportation, accommodation, books or equipment even if they are pre-paid by the student directly.

Unacceptable Academic Progress – where a student is found to have made continued unsatisfactory academic progress for a second semester or study period in the same course will be deemed to have established an unacceptable level of academic progress.

Unexpected or extenuating circumstances – circumstances that are beyond the control of the student and/or for which there was no opportunity to prepare in advance. Such circumstances

may include but are not limited to:

- illness of the student or a close relative;
- unanticipated personal circumstances of a compelling nature; and
- unanticipated and significant work-related circumstances of a compelling nature.

Unit – the weighting given to a subject. The unit value for a subject is published in subject information on the AIHE website.

Unsatisfactory academic performance – where a lecturer identifies that a student's attendance, submission or completion of assessment tasks, performance in assessment tasks and participation in other activities designed to enhance learning in a subject may require early intervention during the study period with a view to avoiding them being classified as 'At risk of unsatisfactory academic progress'.

Unsatisfactory academic progress – where a student fails to meet defined required minimum standards of academic progress or fails to comply with valid conditions of enrolment or other requirement, progress may be deemed to be unsatisfactory.

Unspecified credit – credit granted for work from another institution that is of a similar standard to work at AIHE, but for which there is no direct subject equivalent.

Validity – in assessment, the extent to which an assessment task tests the actual abilities that it is supposed to test and the appropriateness of the interpretation and use of the results for any assessment instrument.

Victimisation – subjecting or threatening to subject someone to some form of detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, sexual harassment or victimisation.

Vilification – occurs when a person speaks or writes in an insulting, abusive or defamatory way about or to a person or group. Vilification is commonly associated with the incitement of hatred towards a person due to their race, religion, or beliefs.

Withdraw date – is after the census date. It is the last day on which a student can withdraw from a subject and have this recorded as 'withdrawn' (W) on their academic record. A withdrawal does not contribute to the GPA.

Withdrawal – the formal cessation by a student of enrolment from a subject or course. Depending upon the timing, the withdrawal may appear on an academic record as a "withdrawal without failure" or as a "failure".

Withdraw-fail date – is after the withdraw date. It is the last day on which a student can withdraw from a subject and have it recorded as 'withdrawn-fail' (WF) on their academic record. A withdraw-fail contributes 1.5 grade points to the course GPA. Withdrawals after the withdraw-fail date are recorded as a fail (F) on the academic record.

Women in non-traditional areas of study (WINTA) – female students who are enrolled in the Natural and Physical Sciences; Information Technology; Engineering and Related Technologies; Architecture and Building; Agriculture, Environmental and Related Studies; Management and Commerce; and the narrow field of Education (Economics and Econometrics).

Work integrated learning (WIL) – a learning approach that enables students to learn through engagement with industry and community representatives (WIL partners) in authentic activities that are planned for and assessed as part of their course.

Work integrated learning activities (WIL activities) – occur in many forms and do not necessarily entail learning in workplaces external to AIHE. WIL activities may also occur on campus, in simulated workplaces, or through virtual environments.

Work integrated learning partners (WIL partners) – external businesses, organisations and individuals who work with AIHE to provide WIL activities for students.

Version Control

Version #	Date	Key changes
1.0	21/3/2018	Original glossary comprising terms as approved by Council and Academic Board in AIHE's policy suite
1.1	23/5/2018	Added terms arising from new policies for course assurance, research and scholarship
1.2	12/11/2018	Added terms from revision of Student Grievances, Complaints and Appeals Policy; updated reference to Australian Code for the Responsible Conduct of Research
1.3	10/12/2019	Added terms arising from new policy for student scholarships
1.4	16/01/2020	Added term arising from new policy for equivalence of academic experience
1.5	6/04/2020	Added terms arising from changes to delegations for course and subject amendments approved by Council 27/02/2020
1.6	4/09/2020	Corrected definitions of key dates, replacing 'course' with 'subject'
1.7	17/09/2020	Revised and added definitions related to the Privacy Act 198 (Cth) and managing breaches in accordance with that Act
1.8	22/02/2021	Removed 'intending international student' from definition of International Student. Clarified the definition of Prospective Student and the definition of Packaged Offer.
1.9	19/08/2021	Updated the definition for the Department of Home Affairs to allow for future name changes.
1.10	15/09/2021	Added definition for Special circumstances.
1.11	11/08/2022	Updated definition for Study period to include Trimester and remove reference to Summer and Winter terms.
2.0	1/09/25	Updated the definition of General Manager.